Providing comprehensive and rationalised services:
System integration and urbanization in French Higher Education and Research

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1. Our services

Develop comprehensive and high quality services
Promote international relations
AMUE: a French shared-services agency for Universities and Higher Education and Research Institutions

A public consortium created in 1992

Our mission is to promote cooperation among our members in order to:

- Modernise management
- Monitor and disseminate innovations
- Grant access to cost effective solutions to any higher education institution

Our challenge: support HEI and bring them to the “Digital Era”
DEVELOP SHARED-SERVICES
MAIN FIGURES

177 members

+550 Roll-outs

+100 Training courses available

› Universities
› Other HEI (‘Grands Etablissements’) 
› Research institutions
› PRES (pool of universities)
› Other HEI under supervision of another ministry (defence, environment, health...)

99% Universities use at least one of our solutions

140 Employees: civil servants or contract staff offices in Paris and Montpellier
NEW STRATEGIC GUIDELINES

Results of 2 studies carried out by the CPU (French Rectors’ Conference) and the Caisse des Dépôts (a public long term investor):

- Expectations of Higher Education Institutions
- Opportunities to pool universities’ digital services

Endorsed pooling principles

- Share good practices
- Share services with other HEI
- Consolidate practices coherence between HEI
- Improve quality of processes, products and services
- Allow economies of scale and investments depreciation

Main operational issues for the next 5 years

- Research
- Initial and lifelong training
- Strategic and operational management
- Human resources management
- IT resources management
- Real estate management
• **Involvement of the State in the development of the agency**
  ✓ 5 year plan signed in May 2012
  ✓ Public holding increased from 6 to 8€M, and then to 10€M
  ✓ The State becomes a member of the agency

• **Caisse des Dépôts :**
  ✓ Seek partnerships and funding to accelerate the development of our projects
  ✓ Likely to integrate AMUE’s board
OUR SERVICES: COMPREHENSIVE AND HIGH QUALITY SOLUTIONS

4 areas

- Information Systems
- Training and skills enhancement
- Provide expertise and support
- Procurement
OUR SERVICES: COMPREHENSIVE AND HIGH QUALITY SOLUTIONS

Our range of IT systems
› Best integrated solutions on the market
› In the field of Higher Education and Research
› Cost-effective solutions
› 8 functional areas

Provide support during the roll-out phase
› Project management
› Training
› Assistance during the start-up phase

Provide support during the exploitation phase
› Maintenance
› Assistance & counselling
AMUE is positioned on 8 functional areas

- HE institutions’ issues
- Support functions
- Prospects for development

Built in a collaborative approach and in close partnership with the HEI experts throughout the entire process from the choice of the software to its design.
OUR SERVICES:
COMPREHENSIVE AND HIGH QUALITY SOLUTIONS

Professionalise the actors

› Professional training
› User Training
› Tailored to the needs and on site training

Training and skills enhancement

11 training areas

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<th>University governance</th>
<th>Health and security</th>
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OUR SERVICES:
COMPREHENSIVE AND HIGH QUALITY SOLUTIONS

Provide expertise and support

Performance and innovation are at the very heart of our activity

5 areas

Monitoring & information
Exchange space
Field expertise
Support
Change management
OUR SERVICES: INTERNATIONAL ENGAGEMENT

Axe 1
Build relationships with our counterparts
Join European and international networks

Axe 2
Mobilise HEI’s International relations services
Share expertise solutions ways we function between countries

Axe 3
Contribute to further internationalisation of HE
Disseminate guides and tools
Support HE institutions in their internationalisation process

Member HE Institutions

Cineca
UCISA
Sigma
JISC
SURF
EUNIS
Educause

CPU
Campus France 2e2f
Framework-agreements to provide a responsive, cost-effective and shared solution

› Organisational audits
› Financial statements certification
› Public tenders formalisation software

› Purchase hardware (MATINFO)
› Purchase scientific equipment
› Acquisition Cards / business cards (underway in 2013)

› SAP business object / business intelligence (‘décisionnel’)
› Outsourcing services
› Licences (Oracle)
› BPM / BAM (underway – expected end 2013)
OUR SERVICES:
INTERNATIONAL ENGAGEMENT

ACTIONS

Participate and represent AMUE during international meetings
Set up a delegation with our members 2013 / 2014

International watch on innovative topics (MOOCs, BYOD, social networks...)

