

**Business Process Review Schedule**

**University of Witwatersrand**

# Visit Description

During the Business Process Review (BPR) visit, RMS staff and the client will identify how client business process and Mercury functionality fit together. This assists the client in making informed decisions with regards to intended use of Mercury. The RMS staff member will demonstrate functionality and direct the conversation so that your current business practices are reviewed in detail.

# Attendees

This visit is designed for key housing staff who will be the primary administrative users. The project team (who is in charge of your assignments, applications, cancellations, IT (applications/development) etc.) should attend. They can pull in additional staff members who are deemed appropriate. We recommend a maximum of 5-7 people participate in this visit.

# Schedule

We propose that each day begins at 9:00 am and ends at 4:30 pm. Lunch is an hour and fifteen minutes, and there will be two fifteen-minute breaks.

Day 1: Demonstration of Mercury functionality; develop list of possible uses of Mercury

Day 2: Application Process Review with Correspondence Options; Staff Templates

Day 3: Room and Plan Assignment Process Review

# Preparation for Visit

* Reserve a room for training
* High resolution projector (1280x1024) or large screen television – ensure that staff sitting towards the rear of the room can read text on the screen.
* White board, smart board, or easel with newsprint (optional)
* Review Business Process Review Agenda – we recommend having a meeting ahead of this visit to begin discussion of your business processes.