



# SUNStudent Project Update

## Senate meeting

24 November 2023

## Agenda

- Introduction
- Project highlights status
- Operational Readiness
- Support Model
- Moving forward

### What we acknowledge

1. Covid's impact, energy crisis, SUNFin, SUNLearn, disruption of institutional crises
2. Simultaneous large & complex change projects
3. Change fatigue & dual role of users
4. SU internal large scale project experience
5. High expectations were raised during Blueprint workshops at Stias





# SUNStudent Project Focus Areas & Highlights



forward together  
sonke siya phambili  
saam vorentoe

## Project Highlights

- Closing out 2<sup>nd</sup> and 3<sup>rd</sup> cycles of user acceptance testing (UAT)
- Regression testing of defects underway (to conclude on 27 November)
- Training progressing well with positive feedback
- Data migration for go-live continuing and on track
- Development freeze from 10 Nov to 18 Dec
- System Performance and Load tests concluded over the weekend of 18 and 19 November.
- Non-Functional requirements completed and tested
- Town Hall sessions concluded, and Q&A noted and responded to
- Operational readiness framework agreed, categories and sub-category compliance progress tracked on a weekly basis
- Support approach for 4 December go-live agreed (Stellenbosch Business School and School for Public Leadership)
- Support approach for Tygerberg and Stellenbosch campuses completed – preparation and communication underway












## Focus Areas

5 Key focus areas in preparation for the go-live commencing 4 December:






1. Complete User and Regression Testing
2. Training all core impacted users per capability
3. Communicating the Support Model and Approach
4. Data and IT preparation
5. Configure and set up of SUNStudent

