



Equality Impact Assessment

SAP BusinessObjects : Report viewing and building

Before carrying out EqIA, you should familiarise yourself with the University's EqIA Policy Statement and Guidance and Checklist Notes, and undertake our online training on Equality and Diversity and EqIA. These, along with further information and resources, are available at www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment

EqIA covers policies, provisions, criteria, functions, practices and activities, including decisions and the delivery of services, but will be referred to as 'policy/practice' hereinafter.

A. Policy/Practice (name or brief description):

Report viewing and building - SAP BusinessObjects (Web Intelligence Application)

SAP BusinessObjects is a suite of tools, accessed via a Launchpad, which enables users to perform reporting, analysis, and data discovery. The technology is available for all University staff, subject to approval being given by an individual's line manager and the data owning business area. BusinessObjects is accessed through MyEd, the University's web portal. BusinessObjects is a web-based platform with no accessibility add-ins.

'BusinessObjects Reporting' is the activity and process whereby a user consumes or creates reports using BusinessObjects. Within BusinessObjects, it is the Web Intelligence application, opened via the BusinessObjects Launchpad, which lets a user consume and build reports. Examples of subjects users might want to report on include finance and HR, Information Security, and student lifecycle. Not all users have the rights to create reports, but all have the rights to view certain reports, according to the permissions they've been granted. Reports are viewed in the web browser and can be shared, downloaded, or scheduled for automatic delivery to an email address, network share, or SFTP server. This can be done by all users with access to the system. Reports can be exported in a variety of different formats, including PDF, Microsoft Excel, HTML, and CSV. The format choice typically depends on the needs of the party requesting the report.

While reporting within BusinessObjects is a self-service activity, there are pre-canned reports, produced by many different business areas, available to users. These are located in the 'public folders' area of BusinessObjects, and each main business area has its own clearly marked public folder. Business areas are responsible for the support, delivery, and maintenance of the reports in their own public folder. Users can contact a specific business area about their reporting needs, if they cannot find what they need in the public folders, or if nothing corresponding to their needs exists. A list of these business areas, along with contact details, is published on the IS webpages for this service. IS itself does not currently offer a report building service to BusinessObjects users of IS data sources (e.g. VRS, Event Booking), but tries to provide assistance for this aspect on a best endeavours basis.

BusinessObjects was updated to version 4.2 in December 2018. No other major upgrades are planned for this tool.

B. Reason for Equality Impact Assessment (Mark **yes against the applicable reason):**

- ~~Proposed new policy/practice~~
- ~~Proposed change to an existing policy/practice~~
- **Undertaking a review of an existing policy/practice YES**
- ~~Other (please state):~~

C. Person responsible for the policy area or practice:

Name: **Susan Cooke**

Job title: **Enterprise Data Services Team Manager**

School/service/unit: **Applications Directorate, Information Services Group**

D. An Impact Assessment should be carried out if any of the following apply to the policy/practice, if it:

- **affects primary or high level functions of the University YES**
- **is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)? YES**
- **It is one which interested parties could reasonably expect the University to have carried out an EqIA? YES**

E. Equality Groups

To which equality groups is the policy/practice relevant and why? (add notes against the following applicable equality group/s)

- Age
- Disability
- race (including ethnicity and nationality)
- religion or belief
- sex
- sexual orientation
- gender reassignment
- pregnancy and maternity
- marriage or civil partnership¹

All groups are potentially impacted as BusinessObjects reporting is a service that could be used by all staff across the University. However, we feel that the protected characteristics of (1) disability and (2) race are most likely to be impacted.

(1) Disability

BusinessObjects reporting must be accessible to disabled users in line with the Web Content Accessibility Guidelines version 2AA standards

(<https://www.w3.org/TR/WCAG20/>) and compatible with assistive technology.

Current known issues with reporting as done through the web browser interface are:

A. Lack of accessible fonts for dyslexic and other users

B. No easy way of changing the report background to a colour preferred by

¹ Note: only the duty to eliminate discrimination applies to marriage and civil partnership. There is no need to have regard to advancing equality or opportunity or fostering good relations in this respect.

dyslexic or visually impaired users

(2) Race

BusinessObjects reporting is conducted in English – the reports are only available in English. But as English is the main teaching language of the University, we believe this will not entail any disadvantage.

