

## Video Transcript

CSR Getting to Know You Event – 30 January 2019

**Mary Kellett** – Vice Chancellor

Core Systems Replacement could not be more important to us as the University at this moment in time. It's actually one of the top three priorities that we've decided are the most important strategic objectives for us, going forward.

Systems underpin everything we do, for our students and for our staff. We need to modernise and evolve those systems so that we can offer the best possible quality learning experience for our students.

So, in terms of importance, I can't overemphasise this. It is the most important thing of the moment, and the time is now, and we must get on and succeed with this project.

**David Parsons** – Director of Strategic Technology Programmes

Today's event marks another significant step on our journey with the Core Systems Replacement Programme. We've been working for 12 months really, really hard to complete a procurement process, with all its incumbent complexities.

Today marks the start of the next phase of major work under the programme – the conclusion of procurement and the transition into implementation. For the University, this marks a significant change in culture; perhaps 25 years of software development in our core systems, about to be replaced with the SAP products that we acquired with our partners, itelligence.

I think it's also important for the University at an institutional level to get up and running, with solid foundations, with a new partner in the shape of itelligence and their colleagues at SAP.

**Liz Smith** – CSR Programme Manager

What I'm looking for most out of today is that people feel really confident and assured that we know what we're doing. Core Systems Replacement has been a long journey and there's been a lot in the theory around what we're going to do. I think what we want is people to feel that they know how we're going to do it and that we will be successful.

**Mike O'Connell** – itelligence Solutions Director

My focus for today is to explain to everybody who's attending about the programme, what the structure of the programme is and what we're going to be doing over the next three years. And then most specifically, what we're going to be doing in the next five months around Enterprise Design.

**Joe O'Toole** – itelligence Programme Manager

I think actually, it's more than one thing. It's for The Open University to get an understanding of the programme, and what it entails and the meaning of that. Also, to understand the role of intelligence in working collaboration with each other, and for everyone to get a good understanding when we finish today, so we can move forward with the programme.

**Pete Pumilia** – intelligence Programme Management and Operations Practice Manager

There's a lot of messages that have been delivered around how we approach the programme, how we want to interact with people. We want to reach out to the University community. And for me, it's understanding that message is out there that it's not just an IT implementation, it going to affect the whole University in one way or another.

**Justin Brading** – intelligence Senior Vice President and UK Managing Director

There's several things I'd like the OU team to understand about intelligence. We've been around for 30 years, we're one of the largest global IT companies, we've been delivering in the sector for many years internationally and in the UK.

SAP say, at the moment their tagline is "Experience Matters". Well, we have it in the HE (Higher Education) space, in the UK.

**Collin Hennis** – intelligence Account Executive

So, I've been engaged with the OU now for getting on for 18 months, I guess, and in that time I've learnt a lot about the organisation. I've spent a lot of time around the higher education sector, as have intelligence – and we're very experienced in that sector.

I always say these projects are not a science project. You need a defined outcome, you need to engage with a partner who's got the experience. They're hard, they're tough to do on both sides, and what you need is people who've been through it before, have done it many times and we have a defined outcome.

**Chris Youles** – OU Chief Information Officer

CSR is absolutely vital to the OU for a number of reasons. Our current legacy systems are about 20 years old now, and we are struggling as each day goes by, more and more, to support and maintain them. They are based around very old ways of working, they're based around module type production and module qualification, as opposed to degree qualification. So, they simply are no longer fit for purpose.

This isn't necessarily about that digital front-end. This is about the plumbing and electrics. This is about those things that are going on that are going to power and drive all of the things that The Open University needs be doing over the next few years. And it's a really vital programme for us.

**Richard Morris** – Lead Product Owner, Student Lifecycle

Overall, it is about improvement to the student experience because it's about bringing changes to the systems, data, processes that underpin all of our staff joining together and collaborating, on making the student experience the best that it can be.

### **David Parsons**

I think today has gone really well, exceeded our expectations. We've had terrific input and interaction from colleagues from across the business during the course of the day. I was particularly keen on the first session today because it's always difficult with a big audience just to get people to engage. But actually, what we've done is continue from where we were in the Competitive Dialogue during the procurement, with people keen, showing an appetite for change and to really get on board with the idea of new systems.

### **Liz Smith**

I thought it was really good. What I was hoping for was an opportunity to give people a level of confidence and assurance about how this was going to work, and that definitely came through.

There were a lot of questions, some about business change, some about technology - there was a really wide canvas of interest from across the organisation. So, I think the number of questions, for me, gave the indication that people were properly engaged in it; positive, enthusiastic and wanting to get started, so it seems like quite a good starting point for quite a long journey ahead. So, we're going to capitalise on that, and long may it continue!

Bloopers

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