BUSINESS WORLD

CHAMPIONS

Tue 28th November, 2017
Agenda

• Procurement demo – requisitions and approvals
• HR Release 1 update
  • Support tickets – what type of issues did we get?
  • Post-launch developments – how are we responding to the feedback?
  • Training outcomes – how well did the “getting started” sessions go?
• AOB
Procurement demo: requisitions and approvals

### Requisitions - Marketplace

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<th>Requisition details</th>
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Add Delete Copy Reset Park Close
HR Release 1: support tickets

Nature of support request

- Access to BW: 26%
- Access to MBS: 1%
- Complaint: 1%
- Data query: 1%
- Development/change request: 4%
- Error/bug: 9%
- I am confused: 5%
- Need help/support: 6%
- Policy query: 6%
- Positive feedback: 4%
- Role/access incorrect: 3%
- Security query: 3%
- Workschedule issue: 26%
“Getting Started with Business World” Metrics

135 attendees

6 sessions

Net Promotor Score (target 0 or above)

Knowledge Gained Score (target 2.5)
Content of session was relevant to my role (n=35)

- Strongly disagree
- Disagree
- Agree
- Strongly agree

Positive responses=95% (target 75%)
Attending was good use of my time (n=35)

Positive responses=73% (target 75%)
Next Meeting Tue 9\textsuperscript{th} Jan 2018

See website for 2018 meeting dates

\url{http://www.bbk.ac.uk/businessworld/champions}
Where to go for more information

www.bbk.ac.uk/businessworld

Contact Us
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