

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR1 PROVISIONAL BOOKING							
BR.01.01	Automatic account and profile creation for students driven by SITS status of "Offer Holder" or "Returning Student"	To draw relevant data already known by LSE into the accommodation portal Students no longer have to set up their own accounts Students do not have to input information they have already provided to LSE (albeit elsewhere) Profile is ready at first login, ready for student to begin booking process	Students DTS ARD - Admissions ARD - Student Services			✓	✓
BR.01.02	CRM functionality to generate communications to students to view accommodation information based on their acceptance of offer to study at LSE / fulfilment of progression requirements / resit status (Status update driven from SITS)	To automatically alert eligible students that they can to login to portal to view accommodation information.	Students ARD - Student Services ARD - Admissions Residential Services		✓	✓	✓
BR.01.03	Two way integration between accommodation portal and SITS master record to update HESA codes relevant to accommodation requirements	To prevent students having to input information they have already provided to LSE To give Residential Services staff fuller picture of individual student needs To alert DWS of information disclosed to Residences that has not previously been submitted to LSE	ARD - DWS ARD - Admissions Residential Services ARD - Student Services	✓		✓	✓
BR.01.04	Submit and store relevant documents (medical certificates etc) to portal instead of sending via email	More efficient file management for sensitive information, with access for staff who have legitimate need to see information Traceability of documents	Residential Services Students DWS staff	✓		✓	
BR.01.05	Intelligent display of accommodation options - accommodation portal to only display options available to user type	To manage user expectations and prevent students from attempting to book accommodation that is not available to them	Students			✓	✓

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR.01.06	Intelligent display of accommodation options - accommodation portal to only display room types that remain available to book at that time	To manage user expectations and prevent students from attempting to book accommodation that is not available to them	Students			✓	✓
BR.01.07	3rd party stock to be uploaded into system to be included in room availability calculations	To manage user expectations and prevent students from attempting to book accommodation that is not available to them	Students Residential Services 3rd party providers			✓	✓
BR.01.08	User to be able to further filter search options by personal preference (location, budget etc)	To assist students in narrowing down their search according to their personal preferences / needs	Students			✓	✓
BR.01.09	"Preferences Policy" - defined list of criteria (fields) that can be cited as a preference when selecting accommodation	To assist students in narrowing down their search according to their personal preferences / needs	Students	✓		✓	✓
BR.01.10	Accommodation portal to generate room sharer codes where users know who they wish to share with	To automate the process of matching room sharers together, providing unique identifiers to facilitate matching	Students			✓	✓
BR.01.11	Accommodation portal to accept room sharer codes during provisional booking process to match room sharers together	To automate the process of matching room sharers together, providing unique identifiers to facilitate matching	Students			✓	
BR.01.12	Accommodation portal to show students (who have indicated they wish to share) only accommodation options that are available to share, and of the same type as the corresponding room sharer	To assist students in narrowing down their search according to their personal preferences / needs	Students			✓	✓
BR.01.13	Confirmation of provisional bookings made in real time when user has completed all necessary steps	To meet student expectations & remove uncertainty for students	Students			✓	
BR.01.14	Automated reports generated from system to 3rd party accommodation providers with referral details where students have selected 3rd party accommodation	To reduce manual intervention from booking officers in management of 3rd party bookings	Booking Officer 3rd party accommodation providers			✓	✓