These points notwithstanding, IS, as service provider, is committed to providing additional assistance where necessary if no existing options are feasible, including the implementation of reasonable adjustments required by disabled members of staff. For example, the University could provide one-to-one in-person assistance or tuition, or ask another member of staff to assist in reading the reports.

There is also the potential for a positive impact for people with protected characteristics. The functionalities of BusinessObjects reporting could assist the University in furthering its commitment to equality and diversity initiatives, such as facilitating projects related to assessing the diversity of staff hires and the student body.

The data that is available to users is limited by University regulations on data protection, and all University employees must undergo Data Protection and Information Security training. Staff are only able to view reports and data that they have been given access to. This practice mitigates any privacy concerns that may arise. All users of BusinessObjects must in addition read and adhere to the Data Processing and Security Guidance published by IS on the service pages. A link to this page is included on the MyEd channel and also within the BusinessObjects Launchpad hometab.

Add notes against the following applicable statements:

- On any available information about the needs of relevant equality groups:
Users of the BusinessObjects reporting service can log comments or complaints via UniDesk, the University's call management system. We have only received one piece of feedback with regards to issues concerning equality and diversity – a request to have fonts added that support dyslexic users. The Information Services Disability Information Officer has been consulted on the needs of relevant equality group, and she has also conducted an accessibility assessment on BI Reporting.

This service was built in 2013 because prior to the creation of the service, users found there was almost no support in the use of the tool or co-ordinated support around report delivery and maintenance. Prior to 2013 there was little incentive for data owners to produce valuable reports for users (according to results of user surveys conducted in 2012 and 2015), which meant users were left on their own to build the reports and manage data quality issues. To resolve this, the new service was designed with four key things in mind: (1) better support for the BusinessObjects tool and reports, (2) better administration of user accounts and permissions, (3) to create a community network for sharing content and best practice, and (4) to partner with business data owners, encouraging them to build and support quality reports for users and providing helpdesk support.

- Any gaps in evidence/insufficient information to properly assess the policy, and how this be will be addressed:
We feel we have enough evidence to proceed. We will monitor feedback we collect for positive and negative effects.

- If application of this policy/practice leads to discrimination (direct or indirect), harassment, victimisation, less favourable treatment for particular equality groups:

We do not believe that the use of BusinessObjects reporting will lead to any form of prohibited conduct.

BusinessObjects reports are distributed in such a way that only people with authorized access could view certain data. For example, reports created from student data related to protected characteristics stored by Student Systems (and used for reports such as those that analyse the diversity of the student body) are only available to a limited audience. Generally, the data that is available to users is limited by University regulations on data protection, and all University employees must undergo data protection training. If the data accessed through BusinessObjects is found to have been used for discriminatory purposes, leaked, or inappropriately distributed onwards then disciplinary action would be taken. These practices mitigate any privacy concerns that may arise.

There could be an expectation that the application should be translated into different languages. However, the University's business is carried out in English, and as this is the main teaching language of the University we do not believe this will lead to any disadvantage.

Furthermore, BusinessObjects reports are available for download and distribution in a variety of formats (e.g. PDF, Excel, CSV, and HTML). Thus, all users should be able to request the reports in a format that is accessible to them. Guidance is available on the University website for the creation of accessible materials (<https://www.ed.ac.uk/information-services/help-consultancy/accessibility/creating-materials>).

Overall, we have and will continue to strive to ensure that the system is as accessible as possible. Where we are unable to resolve an issue, we will make reasonable adjustments to ensure no disadvantage. For example, the University could provide one-to-one in-person assistance, or additional assistive technology.

- If the policy/practice contributes to advancing equality of opportunity²

BusinessObjects reports are available in a variety of formats (e.g. PDF, Excel, and HTML). Thus, all users should be able to request the reports in a format that is accessible to them.

Prior to the creation of this service, reports were created through the initiative of individual data owners. The introduction of this service means that data owners are better supported in report creation, making data more useful to everyone, including those with protected characteristics.

