

Best Practice Approaches to Conferencing



Suppliers	Inputs	Requirements	Process	Outputs	Requirements	Customers
Who provides each of the inputs?	What is required for each step of the process to work?	What do we need from each input? E.g., quality, timeliness?	What are the high-level steps in this process?	What has been created, generated or achieved as a result of each process step?	What does each customer require of the outputs?	Who are the people who have an interest in each output?
Conference organiser(s) Keynote speaker	Conference theme, title, dates Confirmed keynote speaker Available accommodation	Block book UCD residence accommodation 6 months in advance if it is required over the summer	Organise keynote speaker	Keynote speaker booked Accommodation booked and paid	Accommodation is available, suitable, local, in budget.	Hotel Keynote speaker Budget holder/conference manager
UCD Procurement Office Venue organiser(s) Conference organiser(s)	UCD Procurement policy Conference capacity Budget Conference schedule – no. delegates per room Room requirements (equipment, audio, IT).	Ref UCD Bursar's Office guidelines on compliance with UCD national EU tender regulations	Organise conference Venue(s)	Obtained quotes Venue booked and price agreed	Rooms allow for specified capacity and within budget High quality standard with appropriate equipment	UCD Bursar's Office Conference organiser(s)/UCD Room Allocations Conference delegates UCD Estate Services
Conference organiser(s)	Conference title and dates Call for Papers (CoP) deadline Programme & schedule	Update webpage when CoP and schedule deadlines met	Create conference webpage	Webpage created Conference information available (accommodation and transport links, draft schedule and CoP link Additional links to Dublin map and tourist information.	Webpage accessible, information accurate and updated as events/ programme information updated	Conference delegates Conference presenters
Conference organiser(s) Musician/pianist	Ref UCD Procurement policy List of events to be run during the conference (i.e. reception, hire of musician/pianist, evening dinner) Times, dates, venues #'s expected Target audience Caterers Advance booking of musician/pianist	Contingency plan if some events not available/possible	Organise reception/ entertainment/events /evening dinner	Events planned Quotes obtained Venues booked Caterers booked Musician/pianist booked for reception Transport to/from event(s) booked Restaurant booked	Purchase Orders (POs) raised	UCD Bursar's Office Conference organiser(s) Conference delegates Other suppliers
Conference organiser(s) Conference manager Funders	Conference packages Budget #'s expected Funding sources /donations		Agree and sign-off budget plan	Conference package fees Non-pay budget for stationery, catering, etc. D Account setup with link to PayPal D Account access set up	Balanced Income and Expenditure Budget plan approved	Conference organiser(s) Conference manager
		Produced by	Anne Hallinan, UCD School of Mus	ic <u>anne.hallinan@ucd.ie</u> , ext. 8178		



