

EDUCAMPUS NEWSLETTER

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Winter 2024



New Framework Agreements in 2024

2024 was a very productive year from a contractual perspective. In January, EduCampus signed a four-year Framework Agreement with Version 1 Software Limited for the provision of ICT Implementation and Consulting Services to EduCampus, EduCampus clients, HEAnet and HEAnet clients. This strategic partnership between EduCampus and Version 1 strengthens our ability to implement, upgrade, and maintain the portfolio of MIS applications we manage for our client community, in addition, to supporting the wider HEI sector with their ICT systems and requirements.

Furthermore, in June 2024, EduCampus signed a seven-year Framework Agreement with Parchment for a Cloud hosted and managed Academic Credentials System. This solution will have a key role over the coming years as the landscape shifts in how formal learning will be delivered, ensuring our clients are equipped to provide students with their recognised awards through digital technology.

In total, during 2024, EduCampus have executed almost €23M value in contracts under both the new and existing Framework Agreements on behalf of our client community.

Strategy 2025–2030

Following discussions with stakeholders, EduCampus has adjusted its strategic plan to align with broader stakeholder timelines. The strategy will now cover 2025–2030, with finalisation extended to Q1 next year to ensure comprehensive stakeholder input.

As part of this renewed focus, we are introducing a structured approach to align the priorities of higher education institutions (HEIs) with national objectives. This process incorporates extensive engagement, including meetings with senior leadership across the sector to gather guidance and insights. We have also received endorsement from the Group Advisory Forum on the concepts developed so far, reinforcing the value and direction of our efforts.

By fostering alignment and prioritisation across the sector, this initiative will enhance the efficiency and impact of delivering higher education and research systems. EduCampus remains committed to engaging with stakeholders to ensure these efforts meet sector needs.



WINTER 2024



Service Management

Our service management team continues to provide our clients with operational excellence. Through continued and sustained vendor and client engagement we manage the delivery of agreed services and seek to ensure clients receive the optimal experience. Here are some statistical highlights since the start of the year

Supplier Engagement Statistics

Average Availability



100%

Supplier Meetings



106

Service Review Meetings



155

Average Response SLA



97%

Average Resolution SLA



88%

Cases Opened



4360

Cases Closed



4294

Client Engagements

Engagement and interaction with our clients is an integral part of our business model. Over the course of 2024, we have conducted President's visits; our annual client service reviews and on-site client visits. In addition, our Service Management team members were busy throughout the year facilitating several user group meetings across each of our applications, including the HPRUG, FINUG, DCUG & IBUG. Feedback has been excellent to date, and we'd like to thank you all for your continued engagement and participation at all these forums.

User Groups



19

Trainings



156

User Collab



267

BAU Project Release



161

Health Checks



56

Total Env Supported



298

Monthly Reports



240

Software Release To BAU



507

Projects Transitioned into BAU



57

Project Transition Engagements



32

ESG Activity



EduCampus continues to embed Environmental, Social, and Governance (ESG) principles into its operations, aligned with national policies including the Public Sector Climate Action Mandate through the group ESG committee. In August 2024, we delivered the EduCampus Climate Action Roadmap to DFHERIS, outlining energy efficiency measures and compliance initiatives as part of our broader ESG strategy, which is reviewed annually. To support this, ESG training has been provided to the Executive team, Board and staff in collaboration with Centigo. These efforts reinforce our commitment to sustainable and responsible practices across the organisation.

Procurement Update

EduCampus plan to launch two large scale tenders in 2025 for both the Library Services Platform and Financial Management System under the existing portfolio of applications. Our Tender Evaluation Teams are being finalised and we expect to publish our PQQ's in early January.

Merger Announcement

In October it was announced that EduCampus Services and our parent company HEAnet have decided to formally integrate both organisations into a single entity. This integration will maximise our collective strengths and create new opportunities and position the combined entity to better meet the evolving needs of our clients while enhancing service delivery. It's 'Business as usual during transition' and we will be providing regular communication as we progress.

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EDI Update



EduCampus and HEAnet have put huge effort into implementing an Equality, Diversity, and Inclusion (EDI) Strategy across the group. This significant work was acknowledged by our recent bronze accreditation from the Irish Council for Diversity and Inclusion. In addition, we are very proud to announce our selection as finalists for the Public Sector Organisation of the Year at the prestigious National Diversity & Inclusion Awards 2025. This recognition highlights our ongoing commitment to fostering EDI within the public sector. The awards, Ireland's largest celebration of workplace D&I excellence, received over 180 entries across 12 categories, with finalists selected for their exemplary achievements in advancing these critical values. Winners will be announced at the awards ceremony in February 2025. Watch this space!

Programme Management Student Record Management System Update



The Banner 9 implementation project in TU Dublin has been progressing at pace throughout the year. Phase 1A of Curriculum went live in July followed by Recruit and Admissions in November. Both were implemented very successfully due in no small part to the comprehensive UAT undertaken by the client with extensive support from the EduCampus team. Work is continuing expeditiously on the other capabilities with the next major milestone on track for completion in March 2025.

Preparation for the ATU SRMS merge project has also been progressing throughout the year. ATU is to be the first institution to undertake an SRMS merger, so it has required significant exploratory work from the supplier to define the approach and to size and scope the project. The project is due to commence early in 2025.

Finally, in the SRMS space, we are delighted to announce that CRM Recruit was implemented successfully in SETU in the last week of October ahead of schedule, made possible by the commitment, dedication, and collaboration of the SETU, DXC/Ellucian and EduCampus teams throughout the duration of the project

Financial Management System Update

After the successful standalone implementation of ScanMarket (Phase 1) currently in production in ATU, Phase 2 of this project for ATU integrate ERP functionalities (Contract accounting) with ScanMarket (Spend Analytics) has commenced. This will streamline procurement to pay compliance reporting requirements and offer our client the ability to monitor this using the S2C system.



FROM ALL HERE IN EDUCAMPUS WE WISH YOU AND YOURS A WONDERFUL FESTIVE SEASON & A HAPPY NEW YEAR

Project Statistics 2024

Total Project Completed



55

Pipeline Projects



6

Committed Projects



9

Programme Governance Meetings



62



Library Management System Update

This summer we celebrated a major milestone with the successful merger of four Koha library systems, marking a significant step toward strengthening the solution and enhancing services in MTU, TUS, SETU and ATU. Congratulations to the dedicated teams involved in each of these implementations, whose hard work, collaboration, and commitment made these mergers such a success. As we move into 2025, we now turn our attention to the remaining integrations and building upon the solid foundation laid this year. We look forward to continuing this journey and achieving even greater success together in the coming months as we prepare for the upcoming procurement activity.

HR Management & Payroll Update

This year, our HRP team successfully supported delivery of another series of Gender Pay Report metrics. Significant improvement was gained in the solution's performance via close work alongside the vendor's development team. Sincere thanks go to the teams involved for their unwavering commitment and support in ensuring we met this important deadline. In parallel, several other significant projects were also completed, including the successful implementation of Employee Requests during Q1 and the rollout of staff and employee requests. These achievements reflect the hard work and dedication across our team, and we look forward to continuing this momentum in the year ahead.

Academic Credentials Update

EduCampus supported two N-TUTORR funded projects, International Verification Applicants (VIA) and Microcredential Badges. Both were completed this year with some institutions already using the functionality to verify post-graduate applicants. Additionally, University of Galway completed their new University Skills Passport (USP) document that collates learners' badges.

