

TEMG



## **Business Weds IT - Saving the Relationship from Divorce (A Case Study of Implementing an Online Application System in a Dual Sector University)**

A challenge facing universities is to ensure that our systems and platforms meet the demands of an increasingly online, connected and impatient clientele. To achieve this, it is essential that IT units and project teams, and business owners of processes, work effectively together. This paper considers how to optimize the relationship between IT and business units, to deliver a successful outcome, in the context of the implementation of the Apply Direct domestic application system at RMIT University. The Apply Direct system was developed in several phases, and the lessons of each phase are considered. The issues discussed and learnings highlighted in this paper will benefit business unit managers, subject matter experts and project staff involved in a university systems project.