

Table of Contents

1. Introduction	5
2. Where to start	8
2.1. Identifying the need to implement UIS	8
2.2. Incorporation in the development plan	10
2.3. UIS project feasibility	11
2.4. Ensuring top-level support for the project	13
2.5. Project scope formulation	14
2.6. Summary of Chapter 2	14
3. Project management	16
3.1. General aspects of the UIS project top management	17
3.2. Comprehensibility and powers of the project top management	19
3.3. Creating conditions for the project	21
3.4. Regular checks	26
3.5. Summary of Chapter 3	26
4. Preparation	28
4.1. The Project Steering Committee's activities in the preparatory phase	28
4.2. Defining the basic technical background	29
4.3. The supplier/self-development decision	30
4.4. System architecture and topology	32
4.5. Model solutions	33
4.6. Inviting tenders for the project	35
4.7. Contract with the supplier	39
4.8. Summary of Chapter 4	42
5. UIS implementation	43
5.1. UIS Installation Project – (component implementation project)	44
5.1.1. Basic structure of the Installation Project	45
5.1.2. Introductory Study/Analysis of Differences	45
5.1.3. Definition of methods	48
5.1.4. Implementation procedure	50
5.2. Management of the UIS project during the Installation Project	54
5.2.1. Project steering committee (PSC)	55
5.2.2. Implementation teams	56
5.2.3. The project's top managers	57
5.2.4. Key persons of the project, their motivation	58
5.3. Documentation of solution and work progress	58
5.4. Ensuring of infrastructure	59
5.5. Methodological co-operation of the supplier with the university	61
5.6. Co-ordination with other universities	62
5.7. Determining user categories and their functions	63
5.8. User training	63

5.9. Creation of organisational and safety standards for UIS operation	64
5.10. Gradual installation of components	65
5.11. Monitoring the progress of implementation	66
5.11.1. Decisions of the Project Steering Committee	67
5.11.2. Monitoring the work progress	67
5.12. Organisation and forms of accepting UIS parts (modules)	67
5.12.1. Accepting UIS parts (modules)	68
5.12.2. Testing individual components and the whole system	68
5.12.3. Acceptance procedure	68
5.12.4. Change procedure	70
5.13. Summary of Chapter 5	70
6. UIS operation, maintenance and development	72
6.1. Roles of university organizational units during UIS implementation, operation, and development	73
6.1.1. Computing Centre	73
6.1.2. Rector's Office, university central departments	76
6.1.3. Faculties	76
6.1.4. Faculty departments	77
6.2. UIS operation security	78
6.3. Modifying UIS to meet additional requirements	78
6.4. Co-operation with the supplier after implementation	79
6.4.1. Complaints and requests	80
6.4.2. Modifications offered by the supplier	81
6.4.3. Regular innovations performed by the supplier	81
6.5. Planning for a new system	81
6.6. Summary of Chapter 6	82
7. Further reading	84
 APPENDICES	
I. An overview of university information systems installed in the Czech Republic	87
II. Preparation of the university management for the UIS implementation	95
III. Model solutions of the economic UIS component	98
IV. Orders subject to public competition of tenders	114
V. Model General Contract	118
VI. Model Specific contract	123
VII. Project administration	125
VIII. Partial project	127
IX. Scheme of the project's shared documents	128
X. Standard terms of guarantee and terms of using the application software	132
XI. Rules for complaints and requests	136
XII. Support and maintenance contract	144
XIII. A quick guide to this manual	146
XIV. The academic officer's guide	153
XV. IS Security issues	157