

- Undertaken by Deloitte (Ian Shield)
- Key focus – lessons learnt
- Interviews with 46 Stakeholders
- 193 responses from Voice survey
- Review report considered by Audit and Risk Committee

- Objectives were classified as met, partially met or not achieved
- The majority of objectives were classified as met, including
 - Workflows for business processes
 - Scanning of attachments
 - Caters for increased flexibility and availability of information

- Comments relating to ‘partially met’ objectives
 - Instances where not all target staff actively using T1F
 - Still examples of duplicate hard copy records
 - Still necessary for Financial Services to process some journals
- No ‘not achieved’ identified

- Communication
 - Communicate the situation in a timely and clear manner
 - Keep messages simple and frequent

- Training
 - People require different approaches (one method does not suit everyone)
 - Class sizes need to be smaller
 - There are benefits in early familiarisation
 - Training requires reinforcement

- Support
 - Support staff helpful but under resourced
 - Support/training staff initially under trained
 - Under-prepared on system for recording and monitoring support calls

■ Technology

- Some early post go-live issues were technology related. UTAS lacks standard operating environment
- Early involvement of vendor's technical staff and collaboration with UTAS IT staff

■ Resources

- Project had well qualified and committed team
- Communication issues as team not co-located
- Excessive workloads of several team members

POST IMPLEMENTATION REVIEW (t1f)

Finance Update Session
April 2011

Scale Scores

