# IS Applications 3 Year Rolling Planning 2014/15 to 2016/17

## Proposal Suggestion Template

|  |  |  |  |
| --- | --- | --- | --- |
| Programme | *Programme Name**SMI* | Programme Priority | *4* |
| Portfolio |  *ISG*  | Portfolio Priority |  |
| Proposal Name | ***Improve communications to applicants about their Office 365 account*** |
| Proposal Sponsor | *Bryan MacGregor* |
| Other Contributors | *Neil Bruce* |
| What it is | ***Ensure that communications to new students about the availability of their Office 365 accounts are synchronised with the creation of the account.*** |
| Why it is needed / what the benefits are | *At the moment the process that informs new students to begin using their Office 365 mailbox is initiated when the student goes UF. It does not check for the availability of the Office 365 account itself.* *There are often delays and problems with the provisioning of the Office 365 accounts which mean students experience an error when they try to access their mail. This error is a string of 48 random characters which doesn’t inform the student what the problem is.**Over the summer we were taking around 500 support calls per month about the Office 365 service, the majority were arising from this issue.**We would like to see the process changed so that the presence of the Office 365 mailbox is established before the communication to students is issued.*  |
| When is it needed | *Start Year: 2014/15* *Duration (No. of Years): 1* |
| Type of work  | *Discretionary* | Funding Source | *Core Grant*  |
| \*Compliance Justification  |  | Proposal Type | *New*  |

## Estimation

|  |  |  |
| --- | --- | --- |
| Estimation Type  | *Software Development* | *Y* |
| *Software Configuration e.g. SITS* |  |
| *Infrastructure Development* |  |
| *Business Case / Options Appraisal*  |  |
| *Procurement* |  |
| *Implement Package Solution* |  |
| Estimated IS Apps Days (see additional guidance\*) | *M* | Estimated Business Partner Days |  |
| Estimated Service Management Days | *S* | Impact on other Service area | *Registry - S* |
| Estimation Confidence *(delete as required)* | *Not Very Confident (A lot of uncertainties)* |
| Estimation References |  |

**\*Estimation – Additional Guidance:**

For 1st stage/iteration of Red Line, the following standard estimation categorisations will be used,

* Small – 50 days
* Medium – 120 days
* Large – 250 days
* Extra Large – 500 days