

Application	Customer	Improvement initiative	Expected improvement
Access Control	Ancillary Services	Develop and deploy web based administration system for downloading information from the Membership to Access Control systems	Realisation of benefits from purchase of new Group4 enterprise Risk reduction from replacement of desk based system currently in use. Reduction in support overhead
BPM Infrastructure	IT Services	Upgrade of supporting hardware	Improved resilience and performance
BPM Infrastructure	IT Services	Upgrade Metastorm and SWiFT software	Risk reduction as software is currently on an unsupported version Improved resilience and performance from features in latest version that will allow multiple engines to be deployed
BPM Infrastructure	Enterprise	Implement LDAP based authentication	Improved customer experience (only one username and password to remember) Reduction in support overhead from password resets
Car Parking	Ancillary Services	Carry out system amendment priorities as agreed following consultation	Reduce the number of journeys taken by staff to the University in line with the Environmental Policy. Make the charging model fairer
Helpdesk Call Management	ITS	Retirement of HEAT and introduction of ITIL process based replacement	Risk reduction as software is currently unsupported Reduction in support overhead <ul style="list-style-type: none"> Administration functionality no longer operable due to changes made to the core system May be replaced with hosted solution
Membership	Enterprise	Identity Management proposal	Internal ITS process improvement
Membership	Academic Office	Improved toolset for bulk card production	Reduced cycle time and defective goods
Membership	Enterprise	Self service Lost/Stolen card reporting, card request, new member request	Reduction in support overhead Increased data accuracy
Membership	ITS / Enterprise	Supplement LDAP process with Staff Job Title, Current Dept and Work Phone number	Improved accuracy of data in Global Address Book
Membership	Enterprise	Transfer data hub IO from Bell ID V3 scripts to Membership interface	Reduction in risk as Bell ID v3 scripts no longer supported
Membership	ITS	Transfer membership-interface from Xi to Epsilon	Reduction in risk by reducing number of applications and dependencies on Xi
Online Payments	Library	Develop and deploy a web based payment option for Library Fines	Increased fine recovery Staff efficiency savings in the Library Improved customer experience (currently have to pay in person)
Postgraduate Applications	Student Admin Service	Submission of references proposal	Postgraduate Application process improvement through reduced cycle time
Transaction tracking	Finance Office	Provide a data export facility	Reduce the number of standard service requests for data extracts from the database
Transaction tracking	Warwick Retail	Provide a report for calculating department costing automatically	Reduction in cycle time through removal of manual intervention