

Business Requirement Document: AIS3 (partial, simplified)

The university requires a digital platform for managing academic data (preliminary named AIS3) that meets the following business requirements. For staff tasks, the focus is primarily on efficiency, decreased workload, and fewer data errors. For student tasks, the focus is primarily on user satisfaction.

Focus Areas:

- Process automation - BR1a, BR1b
- Remote access - BR2
- Usability - BR3a, BR3b
- Compliance - BR4

BR1a – Staff-Facing Processes Automation

AIS3 automates staff-facing administrative processes to improve efficiency and reduce workload and errors.

Measures:

- Reduction in average time for staff to complete administrative processes.
- Reduction in number of data-entry or processing errors by staff.
- Reduction in overall staff workload.

BR1b – Student-Facing Processes Automation

AIS3 automates student-facing administrative processes to minimize staff intervention and reduce manual effort for students, improving satisfaction.

Measures:

- Reduction in manual handling of student requests by staff.
- Increase in percentage of student-facing tasks completed without staff intervention.
- Reduction in average time for students to complete administrative processes.
- Increase in student satisfaction with administrative processes.

BR2 – Remote Access

AIS3 enables users to complete academic processes remotely, ensuring continuity and flexibility when physical presence on campus is not possible.

Measures:

- Reduction in delays caused by absence or location constraints (measured by average turnaround time).
- Reduction in the number of missed deadlines attributable to physical absence (measured by deadline compliance rate).
- Increase in user satisfaction with flexibility and convenience of performing academic tasks remotely.

BR3a – Staff Usability

AIS3 enables staff to perform academic and administrative processes efficiently via a modern, intuitive, and easy-to-use interface.

Measures:

- Reduction in errors caused by misnavigation or incorrect data entry during staff processes.
- Reduction in average number of steps required to complete routine staff tasks.
- Indirect reduction in staff workload through more efficient task completion.

BR3b – Student Usability

AIS3 enables students to perform academic processes efficiently via a modern, intuitive, and easy-to-use interface.

Measures:

- Increase in student satisfaction score with system interface and workflow clarity.
- Increase in the percentage of students able to complete tasks without assistance.
- Reduction in errors caused by misnavigation, incorrect data entry, or misunderstanding of workflows.
- Reduction in the average number of steps needed to complete common student tasks.

BR4 – Compliance

AIS3 must ensure compliance with academic, legal, and data protection standards to maintain the university's credibility and reputation.

Measures:

- Increase in percentage of compliance checks passed during internal/external audits.
- Reduction in number of issues found during compliance checks.