- If there is an opportunity in applying this policy/practice to foster good relations: **We hope that the use of BusinessObjects reporting, which facilitates data organization and analysis, will enable more informed decision-making across the University. As a result, this will allow departments to deliver better customer service, and positively impact all parties involved in the University, including current students and staff as well as future applicants/candidates. Further, the use of BusinessObjects reporting may enhance the University's commitment to equality and diversity issues by assisting in the development of diversity initiatives in areas such as recruitment. Finally, we hope that this Equality Impact Assessment demonstrates the University's commitment to equality and diversity issues.**

² This question does not apply to the protected characteristic of marriage or civil partnership

- If the policy/practice create any barriers for any other groups?

This policy should not create any barriers for any other groups, as it is simply a tool for data reporting and analysis. All staff have access to free IT facilities 24 hours a day, which they could use to access BI Suite Reports.

- How the communication of the policy/practice is made accessible to all groups, if relevant?

Information regarding BusinessObjects (the tools with which reports are viewed and created) is publicly available on the University of Edinburgh website (<https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics>). The UoE website is governed by the University Web Accessibility Policy which is based on the Web Content Accessibility Guidelines AA standard (<https://www.ed.ac.uk/about/website/accessibility/accessibility-policy>), and follows the Web Content Accessibility Guidelines AA standard. All communication will be available in alternative formats free of charge upon request.

- How equality groups or communities are involved in the development, review and/or monitoring of the policy or practice?

We will continue to monitor comments and complaints for any positive or negative feedback. Any changes to the software will be tested for accessibility in line with the Web Content Accessibility Guidelines AA standard.

- Any potential or actual impact of applying the policy or practice, with regard to the need to eliminate discrimination, advance equality and promote good relations:

Nothing further to what has been stated above.

F. Equality Impact Assessment Outcome

Select one of the four options below to indicate how the development/review of the policy/practice will be progressed and state the rationale for the decision

Option 1: No change required – the assessment is that the policy/practice is/will be robust.

Based on the reasons stated above.

~~**Option 2:** Adjust the policy or practice – this involves taking steps to remove any barriers, to better advance equality and/or to foster good relations.~~

~~**Option 3:** Continue the policy or practice despite the potential for adverse impact, and which can be mitigated/or justified~~

~~**Option 4:** Stop the policy or practice as there are adverse effects cannot be prevented/mitigated/or justified.~~

G. Action and Monitoring

1. Specify the actions required for implementing findings of this EqIA and how the policy or practice will be monitored in relation to its equality impact (or note where this is specified above).

We will continue to review feedback/comments related to any of the 9 protected characteristics. We will also advise staff of the need to make reasonable adjustments where appropriate. Finally, we are committed to providing alternative formats upon request. In terms of the 2 issues raised in section E above:

(1) Disability:

Lack of accessible fonts for dyslexic and other users

--Action: it is hoped to add these into BusinessObjects; this change is under technical review. If implemented, this change will allow users to create reports in a dyslexic font. Existing reports would remain unchanged and work would be required to apply the font to report elements.

No easy way within the web interface of changing the report background from white to a colour preferred by dyslexic or visually impaired users.

--Action: If a report consumer is affected by this, they could print the report out on coloured paper. They could also, with the Web Intelligence Application, change the formatting options > Background fill to choose the colour they need, but the caveat here is that this would change the colour for all users accessing the report, and this is also quite fiddly to do. Our main recommendation would be: if the user has access to dyslexia support software, such as 'Read & Write', or is visually impaired and has access to 'Zoomtext' (or high contrast themes available in Windows OS), then they could apply a colour tint to the screen, and get around the problem that way.

(2). Race

Reports are only available in English

--Action: No action required

2. When will the policy/practice next be reviewed?

If there is a significant change (i.e. a software upgrade) or we receive any positive or negative feedback related to any 9 of the protected characteristics.

H. Publication of EqIA

Can this EqIA be published in full, now? Yes/No

If No – please specify when it may be published or indicate restrictions that apply:

I. Sign-off

EqIA undertaken by (name(s) and job title(s)): **Andrew McFarlane, IT Service Manager for EDW and Managed APIs.**

Accepted by (name): **Susan Cooke, Enterprise Data Services Team Manager, Applications Directorate, Information Services Group**

[This will normally be the person responsible for the policy/practice named above. If not, specify job-title/role.]

Date: **15th August 2019**

Retain a copy of this form for your own records and send a copy to equalitydiversity@ed.ac.uk