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR.01.15	Removal of waitlist option within process	Waitlist functionality contradicts Self Service model that this project is aiming to deliver	Booking officer Students	✓			
BR.01.16	Early arrivals options made available to student during provisional booking stage	To promote early arrivals options to students at a convenient point in the process, and remove the need to go through a separate stage to book early arrivals	Students Residential Services Academic Departments (that have pre-sessionals)			✓	✓
BR.01.17	Early arrival bookings information to be stored in user profile in accommodation system	So users (students and staff as appropriate) have a holistic view of their accommodation bookings at LSE	Students Residential services			✓	✓
BR.01.18	Intelligent display of early arrivals options tailored to student type - informed by programme type (mandatory pre-sessionals) and programme start date. Only display what options are available to student	To manage user expectations and prevent students from attempting to book accommodation that is not available to them	Students Residential Services Student Services Academic Departments (admissions & programme admin)	✓		✓	✓
BR.01.19	Student programme code to be sent from SITS to accommodation portal	To enable portal to intelligently display early arrival options	ARD - Systems ARD - Admissions DTS			✓	✓
BR.01.20	Early arrivals provision policy to be updated for pre-sessional students	To reflect the decision to house all pre-sessional students in certain accommodation	Student Booking Officer Academic Departments (that have pre-sessionals)	✓			

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR.01.21	Early arrivals provision policy to be updated for voluntary early arrival students	To reflect the amount of days prior to start of normal contract students are allowed to book early arrival, before they are treated as out of session / commercial bookings	Student Booking Office	✓			
BR.01.22	Payments to be made online via accommodation portal	To enable students to make payments without knowingly being directed to another system / portal, to enable a seamless process	Students Finance division			✓	✓
BR.01.23	Accommodation portal to derive whether payment is required at Provisional Booking stage based on student type and whether early arrival has been booked	To take payment from the correct students	Student			✓	✓
BR.01.24	SITS offer / progression status to inform accommodation portal whether students can move from provisional to confirmed booking stage	To ensure students are able to progress with their bookings at the correct time	Student services			✓	✓
BR.01.25	Student type to be sent from SITS to accommodation portal	To enable portal to determine whether students are required to pay a deposit / whether they can progress from provisional to confirmed	ARD Students			✓	✓
BR.01.26	Offer / progression statuses that qualify for a student to move to "confirm room booking" stage to be defined to include resit students	To ensure the new in year resit process does not prevent students from being able to make provisional bookings	Students ARD	✓			
BR.01.27	Standard confirmations, notifications and receipts for deposit / early arrival payments to be automatically generated and sent by the accommodation portal	To reduce manual intervention from booking officers	Booking Officer			✓	✓
BR.01.28	Booking officers are not involved in processing routine provisional bookings, as they are fully automated.	Automation of routine bookings enhances LSE's capacity to give specialist assistance and support to non-standard bookings, e.g. adapted room requirements	Residential Services Students		✓		
BR.01.29	SLAs to be created regarding response times for students who have submitted specialist requirements / documents	To ensure students whose specialist requirements require review from specialist Booking Officers are not unduly delayed in securing provisional room bookings	Residences	✓			

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR.01.30	Warden nomination policy, disability & medical adaptations policy, and specialist allocation policy to be included in business rules that drive room search functionality	As far as is practicable, students are able to progress with specialist bookings without the need for intervention by booking officers	Residences Students	✓		✓	✓
BR.01.31	Relevant changes to student accommodation status fed back to SITS	So that information relevant to LSE's master student record is up to date	ARD			✓	✓
BR.01.32	Invitations to confirm Ts and Cs sent automatically by the system, with responses / declines / time outs logged for management reporting	To reduce manual intervention from booking officers	Students Residential Services - Booking Officer			✓	✓
BR.01.33	Halls specific information held on portal and displayed to students once Ts and Cs have been accepted. Baseline the offering of information across halls	To align student experience across Halls	Students Residential Services - Portal admin		✓	✓	
BR2 CONFIRM ROOM BOOKING							
BR.02.01	Cancellations generated automatically when students offers of study are rescinded, or when students decline their offer of study	So that residences staff do not have to spend time manually processing "mandatory" cancellations (i.e. where users no longer have the right to accommodation)	Admissions Residences			✓	✓
BR.02.02	Invitations to accept contract generated automatically when students meet offer / progressions requirements	So that residences staff do not have to spend time manually processing "routine" confirmations	Admissions Residences			✓	✓
BR.02.03	Notifications to 3rd party providers generated automatically advising of students' eligibility for accommodation following a change of offer / progression status at LSE	So that residences staff do not have to spend time manually updating 3rd parties of changes to student status, and 3rd parties are kept up to date with student status	3rd parties Residences			✓	✓
BR.02.04	Accommodation system to be automatically and routinely updated with student offer / progression status from SITS	To ensure the accommodation system is up to date with LSE's master student record, and actions resulting from changes to student status are taken in a timely fashion	Admissions Student Services DTS Residences			✓	✓