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Inputs What is required for each step of the process to work?	Requirements What do we need from each input? E.g., quality, timeliness?	Process What are the high-level steps in this process?	Outputs What has been created, generated or achieved as a result of each process step?	Requirements What does each customer require of the outputs?	Customers Who are the people who have an interest in each output?
Agree if accommodation is part of the conference package fees or separate cost to delegates Selection of conference package offerings Capacity for each package D Account link InfoHub technical expert assigned to troubleshoot/respond to questions from delegates Guidelines on the conference webpage on how to make a booking	To be cost effective Quality system/value for money Conference package offerings to include the following: Conference fee 1+ nights accommodation No accommodation (accommodation ist available on webpage) Reception Summary	Set up booking system (if required)	Live booking system Booking system link available on webpage System linked to D Account Contact details available on webpage for delegates experiencing booking issues	Booking system tested and robust Conference package offerings easily explained Online booking system easy use and administer All financial bookings transferred to the D Account	Conference delegates Conference presenters Conference organiser(s) Conference manager
Ref UCD procurement policy Number of postgraduate volunteers Budget # delegates Programme and schedule Poster template	InfoHub technical expert available for troubleshooting once booking system goes live Personnel available to deal with delegate queries Finalised	Order consumables Organise volunteers IT supports	Arrange conference pack folders and branding if needed Catering booked during conference Print posters and programmes Hire poster stands Make available other materials from music associations (SMI. ICTM)	1 / 2 weeks before conference or earlier depending on branding Give adequate time to suppliers if large quantities of printing materials required Book poster stands in advance	Suppliers Conference delegates Conference manager Conference organiser(s)
Evaluate all stages of the conference; pre conference, management of conference and post conference What worked well and what needs improvement		Evaluate Conference	Conference successful Queries responded to in timely and efficient way Insight into what to do better next time Feedback evaluated		Conference delegates Conference manager Conference organiser(s)
Outstanding invoices UCD Budgetary Guidelines GDPR	Latest version	Close project	Outstanding invoices cleared and paid Income and expenditure report finalised and accounts reconciled Closure of D Account Maintain Reports for seven years	Under/overspend transferred to School cost centre GDPR compliant	Conference manager Conference organiser(s)
	What is required for each step of the process to work? • Agree if accommodation is part of the conference package fees or separate cost to delegates • Selection of conference package offerings • Capacity for each package • D Account link • InfoHub technical expert assigned to troubleshoot/ respond to questions from delegates • Guidelines on the conference webpage on how to make a booking • Ref UCD procurement policy • Number of postgraduate volunteers • Budget • # delegates • Programme and schedule • Poster template • Evaluate all stages of the conference; pre conference, management of conference and post conference • What worked well and what needs improvement • Outstanding invoices • UCD Budgetary Guidelines	What is required for each step of the process to work? • Agree if accommodation is part of the conference package fees or separate cost to delegates • Selection of conference package offerings • Capacity for each package • D Account link • InfoHub technical expert assigned to troubleshoot/ respond to questions from delegates • Guidelines on the conference webpage on how to make a booking • Ref UCD procurement policy • Number of postgraduate volunteers • Budget • # delegates • Programme and schedule • Poster template • Evaluate all stages of the conference; pre conference and post conference • What worked well and what needs improvement • Outstanding invoices • UCD Budgetary Guidelines What do we need from each input? E.g., quality, timeliness? • To be cost effective • Quality system/value for money • Conference package offerings to include the following: • Conference fee • 1 + nights accommodation (accommodation (accommodation ist available on webpage) • Reception • Evening meal • Other events • InfoHub technical expert available for troubleshooting once booking system goes live • Personnel available to deal with delegate queries • Finalised	What do we need from each input? E.g., quality, timeliness? • Agree if accommodation is part of the conference package fees or separate cost to delegates • Selection of conference package offerings • Capacity for each package • D Account link • Inforbut bethnical expert assigned to troubleshoot/ respond to questions from delegates • Guidelines on the conference webpage on how to make a booking • Ref UCD procurement policy • Number of postgraduate volunteers • Budget • Poster template • Evaluate all stages of the conference; per conference, management of conference and post conference • What do we need from each input? E.g., quality, timeliness? What do we need from each input? E.g., quality, timeliness? What do we need from each input? E.g., quality, timeliness? **Ouality system/value for money • Quality system/value for money • Conference fee • 1 + nights accommodation (accommodation list available on webpage) • Reception • Evening meal • Other events • Inforbub technical expert available for troubleshooting once booking system goes live • Personnel available to deal with delegate queries • Finalised • Evaluate all stages of the conference; pre conference, and post conference • What worked well and what needs improvement • Outstanding invoices • UCD Budgetary Guidelines Latest version	What is required for each step of the process to work? I was all stages of the conference package offerings - D Account linik - Infortub technical expert assigned to troubleshootly respond to questions from delegates webpage on how to make a booking - Ref UCD procurement policy - Number of postgraduate volunters: - Budget - Programme and schedule - Poster template - Evaluate all stages of the conference, awangement of conference and post conference, awangement of conference and post conference What worked well and what needs improvement - Outstanding invoices - UCD Budgetary Guidelines - GDPR What do we need from each sach in this process? What are the high-level steps in this process? sepsin this process? What are the high-level steps in this process? sepsin this process? What are the high-level steps in this process? sepsin this process? Set up booking - Set u	What tare quired for each step of the process to work? Immiliess? Agree if accommodation is part of the conference package frees or separate cost to delegates. Setup booking system (if required) Conference package offerings. Conference package