

The digitalisation of RISEBA's processes in 2023–2026 and the future development of digitalisation

During the reporting period, RISEBA has implemented measures to digitise academic, management and support processes, whilst continuing to maintain and improve previously introduced digital solutions. As a result of digitalisation, the volume of manual tasks has been reduced, data quality and accessibility have been improved, the flow of information has been accelerated, and the experience of students and staff has been enhanced.

Definition of a digitised process. For the purposes of this report, a digitised process is defined as a process in which one or more key process activities, previously carried out manually or outside information systems, have been transferred to a digital environment, automated or integrated into information systems, thereby ensuring a measurable improvement in process quality, speed, accessibility, data quality, traceability, security or resource utilisation.

KPI, the achievement of which is substantiated in Table 2.

KPI: Increase in the number of digitised and automated study, management and support processes during the reporting period.

KPI assessment approach: Processes in the areas of study, management and support that have been introduced or significantly digitised/automated during the reporting period are recorded. Achievement of the KPI is based on the number of processes that have been introduced and actually used during the reporting period. Processes introduced in previous years are not counted again as new KPI achievements, but their maintenance and improvement are presented as a result of the sustainability and continuity of the digital environment. Planned processes are not included in the KPI performance.

Summary of KPIs for 2023–2026. Ten new digitised processes were implemented during the reporting period: 3 in 2023, 1 in 2024, 4 in 2025 and 2 in 2026. In addition, the report table shows 5 previously implemented processes that are being maintained and improved during the reporting period, as well as 5 digitalisation measures planned for the future.

Continuity of previously implemented processes. The digital solutions introduced in 2021 are not to be regarded as one-off projects during the reporting period: they are being continued, maintained and improved. Maintaining such processes is essential for preserving the results of digitalisation, as it ensures that previously digitised processes are not reverted to manual or paper-based forms and retain their practical value.

Table 1

Summary of KPI achievement

Indicator	Number	Reporting period	Note
Newly introduced/digitised processes	10	2023–2026	KPI result
Previously implemented processes that are maintained and improved	5	including 2021–2026	Demonstrates the sustainability of the digitisation outcome; these are not counted as new KPI processes.
Planned digitisation measures	5	2027–2030	Plan for future development; not included in KPI performance.

Table 2

Area of digitalisation	Process	Before digitalisation	After digitalisation	Outcome and benefits of digitisation	Year of digitisation implementation	Start year for assessing benefits	Status at the end of the reporting period	KPI classification
Regulatory acts	Access to RISEBAnet	Not all staff members used e.RISEBA.	Employees who do not use e.RISEBA are provided with access to internal regulatory acts via the RISEBAnet environment, by integrating a unified document structure similar to that of e.RISEBA.	Easier access to regulations for staff; time savings.	2025	2025	Implemented, maintained and improved	Implemented
Regulatory acts	Translation of legislation	Translations were carried out by a member of staff.	Translation is carried out using AI.	Time savings for staff; faster availability of the document to the client following approval.	2025	2025	Implemented, maintained and improved	Implemented
Document management	Document workflow	Documents were prepared and their workflow organised outside the document management system.	The registration, coordination, endorsement, approval, signing, storage and archiving of incoming and outgoing correspondence, as well as the drafting of outgoing documents, are carried out electronically within the NAMEJS document management system.	Faster retrieval of documents and information; systematic storage; traceability of the documented approval process.	2021	2021	Implemented, maintained and improved	Implemented
Governance	Senate meetings	Only the minutes of the meeting were added to the document management system.	Prior to the sitting, draft decisions and draft documents are uploaded to the system; senators vote electronically; the minutes of the sitting are generated, agreed upon and signed. Approved documents are saved and registered as new or subsequent versions. Documents are circulated electronically, with the status of task completion recorded and automatic notifications sent to the document's author.	Easier access to documents and information; systematic storage; traceability of the coordination and review process.	2021	2021	Implemented, maintained and improved	Implemented
Document management	Document workflow and coordination	Document workflow was organised outside the system, including via email.	The system handles the review of the initiating document, as well as the assignment and completion of the resulting tasks. When standardised documents are received, their subsequent	Process traceability; systematic storage of information; reduced volume of manual tasks.	2021	2021	Implemented, maintained and improved	Implemented

