National Open University of Nigeria

SOP Title	Directorate of Management Information Systems (DMIS)
SOP No:	NQSA/SOP/IGM/009
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Management Information Systems (DMIS)
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

The Standard Operating Procedure (SOP) is developed as a guide on the activities of DMIS in the University on information.

Directorate of Management Information Systems (DMIS) Activities

1. Manage Users
2. Manage POP Exam
3. Manage Student Academic Information and Registration
4. Manage Courses
5. Manage Admission Information

6. Generate Reports
7. Manage NOUMIS Applications
8. Manage Graduates
9. Software Development (Internal or External Request)

Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
1.	Manage Users	1. Create access 1.1 Receive Requests to create users from authorizing unit. 1.2 Receive instructions from HOD to treat. 1.3 Verify if the user exists. 1.4 Send user ID to the staff. 1.5 Identify role to be given. 1.6 Add new user. 1.7 Allocate Role to the user. 1.8 Send user ID to the new staff. 1.9 Report to HOD after successful creation.	90 Days		List of requests from faculty/directorate/centre/unit/dept on access, update of users' details, and change of role by Request type (access or change of role or update of staff details) with dates, Level of access given, action taken, status report (functioning or not functioning) with dates.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		2. Update User's details 2.1 Receive Request to update users record from the authorizing unit. 2.2 Identify the records of the users that require modification. 2.3 Modify the field that requires change. 2.4 Notify user via email or SMS of change implemented. 3. Change Users Role 3.1 Receive request to upgrade/change role. 3.2 Identify the record that requires a change of role. 3.3 Assign new role Notify user via email or SMS on change implemented.			
2	Manage POP Exam	1. Envelope Generation 1.1 Archive old records.			1. List of generated envelopes by year, faculty, departments, study centre

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		1.2 Process recent semester exam registration records for POP exams. 1.3 Upload records into envelope generation data repository. 1.4 Test the system. 1.5 Make Link available on the portal. 1.6 Allocate study centres to technical support staff. 1.7 Generate envelop for courses per study Centre. 1.8 Repeat process until no data available for a particular study centre. 2. Script submission system (SSS) 2.1 Archive Old records. 2.2 Prepare SSS system for use. 2.3 Process exam records.			where applicable and dates. 2. List of uploaded SSS by faculty, department, study centre if applicable and date 3. List of created SSS user's role. State the role and the purpose of the role with date created. 4. List of new users created by designation and date. No staff names please. 5. List of data and time code created, stating the purpose and the date created. 6. List of records updated and reason for update with dates. 7. List of Script Allocation System (SAS) by date, Marking zone by study centres, and level of access (state only the

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		2.4 Upload records to the SSS data repository. 2.5 Test system. 2.6 Make link available. 3. Create SSS user's role 3.1 Receiving list of users from the DEA. 3.2 Archive old records. 3.3 Process new records by sorting and filtering. 3.4 Create a table in database. 3.5 Insert records into the table. 3.6 Make the staff ID unique. 3.7 Update records with Study Centre code in the table by adding a column. 3.8 Assign role to the users.			designation and not staff name). 8. List of users that were managed by designation and dates. 9. List of subject officers added by faculty and department. No staff names. State only the number e.g. Faculty of Edu. 10. 10. List of requests received from subject officers/faculty officers by description of request, Action (resolved or not resolved), Remarks and date. 11. List of examiners managed by name, phone numbers, email address, complain received, action taken, feedback to the examiner, and date. 12. List of scores that were successfully uploaded by

