

# MIS Review Services

Are you certain that your management information service, people, process and system are current and meeting both business and customer need? Is your organisation delivering a strategic, integrated management information service which is learner focussed?



Tribal Managed Services is recognised as one of the leading sources of knowledge and expertise on management information system (MIS) reviews. Through consultancy work for both funding bodies and institutions, we encounter many learning providers that have issues with their MIS and associated out of date and unsynchronised business processes. Reviews from an operational or strategic perspective can be provided based upon any MIS platform.

## Tribal Managed Services offers advice in the following areas:

- MIS review and information needs analysis
- Strategic reviews and change management
- Report writing
- Business process reviews
- General MIS support and management
- Good practice workshops and performance improvement

## Benefits to your organisation

- Cost effective operation
- Improved efficiency of organisation
- Enhanced availability of information with reduction in process friction
- Transition to reliable review mechanisms with associated analysis and evaluation
- Vision and strategic outputs that embed best practice in MIS
- Improved confidence in data - internal and external

## Why Tribal Managed Services?

By working in partnership with Tribal, you can access expertise gained from our work with 95% of colleges and over 50% of local education authorities across the UK. Our services can be provided on a one-off basis or as part of an annualised contract. We offer:

- An established track record of delivering management information systems and consultancy to the education sector
- Proven methodologies to service delivery and support
- Quality assured services to TickIT (ISO9001) standard
- Access to breadth of expertise and experience of a specialist national company

**T R I B A L**

**Managed Services**

## Our services

### MIS review and information needs analysis

We can undertake a complete review of an organisation's operations and their internal and external impact on the performance of the MIS function, based on benchmarked sector performance. We can also provide broad recommendations of an organisation's information needs, how this matches its current provision and how any current gaps can be filled.

### Strategic reviews and change management

We can provide strategic and structural reviews of a provider's MIS and associated services with clearly defined outputs and a roadmap for future improvement. Blue sky planning days, staffing and skills analysis, gap analysis, culture shift, MIS leadership and mentoring, staff development planning and creation of information and knowledge management strategies are just some of the options available.

### Business process reviews

This service provides an emphasis on improving efficiency and quality as highlighted by the MIS system review. The review will include cross system procedures and an action plan for interoperability. Our business process reviews consist of a combination of the following areas: Enquiries, Applications, Enrolment, Attendance Tracking and Registers, Achievements, Examinations and Reporting.

### General MIS support and management

We can provide people resource to complement existing staff by filling skills gaps, for example, course sign-off, register monitoring, exams function and interim cover for specialist posts and general MIS data functions. We can also provide medium or longer term management to cover for long-term absence and maternity leave.

### Report writing

Using our extensive knowledge of the data available to learning providers, we can produce reports across different platforms and different data sources which provide analyses of data from internal systems and external LSC software.

### Good practice workshops and performance improvement

We can deliver performance improvement reviews of your processes and resources, carried out against sector key performance indicators. Based on our extensive portfolio of procedures we can offer comprehensive workshops on good practice across all major MIS functions.

For further information contact:

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Tribal Managed Services is a Tribal Technology business