Area of digitalisation	Process	Before digitalisation	After digitalisation	Outcome and benefits of digitisation	Year of digitisation implementation	Start year for assessing benefits	Status at the end of the reporting period	KPI classification
			processing automatically takes place within the standardised coordination and review workflow of .					
Data synchronisation	IS data synchronisation	No data synchronisation took place between IS systems.	Data synchronisation between UNIMETIS and HORIZON; data synchronisation for specific functions between UNIMETIS and NAMEJS.	Accurate and structured data.	2025	2025	Implemented, maintained and improved	Implemented
Study process	Digitisation of the admissions process	Individual stages of the admissions process were implemented within the UNIMETIS system.	From the submission of an application for studies to the signing of the contract and the sending of the first invoice to the student, all stages of the cycle are handled within the UNIMETIS system.	Accurate and structured data; electronic generation, coordination and approval of documents; reduced processing of personal data outside the system.	2025	2025	Implemented, maintained and improved	Implemented
Study process	Recording of student attendance	Student attendance was recorded manually or not recorded at all.	Student attendance is recorded digitally using a QR code. The system generates structured reports.	Accurate attendance data; the ability to identify absences in a timely manner; provision of appropriate information to state authorities in accordance with the requirements of the Immigration Act; personal data is not processed or transferred outside the system.	2026	2026	Implemented, maintained and improved	Implemented
Study process	Preparation of academic transcripts	Academic transcripts were prepared manually.	Academic transcripts are generated from entries in the UNIMETIS system on the student's record.	Time savings for staff; reduced risk of errors; no processing of personal data outside the system.	2021	2021	Implemented, maintained and improved	Implemented
Study process	Approval of final project topics	The thesis topic was approved by submitting an application and coordinating it outside the system, which was then added to the student's file. Late submission of applications could have	Students agree on their final project topic via the my.RISEBA system (the UNIMETIS user portal). The system displays the current, approved title of the final project; students can view the approval status, whilst administrators have access to	Improved customer service; time savings for staff; reduced risk of errors; accurate data in the student's record; no transfer of personal data outside the system.	2023	2023	Implemented, maintained and improved	Implemented

Area of digitalisation	Process	Before digitalisation	After digitalisation	Outcome and benefits of digitisation	Year of digitisation implementation	Start year for assessing benefits	Status at the end of the reporting period	KPI classification
		resulted in inaccurate information in the thesis records.	accurate information for preparing the defence process.					
Study process	Conclusion of work placement agreements	Internship agreements were concluded outside the information system. The collection of information and tracking of the process were only possible via manually maintained registers, which could lead to incomplete records and delays in identifying missing documentation.	Students submit their applications to conclude an internship agreement via the my.RISEBA portal. A staff member processes the application, coordinates with the internship supervisor where necessary, and generates the agreement electronically. In most cases, agreements are signed electronically and stored in the student's file; hand-signed agreements are uploaded to the system.	Improved customer service; time savings for staff; reduced risk of errors ; accurate data in the student's record; no transfer of personal data outside the system.	2023	2023	Implemented, maintained and improved	Implemented
Academic integrity	Plagiarism checking	After a student submits their work, the data administrator uploads it to the unified plagiarism detection system for Latvian higher education institutions, where it is checked against other works and materials available online.	Even before submitting their work, students upload it to e.RISEBA, which features an integrated Turnitin tool for automatic plagiarism checking. The tool is available to students and lecturers and can be used not only for final dissertations but also for the initial checking of other work prepared during their studies.	Problems can be identified at an early stage; a wider range of information sources; faster assurance of academic integrity; every student's work can be checked.	2024	2024	Implemented, maintained and improved	Implemented
Quality management	Course evaluation surveys	The surveys were conducted in a different information system, so invitations to complete them had to be sent manually.	The survey becomes available to students on the my.RISEBA portal as soon as the lecturer has posted the course evaluation.	Time savings for staff; a more convenient process for students; a wider range of respondents.	2023	2023	Implemented, maintained and improved	Implemented
Quality management	Survey data processing	Data was processed manually in Excel, whilst reports were created in PowerPoint.	Data is uploaded and automatically processed using Queries, Pivot Tables and WBA.	Time savings for staff; faster data processing and report generation.	2026	2026	Implemented, maintained and improved	Implemented
Human resources management	HOP employee self-service portal	Employees used to submit requests by submitting a written application.	Employees now complete an application on the portal, which is then coordinated and approved through a defined workflow, for	Reduced application processing time; more convenient self-service; data security; integrated	2021	2021	Implemented, maintained and improved	Implemented

