

HUMANE

Heads of University Management & Administration Network in Europe

SEMINAR

Universität für Musik und darstellende Kunst Wien

Friday 21st to Saturday 22nd October 2005

ICT and Information Management

Abstracts

Welcome address and introduction to the Seminar Venue

Elisabeth Freismuth, Universität für Musik und darstellende Kunst Wien (AT)

I will host the next HUMANE seminar not in a conference room but in a cinema as a symbol for the variety of European universities, their diversity in science and the arts.

This filmstudio was built in less than one year, it serves for the practical instruction in the curricula:

script writing

camera

production

direction

editing

digital art compositing

for more than 100 students.

The Filmakademie Wien is one of the leading film schools in Europe. Out of 241 applicants 19 students were chosen in the entrance exams for the new academic year.

Introduction of big IT systems in the University Administration

Solke Veling, Chief Information Officer, Universiteit van Amsterdam (NL)

A carefully chosen IT Architecture is an important prerequisite to determine the rules and processes with respect to IT Governance. The policy of the *Universiteit van Amsterdam* will be explained as a real life example of how these two interact and can help to organise a university that is under control, solid in the business processes and ambitious in the primary processes.

We will focus on principles like information domains, corporate data, ownership of data, processes and systems, differences between primary, secondary and tertiary processes, business aware and business unaware infrastructure, outsourcing and collaboration, centralisation and shared services.

We will explain the ratio behind decisions with respect to building local expertise versus relying on external experts, implementing an Enterprise Resource System (like SAP) for the support of some processes and not for other processes.

Finally we will reflect on the (possible) benefits of the implementation of a data warehouse to deliver quality information for decision makers and policy makers.

Structure and performance of administrative applications in IT

Dirk Mangeleer, Universiteit Gent (BE)

Administrative applications in informatics - the network, hardware and soft-ware _ concerning student administration, library administration, HR, finance, infrastructure and facilities all become indispensable.

What is the structure and performance of these administrative applications in informatics? Are the outcomes in proportion to the effort in costs of hardware, soft-ware and human resources? Are there more chances and opportunities? Is there a qualitative jump in administrative service since there are more tools and applications in informatics?

Use of IT applications for student services and counselling

Roger Broo, Åbo Akademi University (FI)

Abstract not provided.

Efficiency in IT services through internal merging, Tomas Gomez, IT Services, Universidad Carlos III de Madrid (ES)

The need to improve quality in IT support services brought to new software applications. Sharing these new applications with other internal support services in the maintenance area allowed developing a new concept, with a sole front office for the basic support services in Universidad Carlos III. Quality and efficiency by merging internal support services is the goal and should be the result in the example that will be presented, in which outsourcing has played an important role.

HIS-Software in Administration in German Universities - a chance for the management

Martin Hecht, Martin-Luther-Universität Halle-Wittenberg (DE)

The presentation will show three aspects of the administration software HIS. First I will give a short overview who HIS is and why German universities work together with HIS. Second I would like to show how HIS helps German universities. The third aspect concerns IT-projects to strengthen the service- character by connecting them to the HIS-system."

Some Current Issues in Electronic Documentation in French Universities

François Cavalier, Librarian General and Director of University Documentation Services, Université Claude Bernard, Lyon 1 (FR)

Abstract not provided.