

Cover note University Council

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Details		
Topic		Project Renewal Operational Management System Finance & HR.
To be discussed before		n.a.
Author / Section		Wout van Wijngaarden (CIO EUR)
Handled by (to be invited to the Task Force TF)		n.a.
Date		16-9-2024

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If some documents are confidential, please contact the Clerk of the UC. The Council can refuse to accept a document or item on the agenda as confidential.

Public YES All documents linked to this cover note can be made public.

Context / Reason
<p>We would like to inform the University Council about the following: On 9 September 2024 Erasmus University Rotterdam started an extensive project (VB26). Approved by the board, with this project, we will be renewing the current Operational Management System in the domains of Finance and HR with a modern, future-proof system. The project is carried out in collaboration with Finance, HR, EDIS, faculties and Oracle as the selected supplier and implementation partner of the new system.</p> <p>The reason for this notice:</p> <ol style="list-style-type: none">1. The project is aimed at implementing a standard Cloud solution from the market, where there is no room (anymore) for customisation in the software. In the past, customisation was necessary to be able to meet the specific information needs regarding the current system. With the new system, configuration is possible, but customisation of software is no longer possible or only to a very limited extent. Especially because the system will provide us with best practice solutions. As a result, we are aware of the need to adapt work processes in the domains of Finance and HR. We expect substantial impact on the way in which the services work together.2. The new system requires own staff and specialists (EDIS, HR and Finance) to build up their knowledge. This requires time, effort and attention. Continuity must be guaranteed for the management of the old system.3. With the implementation of the project, EUR commits itself to a budget of €12 Million.

Jurisdiction UC / Question to the UC
Further to the right to be informed, attached notice has been provided.

Short Summary

The current Operational Management System (SAP) is outdated and far from user-friendly. In addition, it involves significant manual and in-efficient work tasks. What we need is a modern, innovative system. A system that is in line with the market and meets the current standards of digitisation. A new system with which we, as university, are taking an important step towards improvement. What we want to achieve is to bring our services back up to date. And significantly improve our employees' experience of using the business management system. In addition, we want to automate repetitive end-to-end processes to work more efficiently and effectively. This implies that we must accept change in new ways of working through standardisation. The use of the new system should lead to a reduction in the workload by reducing complexity in business operations and improving user experience. Finally, the system must enable us to obtain timely and accurate management information and to make it easier to find information.

Follow-up process

In 2023, the project started with a tender. An intensive process in which the future services and functionality were tested by many colleagues, EUR wide, in various rounds of dialogue. This led to the selection of an implementation partner based on the outcome of the assessment committee. The contracting phase has been finalised with Oracle as the selected party.

In order to keep control of the project, the implementation, the impact of changes, user acceptance, an efficient project governance structure has been set up that should contribute to success by:

- Thorough preparation, professional Project Management and realistic planning
- Solid implementation strategy and approach
- Change Management and Business Adoption
- Alignment with EUR's business processes and business strategy
- Governance, Decisiveness and Leadership
- Standardisation and assurance of ownership of the solution
- Data migration strategy and mastering Data Management
- Test Management and Quality Assurance
- Alignment with and ownership of the boards and management.

The project started the implementation phase at the beginning of September. We expect the new system to be up and running at the beginning of January 2026.

The Pro-Services council has been informed on 18 August 2024.

As part of business adoption and communication, we intend to keep the team informed about relevant topics during the implementation phase.

Specifics

There are no specific circumstances the council must take into account.

Documents to be attached

No further documents were supplied.