Area of digitalisation	Process	Before digitalisation	After digitalisation	Outcome and benefits of digitisation	Year of digitisation implementation	Start year for assessing benefits	Status at the end of the reporting period	KPI classification
			example, for annual leave, business trips, ERASMUS placements and training. Once logged in, staff can view information at any time regarding unused leave, the approval status of applications, salary and tax calculations, and other relevant details. HOP is integrated with the human resources and the HORIZON accounting system.	information flow and calculations.				
Quality management	Verification of course website compliance	Audits were carried out manually by examining the course website and noting each instance of compliance or non-compliance.	The audit is carried out by AI, preventing non-compliant pages from being published and providing immediate feedback on necessary improvements.	Time savings for staff; preventive rather than reactive quality control; reduced risk of publishing substandard content.	2027	2028	Planned	Planned
Research management	Research Information Management System (RIMS)	Data was collected in various reports and for different purposes. Compiling the data was time-consuming, and the data was not collected in a systematic or uniform manner.	Accurate and systematically collected data on progress towards achieving research indicators will be provided; this data will be reusable, reliable and accurate, and will provide evidence of compliance with regulatory requirements and the university's KPIs. The university's research data is being synchronised with the national IS data registers.	Improvement in data quality and accessibility; time savings for staff in preparing reports and retrieving information.	2027	2028	Planned	Planned
Study process	Digitisation of the study process (national project)	The university collects data without synchronising it with external information systems for automatic data exchange.	The entire student lifecycle – from admission to the awarding of a degree – is being digitised, and the digital transfer of credit points for each course completed is ensured to any higher education institution in an EU Member State. The university's student information system data is being synchronised with national information system data registers.	Improved student services; faster data exchange; faster decision-making.	2030	2031	Planned	Planned

Area of digitalisation	Process	Before digitalisation	After digitalisation	Outcome and benefits of digitisation	Year of digitisation implementation	Start year for assessing benefits	Status at the end of the reporting period	KPI classification
Hearing process	Conclusion of the contract, invoicing and preparation of the certificate	Administration of the education provision service outside the IS UNIMETIS system.	Administration of the educational service within the UNIMETIS system.	Data accuracy; time savings for staff; improved customer service.	2027	2028	Planned	Planned
Process for providing data to be used in reports and statements	Collection of performance data	Data is prepared and provided at various intervals and for various purposes; it is not always stored in a structured manner and is not always reusable.	Data is collected once, regularly updated and maintained; it is synchronised with the university's standard reports and statements, and automated data processing is carried out.	Staff time; accurate, reliable and comparable data; the ability to quickly access up-to-date data required for decision-making.	2027	2028	Planned	Planned

Notes on data interpretation

- 1) The 'Year of digitalisation implementation' indicates the year in which a specific digitalisation solution was implemented.
- 2) The "Year of commencement of benefit assessment" distinguishes the implementation of the process from the period during which its main benefits can be practically assessed.
- 3) Processes implemented in 2021 and in previous years have been retained in the table to demonstrate the sustainability, maintenance and improvement of digital processes during the reporting period.
- 4) Planned processes have been included to reflect the future digitalisation plan, but are not counted towards KPI achievement figures.