CASE STUDY

HIGHER EDUCATION · TRANSFORMATION ASSURANCE

Building confidence into university transformation

Supporting an ambitious Ellucian Banner transformation programme at a major UK university.



Deliver change with confidence.

2itesting.com

An ambitious modernisation programme

The university is transforming its student records environment, introducing Banner as a modern platform alongside streamlined student and staff experiences.

The ambition is significant: modernise the estate while maintaining confidence in the services and journeys that students and staff depend on every day.

Transformation on this scale reaches across a broad, interconnected university ecosystem.

INDICATIVE STUDENT LIFECYCLE SCOPE — SEVEN CONNECTED STAGES

01	02	03	04	05	06	07
Recruitment & Admissions	Enrolment & Registration	Student & Academic Administration	Student Services	Student Accounts & Financial Aid	Assessment & Progression	Completion & Graduation

ALONGSIDE THE JOURNEY **Curriculum Management · Partnerships**

Creating confidence as change progresses

As the programme gathered pace, the university recognised an opportunity to strengthen its approach to quality and assurance, and create a consistent framework that could evolve alongside the transformation. Working closely with university teams and programme partners, 2i helped establish that foundation.

Together, the teams introduced a programme-wide approach spanning strategy and planning, governance, quality gates, reporting, data migration assurance and business acceptance, bringing programme leadership, technical teams, architects, business specialists and delivery partners around a shared understanding of quality, risk and readiness.

Rather than assurance sitting at the end of delivery, it became part of how the programme moved forward.

ASSURANCE EMBEDDED ACROSS THE PROGRAMME — ONE CONNECTED FRAMEWORK



QUALITY GATES
Shared checkpoints as the programme progresses.

REPORTING
A shared understanding of quality, risk and readiness.

COLLABORATION
Leadership, technical teams, architects, business specialists and delivery partners.

Strong foundations. Positive progress.

Phase 1 successfully completed on schedule and within budget

A STRONG FOUNDATION FOR THE PHASES AHEAD

Functional testing and data migration assurance produced meaningful evidence behind that progress, helping the programme identify and address important issues ahead of go-live.

BUSINESS ACCEPTANCE

2i also established the framework and approach for UAT, helping business teams understand their role in acceptance and guiding them through the process. This created a more consistent approach to validating critical business journeys and building evidence of readiness ahead of go-live.

NEW DEVELOPMENT

Building greater efficiency through automation

As the programme evolves, the university and 2i are continuing to identify opportunities to increase efficiency and strengthen assurance.

A recent automation Proof of Concept was successfully delivered to schedule and well received by the university. While UI automation was the initial focus, the team extended the scope to demonstrate API test automation, showing how automation could be applied more broadly across the technology environment.

This provides a foundation for a more efficient and repeatable approach to regression testing as the programme develops, helping specialist teams focus their effort where it can add the greatest value.

DELIVERED

Strong foundations
Framework and governance in place

Successful Phase 1
Delivered to schedule and budget

Automation PoC
Delivered to schedule, well received

UI + API automation
Scope extended beyond the interface

OPPORTUNITY AHEAD

Greater efficiency & scalability
Repeatable regression as complexity grows

More repeatability, greater efficiency, and specialist expertise focused where it adds most value.

Banner experience × Higher Education knowledge

ASSURANCE IN CONTEXT

Bringing platform and Higher Education experience together

The team combines growing hands-on experience of Banner with established Higher Education domain knowledge, helping them understand not only the technology, but the student journeys, operational dependencies and assurance challenges around it.

That context helps the team engage effectively with university stakeholders and consider risk in the context of the wider transformation, rather than treating Banner as an isolated technology implementation.

Building capability for what comes next

With the initial phase successfully delivered, the programme continues to evolve as Banner connects more deeply with the university's wider technology environment.

The next stages bring greater integration, data and regression assurance requirements. The successful automation PoC provides another foundation for addressing that complexity more efficiently as the programme progresses.

PLANNED

Accessibility assurance against WCAG 2.2 AA is also planned as part of the programme's continued development.

The aim is not simply to add more testing as complexity increases, but to keep evolving the assurance approach so the programme maintains momentum while retaining visibility and control.

What this demonstrates

See risk more clearly

Greater visibility across interconnected systems, data and critical student journeys.

Make confident decisions

Meaningful evidence around quality, risk and readiness.

Create greater efficiency

Automation and repeatable approaches help specialist teams focus their expertise where it creates most value.

Keep transformation moving

Scalable assurance and stronger governance support progress without unnecessarily slowing delivery.

Transformation should create value, not simply activity. Better evidence helps make sure it does.

2i is a specialist testing, quality engineering and assurance consultancy, helping organisations deliver complex technology change with confidence.

As software development accelerates and AI transforms how technology is built, traditional approaches to testing alone are no longer enough.

We combine human expertise, intelligent technology and risk-led insight to help organisations move beyond reactive testing towards a more proactive, continuous and informed approach to quality.

Our approach reflects the evolution towards **Quality Intelligence**, bringing together four essential outcomes:

Control

Greater visibility and understanding of quality and risk throughout the technology lifecycle.

Confidence

Evidence-based insight to support faster, better-informed decisions.

Trust

Independent assurance that technology performs reliably, securely and as intended.

Value

Quality that supports business outcomes, reduces risk and enables innovation.

From complex digital transformation and system integration to AI-driven development, we help organisations build quality into every stage of delivery.

Deliver change with confidence.

Talk to us about Higher Education assurance.

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