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR.02.05	PG students with conditional offers of study can be manually progressed to "confirmed booking", over-riding SITS status updates	So that PG students who are awaiting documents (e.g. confirmation of exam results) are able to secure a confirmed booking in instances where LSE is confident they will be attending	Students Academic Departments (Admissions and programme administrators) Residences	✓	✓	✓	
BR.02.06	Booking Officer to upload updates from 3rd Party providers regarding which students (who were referred to them in BR1) completed an accommodation booking	To maintain accurate records in the accommodation system as to which students have bookings with 3rd parties, ensuring these students receive appropriate communications	Residences		✓	✓	✓
BR.02.07	Students without current bookings are able to sign up to alerts to receive automatic, tailored notifications when accommodation becomes available	Students may book accommodation that better suits their requirements that was not available when they previously viewed the system. This is in line with the removal of the waitlist function in BR.01	Students Residences	✓	✓	✓	✓
BR.02.08	Contracts are issued automatically and signed electronically via the accommodation system, recording the acceptance / decline in the accommodation system in real time	To maintain accurate records of room stock during the allocation period, and to enable notifications of new accommodation availability to students who have signed up for them	Residences			✓	✓
BR.02.09	Coordinate room allocations using the accommodation system	The new accommodation system must have the capability to enable Booking Officers to manage the allocation process - both via routine batch allocation and manual overrides	Residences		✓	✓	✓
BR.02.10	Accommodation system to update Rezlynx with confirmed room allocations at the point at which the student accepts their contract ("Confirmation of Accommodation" document)	To ensure the room stock will remain up to date in Rezlynx at the relevant point	Residences			✓	✓
BR.02.11	Hall & room information documents / webpages / portal pages for students should follow a general template	To create an "LSE minimum standard" on what content students receive, ensuring a consistent level of service regardless of which hall is booked	Residences	✓	✓		

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR3 CHECK IN							
BR.03.01	Student completion of online induction necessary is as a gateway to further information	To encourage students to complete the induction, ensuring LSE can make every reasonable effort has been made to convey certain information to students (e.g. safety info), and to be able to demonstrate the same	Students Residences	✓		✓	
BR.03.02	Students can book arrival slot for check in day and notify of late arrival	To enable residences to manage arrivals day more efficiently, and to better manage student expectations	Students Front of House staff		✓	✓	
BR.03.03	Emergency contact info requested from students before their arrival to speed up check in process	Students are required to provide emergency contact information in order to check in - if this is done at the point of check in, it slows the check in queue. Encouraging students to provide beforehand will create smoother check in process	Students Front of House staff LFY / E Dev			✓	✓
BR.03.04	Emergency contract information derived automatically and routinely from SITS	To ensure SITS remains the master record of student emergency contact information, and that the accommodation system remains up to date				✓	✓
BR.03.05	Timetabled Check In Day Welcome and Late Check in events should follow a general formula	To create an "LSE minimum standard" on what welcome students receive, ensuring a consistent level of service regardless of which hall is chosen	Residences	✓	✓		
BR.03.06	Generate reports for data sharing requirements, e.g. lists of students to council, in accordance with regulations	To ensure LSE is able to comply with data sharing requirements / agreements	Residences	✓		✓	
BR.03.07	Student check in status to be fed from Rezlynx to SAS	Front of House staff will continue to use Rezlynx as the check in mechanism. Once checked in, this should automatically update the accommodation portal to ensure information is up to date				✓	

