**RESPONSE TO UNIVERSITY OF LIVERPOOL SURVEY
MANAGEMENT INFORMATION SYSTEMS**

UNIVERSITY:

If the University does not have a Management Information System such as a Business Intelligence and/or Data Warehousing System, please complete Section A.

If the University does have such a system, please answer all relevant questions in Section B.

Your assistance is greatly appreciated

A.	**Please delete as appropriate and provide additional information where applicable.**
(i)	The University has never considered acquiring such a system and does not anticipate doing so.
(ii)	The University may consider acquiring such a system in the future.
(iii)	The University has considered acquiring such a system but decided against it. (Please give reasons)
B.	**Please answer all relevant questions.**
(i)	Name of system (s)
(ii)	System supplier (s)
(iii)	Date acquired
(iv)	Types and names of source data systems (e.g. Agresso Finance, Banner Student Admin, etc.)
(v)	Is there a dashboard front end? If so, please give details of the type of dashboard system and its principal uses.
(vi)	How long was the implementation period? If a phased approach was taken, please give details.
(vii)	Were there any unexpected difficulties during or since implementation?

(viii)	How much time and cost investment was required in user training and familiarisation?
(ix)	Does the system function entirely as anticipated, or are there specific areas of strength and weakness?
(x)	If applicable, how well is the system able to cope with changes such as: • Structural reorganisation • Changes in data structure • A change of source data system
(xi)	What was the approximate cost of the system: • Acquisition • Ongoing support and maintenance • Others costs (e.g. consultancy and implementation support)
(xii)	Is the system managed by a dedicated team within the University? If so, please give details.
(xiii)	How highly do you rate the supplier and the product in terms of: • Quality of product • Efficiency of implementation • Quality of training, support and maintenance • Responsiveness to service calls • Any unexpected "hidden extras"
(xiv)	Do you have any advice concerning preparation that the University should undertake before implementing a system of this kind, e.g. concerning data quality, data definitions, organisational readiness, cultural issues, etc?
(xv)	Any other comments

Respondent details:

Name:

Position:

Date: