Launching Project Pilot

RMIT is implementing a new Travel Management Online System from September 2009

Why do we need a new Travel Management Online System?

In response to feedback from the Staff Culture Survey in 2007 the Vice Chancellor launched the Process Improvement Challenge which sought ideas from all staff as to how processes could be improved across RMIT. A common concern by many participants was the manually complex and time consuming travel booking and approval process.

The Vice Chancellor requested Financial Services to develop a streamlined and improved travel process. This led to the establishment of the Travel Management Online System project, tagged as Project Pilot.

What is Project Pilot?

Project Pilot provides us with an invaluable opportunity to implement an integrated travel system and streamline procedures which will substantially eliminate manual and multiple processing of travel requests and enhance the approval process. The new Travel Management Online System, which is a Travel Portal, will integrate all business related travel services into one web based application. We shall also be utilising Amadeus eTravel ("AeTM") which is a self-booking tool designed to assist with streamlining domestic and international point-to-point travel services.

What are the benefits of Project Pilot for RMIT?

- Enable RMIT travellers to directly place requests for domestic and international travel.
- Up-to-date online traveller information and itineraries will be stored to ensure the well-being of all RMIT staff and students can be accurately monitored while they are travelling and ‘duty of care’ obligations are met.
- Provides a dynamic workflow solution which integrates travel requisitioning and ‘duty of care’ requirements to external providers such as SOS and DFAT.
- Automated approval process through workflow functionality and link to travel providers for cost estimates and bookings.
- Automatic posting of travel data into pre-determined internal orders within SAP reflecting the organisational structure, improving both efficiency and accuracy.
- Direct data capture for cost management and reporting purposes.

Is the current RMIT Travel Policy affected?

Yes, the Travel Policy is currently being revised. The changes will be communicated to you in coming weeks. All changes to the Travel Policy will be included as part of the Project Pilot system training.
How will you be supported through the implementation of Project Pilot?

All RMIT staff and students affected by this implementation will be trained in both the new process and procedures, as well as the new system functionality. You will be kept informed of the project's progress, throughout the implementation, via email and online updates.

In September a pilot group, composed of members from across RMIT, will test and review both the training materials and system. This will provide the project team with important feedback and assessment to ensure that the rollout to the rest of the RMIT community, between October and December, is successful.

When can I use the 'live' Travel Management Online System?

You will be able to use the new travel system once it goes 'live' in October 2009.

Project Pilot training will be provided to all staff in October and November. If you are a frequent travel system user, we encourage you to attend the training and acquaint yourself with the new travel process and system. However, an alternative is to read the online instructions which include step-by-step system procedures. These instructions will be located on the Financial Services intranet site by October 2009.

Before using the new travel system please ensure that you have either attended training or read the online instructions.

Any questions or concerns?

If you have any queries or concerns, please contact the Project Pilot Project Manager, Diem Huynh, at Diem.Huynh@rmit.edu.au or 9925 0679.

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