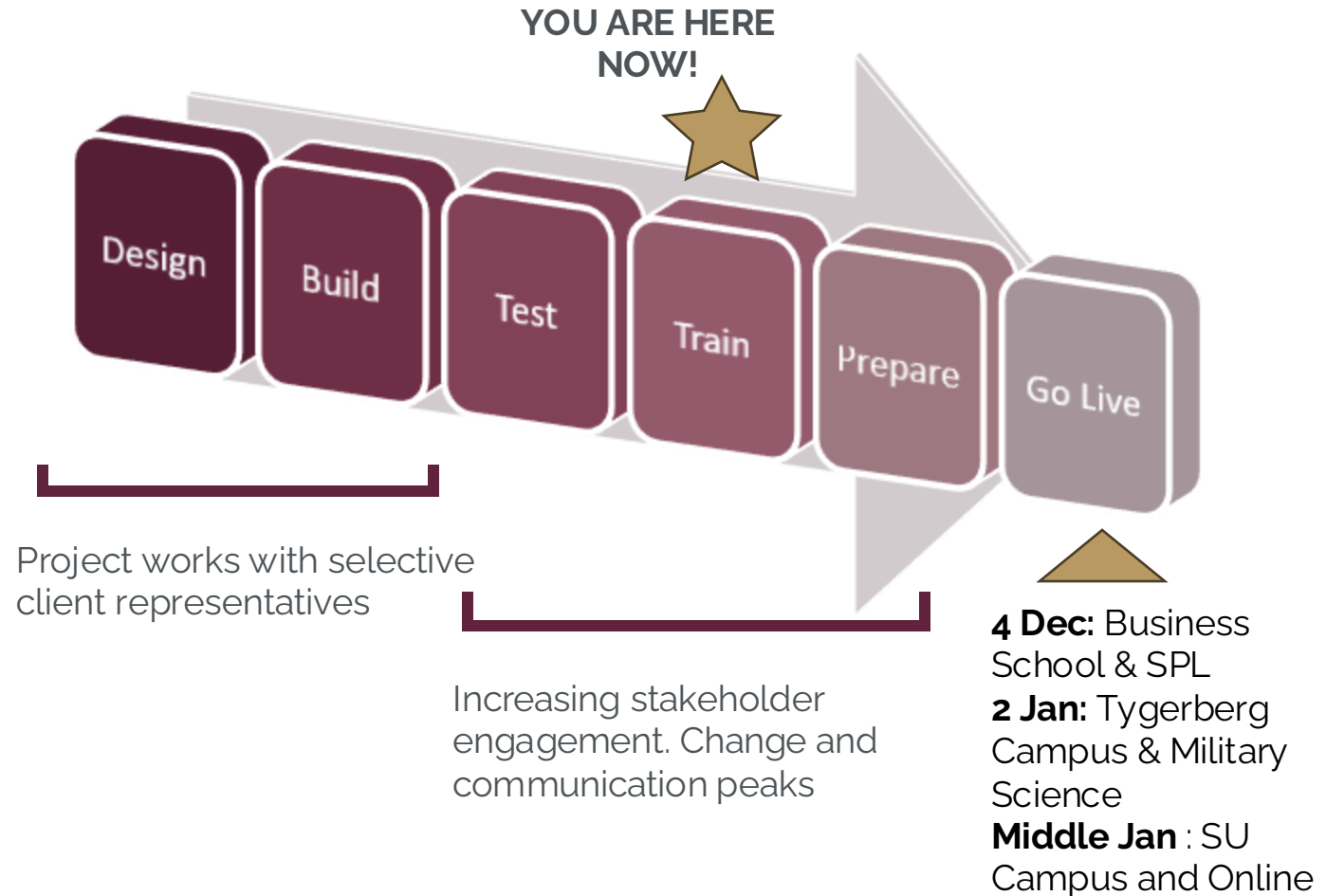
Report Date: 17/11/23

## Capability Status

1. Registrations (incl 2. Curriculum and 3. Holds & Blocks)	
4. Postgraduate Management	
5. Financial Aid	
6. Student Fees	
7. Services Fees	
8. Residence Management	
9. Student Discipline (Go Live 2024)	
10. Venue Scheduling	
11. Student Assessments/Marks (Go Live 2024)	
12. Societies & Sports Clubs	
13. SUNSuccess (Go Live 2024)	

## Workstream Status

I. Data Migration	
II. Operational Readiness	
III. Integration	
IV. Training	
V. IT	



Categories and sub-categories derived from the Operational Readiness Framework are defined, and level of compliance is measured on a weekly basis in preparation for go-live (go-live starting 4 Dec).

## Main Categories driving operational readiness compliance

0. Business Operations
1. Organisation and Planning
2. People
3. Technology
4. Application and Configuration
5. Data
6. Legacy Applications

Category	Sub-Category	Description of Criteria	Reference to Stefan	Responsibility	"Gap Plan"		
					Degree of Compliance	Action plan for "Non-compliance"	By Whom, By When
3 Technology Monja Smith and Marc-Allen Johnson	3.1. Technical Site Readiness	All users, at all Go-live sites, can access a session and relevant site printers to print reports.	Non-Functional Requirements	Freek Truter, Monja Smith	Partial Compliance – actions in place to resolve		
		All output devices tested and loaded with correct stationery.	Non-Functional Requirements	Project managers / FIT Monja Smith	Comply - Was tracked and confirmed via the Digital Committee	Will be added to the JIRA cutover plan	In Progress
	3.2. Site Security	Access to System (GUI and DB access)		TBD	Partial Compliance – actions in place to resolve		
		Segregation of duties (Relevant access)		TBD	Partial Compliance – actions in place to resolve - Captured on the Cutover Plan on JIRA		
	3.3. Connectivity Redundancy	Access requests and approvals (Granting access process)		TBD	Partial Compliance – actions in place to resolve Captured on the Cutover Plan on JIRA		
		Connectivity is in place and tested. Fail over connectivity support mechanisms in place for WAN access links (if applicable)	Non-Functional Requirements	Project managers / FIT Monja Smith	Comply - Was tracked and confirmed via the Digital Committee	Falls part of the stress and loadtesting. Tasks will be captured on the JIRA Cutover Plan	In progress
	3.4. Server Redundancy	Fail over redundancy in place (if applicable) readiness confirmed.	Non-Functional Requirements	Programme managers / FIT Monja Smith	Comply - DR Test was done for A&A Vendor passed. Captured on the Cutover Plan on JIRA	Tracked and closed off via Digitalcom	Ready
	3.5. Disaster	Disaster Recovery Plans	Non-Functional	Programme	Comply - 100% (Crisis)	Tracked and	Ready

Category	Sub-Category	Description of Criteria	Reference to Stefan	Responsibility	"Gap Plan"		
					Degree of Compliance	Action plan for "Non-compliance"	By Whom, By When
5 Data Kevin Lubbe / Future owner (SSC Data Custodian)	5.1 Data Integrity	Application data integrity ensured through:	Data Migration	Project managers Kevin Lubbe	<b>Comply</b> Production Cutover Board with reporting graphs has been set up. ( <a href="https://servicesdesk.sun.ac.za/jira/secure/Dashboard.jspa?selectPageId=21941">https://servicesdesk.sun.ac.za/jira/secure/Dashboard.jspa?selectPageId=21941</a> ) DM Files are being saved to Teams (Data Migration Documents PROQ Cutover) Approvals are being recorded in the relevant Jira tasks. (Refer to the tasks in the board with Pre-Load Approval and Post-Load Approval).	The process is being followed.	
		- Master Data "clean up" signed off, as well as upload process was signed off, and final upload has happened with no errors; - Transactional data mapping signed off and test uploaded successfully in the system (Ready for "real" data uploads).			The Data Migration Strategy is being updated. It will then be sent to the PMO and Deloitte (Stefan Botha) for review.	Post load reconciliation and approval is in process. It is a time-consuming task.	20 Nov 2023

In support of the operational readiness framework the Deputy-Registrar's office of Stellenbosch Campus will focus on several targeted actions and interventions during the Registration 2024 timeframe to support the Registration go-live in SUNStudent. An overview of these components are illustrated below.

