

Member B — Business Analyst: BUSINESS CASE, OUTSOURCING ANALYSIS

3. Business Case for UNIFIED STUDENT EXPERIENCE PLATFORM

•Problem

Currently, student services are fragmented across multiple platforms. Course registration, exam results, financial aid tracking, and even community activities all require separate systems and logins. This creates confusion and inefficiency. Students often miss important deadlines, fail to see financial aid updates on time, or struggle to coordinate their class timetables with extracurricular commitments.

•Proposed Solution

The university should introduce the Unified Student Experience Platform (USEP) — a single integrated portal that combines academic, support, and community services. USEP will also connect with existing university systems, allowing students to access all services through one seamless environment.

•Expected Value

For Students: Convenience through one login, better access to financial aid and advising, fewer missed deadlines.

For the University: Improved student satisfaction, higher retention rates, and greater operational efficiency through reduced duplication of systems.

For Leadership: A scalable and sustainable solution that aligns with the vision of design that lasts beyond 2025.

4. Outsourcing Options for USEP

Onshore Outsourcing

Work is contracted to companies within Zambia.

goodness: Easier communication, shared culture, same time zone.

Constraints: Higher costs and limited experience with large-scale education platforms.

Offshore Outsourcing

Work is contracted to distant countries such as India or the Philippines.

goodness: Lower cost, wide talent pool, strong expertise in software development.

Constraints: Time zone differences, cultural barriers, and possible communication delays.

Nearshore Outsourcing

Work is contracted to regional or neighboring countries, such as South Africa or Kenya.

Goodness: Balanced approach lower costs than onshore, better time zone and cultural alignment than offshore, growing IT expertise in Africa.

Constraints: Some challenges with infrastructure and scaling may remain.

Recommendation

For USEP, nearshore outsourcing is the most practical and balanced option. Partnering with regional IT providers offer cost savings, avoids many communication challenges of offshore

outsourcing, and ensures smoother collaboration. This aligns well with the university's need for a sustainable, scalable platform to support a diverse international student body.

Pipeline Awareness (conclusion for Part B Discussion)

While not my main responsibility, we as a group also recognize the importance of the continuous integration and deployment pipeline for USEP. Automated steps such as testing, security scanning, and monitoring will:

1. Ensure reliability and reduce bugs before release.
2. Protect sensitive financial and academic data.
3. Save costs by reducing manual work.
4. Allow the platform to scale quickly to thousands of users.