RS181318 Student Accommodation System Validation Report

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR.03.08	Integration with SITS to ensure student's term time address is updated to reflect halls address once checked in (Accommodation system to SITS)	To ensure that the master record of student data is up to date	Student Services			✓	✓
BR4 RESIDE							
BR.04.01	Integration with SITS to update student's official LSE Registration status	For the accommodation portal to flag unregistered students and send communications as appropriate	Student Services	✓		✓	✓
BR.04.02	Automatically generate communications to students who have not formally registered at LSE within certain timeframe	To ensure students who have checked in do register, as accommodation is only available to registered students	Residences	✓		✓	✓
BR.04.03	Registration policy used to drive timelines for students to become registered before they become ineligible for accommodation	To ensure processes are aligned with LSE Registration policy	Residences	✓			✓
BR.04.04	Individual room inventory to be created, updated and stored in the accommodation system	To enable users (residences and students) to record and access inventory that is tailored to their allocated room and associated with their profile	Students			✓	✓
BR.04.05	Inventory function to generate alerts to Front of House staff of inventory completion, including those where further action needs to be taken	To enable Front of House staff to take maintenance / cleaning actions as required	Front of House staff Students			✓	✓
BR.04.06	Accommodation system to integrate with Rezlynx and Planon	To keep track of maintenance / housekeeping jobs created as a result of inventory, enabling Front of House staff and students to view status (e.g. raised, completed)	Front of House staff Students			✓	✓
BR5 CHECK OUT							
BR.05.01	Accommodation system to automatically generate communications to checked in students prior to scheduled departure including upsell of vacation accommodation as appropriate	To ensure students are aware of check out procedure and can make vacation bookings as necessary (vacation bookings made outside of the accommodation system)	Students Residences		✓	✓	

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR.05.02	System to provide dynamic leavers form (tailored to student type) for Residences and students to view, update and store in the system	To enable students to advise of leaving dates and other necessary information, for Front of House to make departure preparations	Students Residences		✓	✓	
BR.05.03	System to log leaving date provided by students in leavers form	To enable front of house staff to make necessary preparations and have accurate record of who is residing in halls on any given day	Residences		✓	✓	✓
BR.05.04	System to automatically generate leaving date notifications to Front of House staff	So Front of House staff have an up to date record of who is expected to check out on a given day	Residences			✓	✓
BR.05.05	Leavers Inventory function to generate alerts to Front of House staff of inventory completion, including those where further action needs to be taken	To enable Front of House staff to generate maintenance / cleaning actions as required	Residences			✓	✓
BR.05.06	Inventory function to be easily accessible to students - mobile enabled / completion terminal available	To ensure students who have not completed leavers inventory at time of check out are able to do so swiftly and "on the spot"	Students Residences			✓	
BR.05.07	Check in inventory and leaver's inventory linked in the system	To ensure updates to inventory made at check in are reflected in the leavers inventory, so that there is no confusion regarding the expected state of the accommodation	Residences			✓	
BR.05.08	System to display future accommodation bookings in student profile upon check out	So users (students and staff as appropriate) have a holistic view of their accommodation bookings at LSE. This is especially relevant when students are checking out of early arrival bookings, and when students are swapping rooms.	Residences			✓	✓
BR.05.09	Integration with SITS to update term time address (end date address) upon check out (accommodation system to SITS)	To ensure the master student record in SITS is up to date	DTS ARD systems			✓	✓

Appendix A: Change Requirements Matrix

Reference	Change (what)	Change Detail (why)	Change Impact (who)	Policy Change	Organisation Change	Technical Change	Information / Data Change
BR.05.10	Integration with Rezlynx to update student profile in accommodation system when fines are logged in Rezlynx	To ensure student can receive notifications on fines in accommodation system, and expect to take action via 1 Finance system	Students			✓	
BR.05.11	Student receives confirmation of successful check out from accommodation system following completion of related housekeeping / maintenance jobs on Rezlynx / Planon	So that students are aware that all necessary steps have been completed, and whether there are any outstanding payments they need to make	Students			✓	