Train staff within HEI on international development matters

Identify good practices at an international level

Organise international conferences and workshops

Set up partnerships with other consortia of universities and companies

Support HEI in their internationalisation process

Respond to European calls for proposals
2. Product plan

- Proven solutions
- New solutions released in 2012
- Incoming solutions
5 IT systems in the following fields:

- Student Lifecycle Management
- Finance
- Research
- HR
- Monitoring
Course management

- Broadcasts a comprehensive, meaningful and consistent presentation of the courses
- Visibility and control over the evolution of the courses available
- Facilitates contractual relations with the ministry of HE

Assessment of occupational risks

- Monitors prevention measures
- Automatically generates the compulsory framework for risks assessment (DUER)
- Workers health and safety protection

Quality
Visibility
Attractiveness

Labour code: employer’s liability

Risk-assessment
PRODUCT PLAN
NEW SOLUTIONS - 2012

> Resources-oriented strategic management
> Projected management of jobs and skills (GPEEC)
> Compliance and connection with the rules of the national payroll agency

> Integrated
> Urbanised/rationalised
> Quality & traceability

Human Resources management

Digital invoices

> Reliable and consolidated financial information
> Data traceability
> Reduced time to process invoices
Information Systems Integration Strategy in HE

A US government program between NSA, FBI and tech companies to access your private information
Integration issues

- Best of breed
- Institutions information system integration
- Improving data quality and data governance
- Integration of the institution’s information system with its broader environment
- Compatibility and interoperability of a multiple offer
- Collaborative building of a pooled information system
Switch from a juxtaposition of silos to:

> an integrated solution which allows

⇒ A rationalised solution design

⇒ Data quality

⇒ A cross-functional monitoring of the institution (‘BI IS’)

> Relying on a « Best of breeds » and collaborative approach
OUR BoB SOLUTION : A COMPREHENSIVE AND INTEGRATED INFORMATION SYSTEM

cross-functional monitoring
Business intelligence

Data warehouse
Integration
- Wired interfaces
- No data repository

Best components

A modular design

Data exchange
Safeguard institutions experience and secure assets of their information system

Retain control over the pace of change

Keep the information system evolution under control

Business intelligence

Data exchanges

Data warehouse

External components (non-Amue)
Quality assurance:
> From acquisition, and in each application module
> Prisme: a second filter – cross-functional consistency

Quality control in the business intelligence system
> Must inherit consistency and quality data
Functions

### Intermediation

| AGL flows developments charts | Basic quality control functions | Security |
| Flows monitoring | Transcodage de données | Packaging and settings |
| Flows replay | Data manipulation (mapping, filters, …) | Connectivity |

### Master data specific functions

| Duplicate entries management (*) | Calculation of optimal recordings | Key mapping (cross references) (*) |
| Links, groups, hierarchy management | Validation and data quality | Effective date management |
| Extensible model and efficient IHM | Multi-domain management | Data historians and traceability of data |
| Parameters et BOM tables | Workflows management | Electronic archiving and Purge |

The way these functionalities are organised is not an indication of the tool completing them: Software vendors have their own approach.
→ Relies on business processes

→ Allows to optimize and safeguard cross-functional processes

→ The target of the information system and its trajectory are intrinsically bound to PRISME.

→ Helps institutions to meet their enterprise architecture target
Summary

Access to the Information System

- Digital workspace (portals)
- BYOD / mobility
Data exchange management:
• Facilitate the creation and maintenance of flows
• Unified monitoring of the information system flows
• Shared data repositories
• Consistent quality data within the whole information system
• Limited data re-entry and simplified cross-functional processes
• Information system maintenance: an evolutionary system thanks to a modular conception
• An integrated and interoperable information system

Repository:
• Improve data through the contribution of each business branch (360° scope)
• Quality data
• Consolidated data: clarify the respective responsibilities

Data quality:
• Consolidate data when transferred (uniqueness, consistence…)
• Control the coherence between cross-domain data
• Integration in every sense of the word
  - Various issues to tackle
  - A complex topic for a flexible information system