

Practical delivery of strategic thinking



Overview

Registry processes were an inefficient blend of paper and digital. The SRUC had an ambition to update how Registry operated to streamline the user experience for customers and staff.

Objectives

- Redesign and standardise registery services
- Assess suitability of systems for becoming a remote learning centre
- Accelerated the whole project due to covid

Gunn Stewart Solutions followed Service Design prinicpals.

From the outset, Gunn Stewart Solutions engaged users to redesign the Registry services and inform the development of IT requirements.

- Internal and external user workshops
- Undertook user research
- Created user prototyping
- Process mapping using **LEAN** princials

Time savings



The project delivered over 5000 hours in time savings.

Improved experience

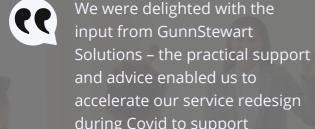


Learners and staff both reported an improvement in their user experience.

OUTCOMES

Implemented a number of online processes, saving the organisation time and money.

Supported the organisation to adapt to remote working and a blended learning model.



and advice enabled us to accelerate our service redesign during Covid to support colleagues and students quickly and effectively."

Dr Kyrsten E Black, Registrar