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		3.9 Assign super and normal user role to Study Centres having a single user. 3.10 Identify centres without users. 3.11 Report to DEA on study centres without users. 3.12 Export table to CSV. 3.13 Upload record into the live script submission system. 3.14 Activate users. 4. Add New Users 4.1 Receive a list of users to add from the DEA. 4.2 Add users into the SSS system. 4.3 Assign role to the user.			examiners, courses, and date.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		4.4 Activate users. 4.5 Change Users Role. 4.6 Receive list of users to modify. role from the DEA. 4.7 Modify/Assign role. 4.8 Send SMS or Email to user on change implemented. 5. Create Date and Time code (dtcode) 5.1 Receive final POP exam Timetable from DEA in pdf format. 5.2 Convert timetable from pdf to word; from word to excel. 5.3 Create dtcode for each course using a template.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		5.4 Convert excel to CSV format. 5.5 Import records into the SSS. 6. Update records with dtcodes 6.1 Assign dtcodes to the exam records of each centre (i.e. update dtcodes). 6.2 View server information to ascertain successful update 7. Script Allocation System (SAS) 7.1 Archive old records. 7.2 Gather information on script captured. 7.3 Receive information on script distribution from the DEA.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		7.4 Create Marking zone code using centre template. 7.5 Assign study centres marking zone code. 7.6 Import record into the SAS database. 7.7 Prepare the system for use. 7.8 Test the system using sample records. 7.9 Make link available on the portal at the stipulated time. 8. Manage Users 8.1 Create list of MIS users using template. 8.2 Create userID and role. 8.3 Upload records into the SAS database. 8.4 Send userID to MIS users.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		9. Add Subject Officers 9.1 Receive list of subject officers from the DEA. 9.2 Add subject officers' details. 9.3 Print subject officers' details. 9.4 Present slip that contains user ID to the user. 10. Manage subject officer/faculty officer 10.1 Receive request to reset user account (subject officer). 10.2 Reset account. 10.3 Notify the user to register on the portal. 10.4 Receive request to modify user account. 10.5 Delete account. 10.6 Add subject officer.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		10.7 Print slip. 10.8 Present slip to the user. 11. Manage Examiners 11.1 Receive request to reset user account (Examiners). 11.2 Reset Account. 11.3 Notify Examiner. 12. Manage allocation 12.1 Receive request to drop a markers allocation from subject officer. 12.2 Verify upload of score for allocation. 12.3 Drop markers allocation if upload has not been done.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		12.4 Notify subject officer on successful drop outcome. 12.5 Notify subject to write a report if scores have been uploaded. Such allocation cannot be dropped. 12.6 Identify the envelopes, courses. 13. View and generate reports 13.1 View subject officer's course allocation. 13.2 Monitor the progress of subject officer's upload. 13.3 Provide other technical support.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		13.4 Print/generate report at the end of the exercise.			
3.	Manage Student Academic Information and Registration	1. Change of Programme/Level 1.1 Receive Approval from authorization unit. 1.2 Receive instruction to treat from HOD. 1.3 View the student details. 1.4 Identify discrepancies. 1.5 Effect changes if there are no discrepancy. 1.6 Note records where change is not required. 1.7 Inform HOD on Outcome. 1.8 Notify Admin on successful completion of request.	90 days		1. List of change of programme by matric number, current programme, intended programme, to be sorted by faculty, department, academic centres, and numbers 2. Number of dropped registered project by Matric number, current level, study centre, faculty, and department with dates 3. List of drop courses and examination by matric number, dropped registration (course or exam), study centre, faculty, department and date.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		2. Drop Project registration 2.1 Receive request to drop project from study centres via email. 2.2 Verify registration status. 2.3 Request for drop pin. 2.4 Drop project if registration was done in current semester. 2.5 Report to HOD on Outcome. 3. Note drop course and exam is done at the study Centre 3.1 Receive approval from authorizing unit to display results. 3.2 Archive old records.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		3.3 Import/upload result into the result display system. 3.4 Process data to make carryover/failed courses available for registration. 3.5 Update the course registration data repository with carryover courses.			
4.	Manage Courses	1. Registrable courses 4.1 Receive Approved registrable courses from the authorizing unit. 4.2 Receive instructions from HOD to treat. 4.3 Check to see if the course exists. 2. Add New Course 2.1 Prepare the new course details using a template.	90 Days		1. Number of registrable courses uploaded by faculty, department, and programme. 2. List of courses added by faculty, department, and programme. Show Senate approval to add courses. 3. List of courses modified by faculty, department, programme, reason for modification, Senate approval for modification.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		2.2 Upload the template into the registrable course repository. 3. Modify Existing Course 3.1 Check if course exists. 3.2 Compare the course details with what is available in the data repository. 3.3 Identify the change. 3.4 Modify records in the data repository. 3.5 Upload into the student portal. 4. Course material display 4.1 Request from CMDU courses with courseware. 4.2 Identify courses with courseware and without courseware.			4. List of course materials displayed by courses, courseware status (available or not available), status of upload into file repository (uploaded or pending)

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		4.3 Prepare the e-courseware for upload. 4.4 Save file using the course code. 4.5 Save courseware in a folder. 4.6 Present folder to HOD. 4.7 Upload into the file repository. 4.8 Make the file available to students who registered for the course. 4.9 Report to CMDU on courses without courseware.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		5. Generate report course/exam/project registration 5.1 Receive request to generate report based on requirement. 5.2 Receive instruction to treat. 5.3 Notify HOD on Outcome. 5.4 Send report via email to who made a request. 5.5 Notify Admin on Outcome.			
5.	Manage Admission Information	1. Add New Programme 1.1 Receive Senate Approval to mount new programme on the portal. 1.2 Create a new programme code based on a defined method. 1.3 Upload the Admission requirement into the admission system.	90 Days		1. Number of new programmes that were created by faculty, department, and date with Senate approval note. 2. The number of new programmes on which admission requirements were uploaded by faculty and date.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		1.4 Report to HOD on successful completion of task. 2. Modify Admission Programme/Requirements 2.1 Receive Approval on the programme details to make modify. 2.2 Report to HOD on successful completion of task. 3. Inmate admission 3.1 Receive Approved list of prospective inmates from authorized unit. 3.2 Select the correctional centers. 3.3 Send Admission Information to the Inmate Admission Officer via email.			3. The number of programmes on which the admission requirements were modified. Give reasons for the modification and date. 4. The number of inmates admitted by matric number, date of admission, study centre, faculty, department, and programme in the period under consideration. 5. The number of verification pins generated. State the purpose and date.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		3.4 Prepare/generate report on admitted and not admitted candidates. 3.5 Report to Inmate Admission Officer on inmates without Admission. 4. **Verification Pin Generation** Receive request for verification pin.			
6.	Manage Graduates	Receive an Approved list of Graduates from the authorizing body.	90 days		1. List of graduates by year, faculty, department, programme, study centres, class of degree. 2. List of students who are already a year above the required minimum number of years for graduation by year of entry, maximum years required, faculty, department, programme,
7.	Software Development (Internal or	**Requirements Gathering**	90 Days		List of projects by stakeholders, stakeholder's role, total amount

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
	External Request)	1. Identify and list all stakeholders involved in or affected by the project. 2. Define the budget and scope of the project to set expectations. 3. Determine stakeholder roles and responsibilities in the context of the project. 4. Organize meetings and interviews with key stakeholders. Collaborate with stakeholders to prioritize requirements based on their importance and impact on the project.			budgeted, start and end dates, project impact on the university.

Team of Developers

1. Mr Adeboyejo Moses Adeyinka
2. Mr. Akujobi Ikechukwu
3. Anekwe Nwando E

4. Mukhtar Umar M
5. Mahmud Turaki
6. Mr. John
7. Mr. Okolo Ozoemene (Quality Assurance Compliance Officer)