Timeframe	Team	Training & Support	Business Process	Governance	Communication
<p>Assisted Registration Period – Extended from 1 to 2 weeks (29 January to 9 February 2024)</p> <p>Faculty/programme registration schedules have been extended</p> <p>Earlier online registration period</p>	<p>Re-admission governance support</p> <p>Additional admin resourcing</p> <p>Faculty assistance – funding for additional resources</p> <p>Leave arrangements – all staff back at the office in the second week of January 2024</p> <p>Dedicated resource to log requests</p> <p>Additional logistical support</p>	<p>SeroSoft onsite support from 2 January 2024</p> <p>Streamlined SSC support with dedicated focus on registration</p> <p>Intensive registration training during 2023</p> <p>Refresher training in January 2024</p> <p>Training support during registration period</p> <p>Registration guides – staff and students</p> <p>Resilience and professional customer support training</p> <p>Staff recognition and rewards</p>	<p>Admissions – Utilization of the embargoed NSC / IEB results</p> <p>Admissions process clarification</p> <p>Centralized registration approach with all faculties serviced in NARGA</p> <p>Improved workflow in the NARGA registration venue and Admin A – triage approach</p> <p>Curriculum advising sessions for students</p> <p>Change of faculty / programme process – 2023 process to relieve pressure in January 2024</p> <p>Concentrated online registration campaign</p>	<p>Data integrity and sign-off</p> <p>Dedicated working groups with focus areas</p> <p>Daily stand-up meetings with core team to enhance feedback loop</p> <p>Ongoing / daily monitoring – registration stats and targets</p> <p>JIRA ticketing process</p> <p>Contingency plans – manual registration process, loadshedding and technical</p>	<p>Stakeholder engagement</p> <p>Enhanced communication plan</p> <p>Focused communication to core stakeholder groupings</p> <p>Increased communication frequency</p> <p>Improved website information with FAQs</p> <p>Additional communication channels</p>

**Project;** Inward communication efforts reaching all SPOCs in business and project daily

**University;** Outward communication efforts reaching all Student Groupings and SPOCs and relevant stakeholders. Frequency and approach to be determined by Ronel and Celeste

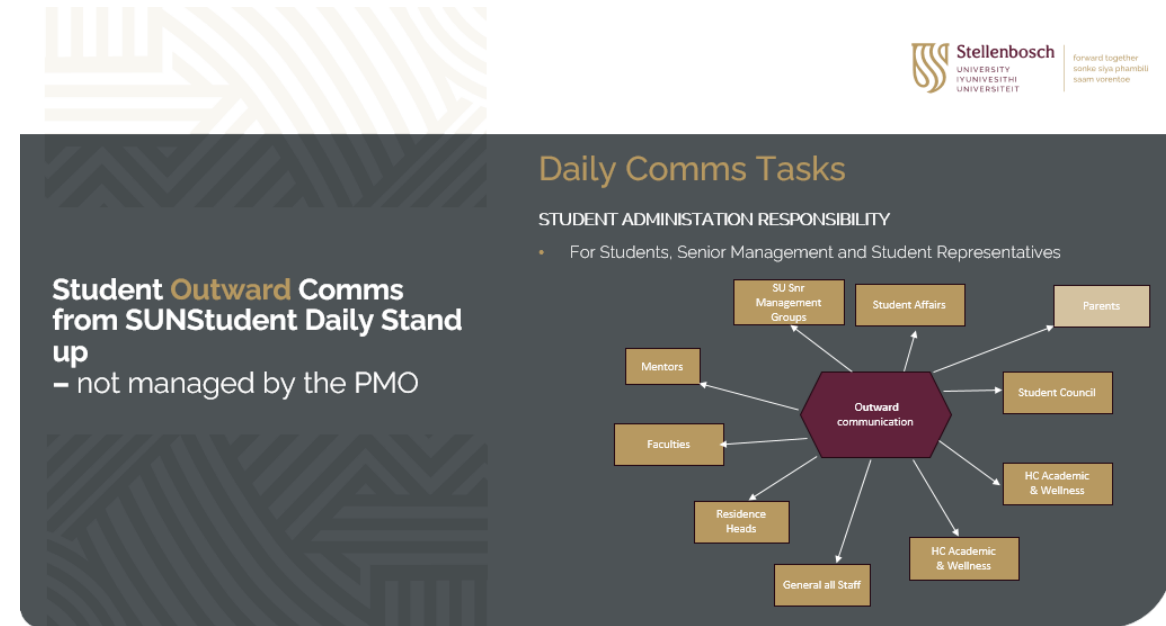


SUNStudent project

**Project Responsible for all campuses:**

Maryke Burnett and Susan van der Merwe  
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SUNStudent project



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**Campus Responsible:**

SU: Ronel Retief and Celeste Nel  
Tygerberg: Farah Fredericks  
Bellville: Edwina Sonnenberg  
Saldanha: Mari Basson

## What we acknowledge

1. Covid's impact, energy crisis, disruption of institutional crises
2. Simultaneous large & complex change projects
3. Change fatigue & dual role of users
4. SU internal large scale project experience
5. High Expectations were raised at Stia $\alpha$ s



## 1. MVP for GO Live

2. A new system will impact on teams' ways of working

3. Go-Live period will be challenging for all involved

4. Additional improvements will continue after Go Live

5. Users will increase work pace over time

6. System and process change takes time to be imbedded

## This is important to remember



**Nkosi, Thank You, Baie Dankie**