The new student system, ISIS has been live for 8 weeks.
Read about how the implementation of ISIS is tracking, and how to keep up to date with ISIS news.

Special Edition, ISIS Update
The Student System Project and ISIS

The implementation
- ISIS went live as scheduled on Monday 7th June 2010, and replaced our in-house system Merlin which served the University for over 17 years.
- As most of you would be aware, considerable work has been done both across the University and within the Student System Project to ensure that the system was tested, business processes were adjusted accordingly, and relevant staff given appropriate training to carry out their work.
- Coinciding with the implementation of ISIS was the introduction of new University policies and processes around the review of student academic progress, student timetabling, RHD candidature management, and the introduction of the new LMS Admin data.
- With the complexity of the system and the University, it has long been anticipated that implementation of ISIS would be challenging. The most rigorous testing regime cannot uncover all system bugs, policy issues and flaws in business processes that come to light once everyone in the organisation is working on the system.
- Whilst the benefits of ISIS are already being seen - more efficient processes, a wide range of features and capabilities that we have not had before, and a more ‘student focussed’ application - the team is working to support the system and resolve any new issues which are uncovered.
- Since the implementation, communication channels have switched to the main audience being ISIS registered users. If you are not a registered user but wish to stay up to date with what’s going on with ISIS you can visit the ISIS website to see the latest news.

A reminder of what we have achieved together
- We have converted 1.6 million records across from Merlin.
- The following key University business processes have run using ISIS:
  - Special Consideration
  - Scholarship payments
  - Results for Semester 1
  - Completions
  - Mid-Year enrolment
  - Mid-Year subject changes
  - Semester 2 Timetabling
  - Online Applications
  - Graduation Allocation
  - Several invoice runs have been sent out
  - Approximately 30,000 Student Study Plans have been built.
This is a fantastic achievement. There have been some issues encountered with running these processes that are
being resolved as we move forward. Implementation issues were not unexpected, especially as the data in Merlin was handled very differently to the data in ISIS and given its volume and complexity, problems are bound to be uncovered.

**Where to find information about the Student System Project (SSP)**

- If you are not an ISIS user, but are still interested in what is going on with ISIS, you can read our ISIS Updates that are sent out regularly. These are available on the ISIS website: [www.isis.unimelb.edu.au](http://www.isis.unimelb.edu.au).
- The Student System Project (SSP) website [www.ssp.unimelb.edu.au](http://www.ssp.unimelb.edu.au) will still be available for a few months.
- All users of ISIS receive regular announcements and are emailed *ISIS Update*, the student system newsletter bringing staff the latest updates about ISIS, any new system features, tips and tricks on getting the most out of the system and more. Any staff who are not ISIS users, but are interested in reading these can find them on the ISIS website: [www.isis.unimelb.edu.au](http://www.isis.unimelb.edu.au).

**How things are tracking**

- To date there have been several new issues identified and resolved, and some which continue to be managed.
- Many processes are operating with little disruption; these include:
  - Special consideration
  - Scholarship payments to students have continued
  - Results release to students
  - Student timetabling
  - Mid-year enrolment
  - Invoicing
- ISIS is still a very new system. There will be issues that are yet to be identified and it may still be necessary to modify policy and processes to accommodate system issues. Due to the fact that ISIS is a vendor system we may find that there are some issues that can’t be solved entirely, and that permanent workarounds will need to be worked out.
- Issues are progressively worked through as they are encountered and business led working groups have been established to review key processes. We are confident that the next business cycle will run more smoothly as we continue to identify problems and resolve them.
- Many users have already seen the benefits of ISIS. However this is a transitional period. Increased processing time has been noted around some tasks (often due to collection of additional data) but there will be a reduction of processing time for other tasks that have become more automated in ISIS.

**The project team**

- As the project moves into daily support of the system, the team too is changing. Many project staff will be moving away from project specific roles and into ongoing support roles. This means that there may be some changes to your ISIS contacts. In the first instance, if you need help, call ISIS Staff Help on 8344 2690. Students who need help should call 8344 0999.

**How staff and students are getting help with ISIS**

**For Students**

- The ISIS student webpage is a resource to assist students with ISIS related issues. This should be promoted to students and used in any correspondence with students: [www.ssp.unimelb.edu.au/students](http://www.ssp.unimelb.edu.au/students)
- There is a webpage for staff to use to help students find assistance: [www.isis.unimelb.edu.au/isis_and_students/support_for_students](http://www.isis.unimelb.edu.au/isis_and_students/support_for_students)
- Students can also call ISIS Student Help 9.00am-5.00pm Monday to Friday on 8344 0999. Staff working on the student help line can’t update records in ISIS. They can step a student through their issue or refer the student their Student Centre if their enrolment needs to be updated.

**For Staff**

- There is a wide range of help for staff to learn about ISIS and get the most out of the system. These include: Classroom and Online Training, in-system assistance and instructions, FAQs, Glossary, Top Tasks, Cheat Sheets and more. To find out more about these visit: [www.isis.unimelb.edu.au](http://www.isis.unimelb.edu.au)
- **Academic staff** can find information on how ISIS will impact on them by visiting: [Information for Academic Staff](http://www.isis.unimelb.edu.au/academic_staff). Staff can also call ISIS Staff Help 9.00am-5.00pm Monday to Friday on 8344 2690 or log a help request: [Help Request](http://www.isis.unimelb.edu.au/help_request).