Concurrent Session I
Wednesday 2 September
10.15am – 11.05am

Session 7
GOING AGILE IN STUDENT ADMINISTRATION PROJECTS: A New Way of Working With IT Colleagues to Create Benefit for Students and the University
Dr Maddy McMaster
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> *Dr Maddy McMaster is well known to ATEM members. She is the Academic Registrar of RMIT University and has unintentionally become well versed in how systems can (and sometimes do not) deliver good processes to enable good academic policy and a great student experience. She has presented on many topics at previous TEMCs and has been a member of ATEM Council and an active player in ATEM's Bass region.*

In the midst of five major projects related to student administration last year, RMIT decided to introduce a scaled agile framework for managing this work. This session presents the story from the business owner perspective and highlights what has been learnt after a year embedded in the cult of 'agile'. It will provide an introduction to the key ideas and language used in agile projects, from a non-technical perspective.

Despite its size, RMIT has trailed other tertiary institutions in its use of technology in administering its 84,000 students. Last year five major projects were set up to catch up on lost time. Admissions, student invoicing, enrolment, program and course information, and graduation each became the focus for significant process and system improvement. These student administration projects started with a waterfall project methodology but were then moved into an agile framework. This has resulted in new ways of working for business owners as well as project staff. This session will describe how it is done, and what has been learnt so far - trials and tribulations, realising benefits, managing the agile zealots, and actually delivering things that work.