Corporate Services Campus Conversations

Semester 1, 2018

Dr Stephen Weller, Chief Operating Officer

Ms Sharone Ciancio, Director Corporate Services
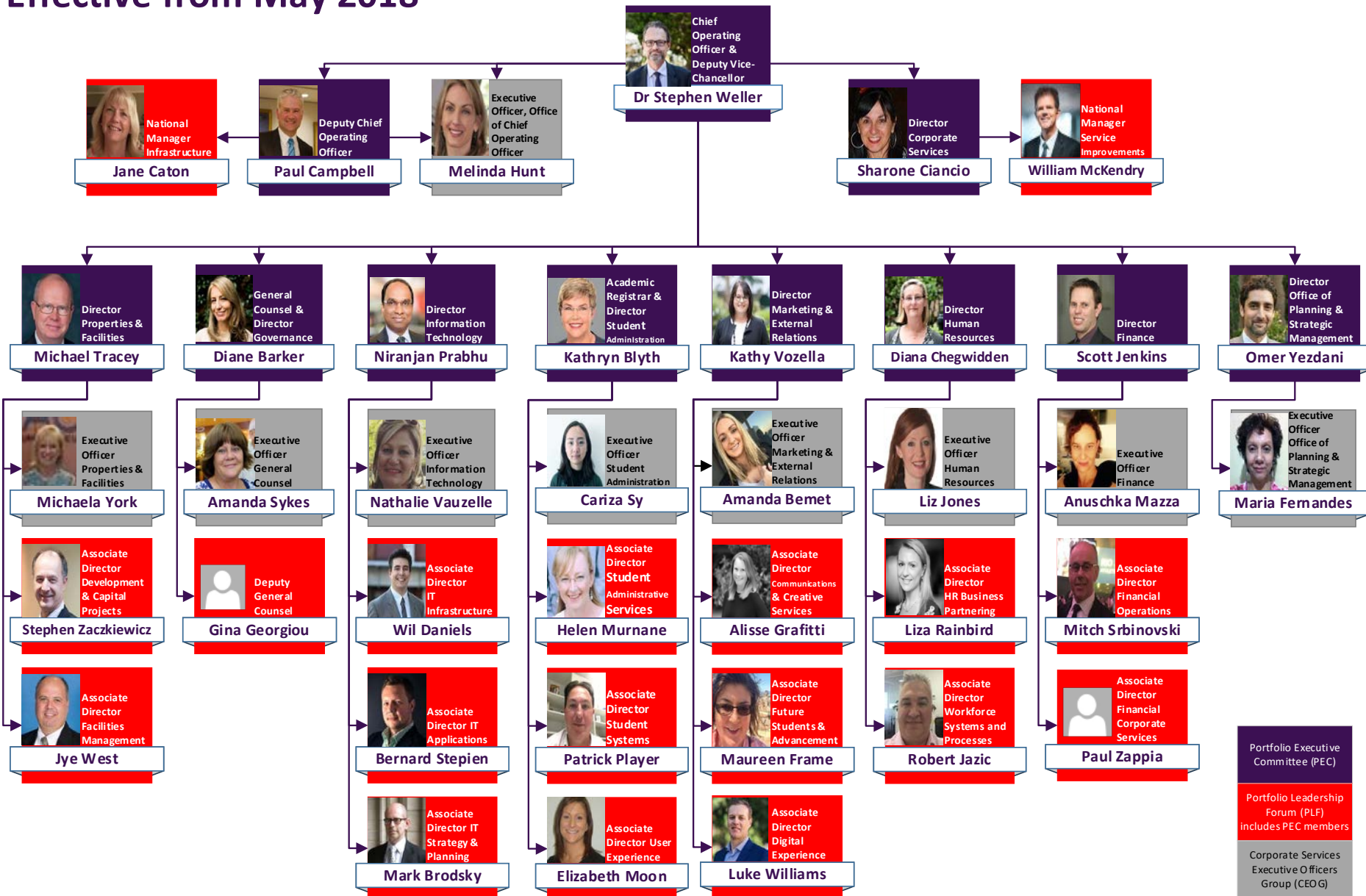
Overview

1. Corporate Services Function Chart

2. Status of Portfolio Changes

3. Service Excellence Framework

4. Social Infrastructure & Project Management

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6. Service Central

7. Q&A

Corporate Services Function Chart

Effective from May 2018

Chief Operating Officer & Deputy Vice-Chancellor
Dr Stephen Weller

National Manager Infrastructure
Jane Caton

Deputy Chief Operating Officer
Paul Campbell

Executive Officer, Office of Chief Operating Officer
Melinda Hunt

Director Corporate Services
Sharone Ciancio

National Manager Service Improvements
William McKendry

Director Properties & Facilities	General Counsel & Director Governance	Director Information Technology	Academic Registrar & Director Student Administration	Director Marketing & External Relations	Director Human Resources	Director Finance	Director Office of Planning & Strategic Management
Michael Tracey	**Diane Barker**	**Niranjan Prabhu**	**Kathryn Blyth**	**Kathy Vozella**	**Diana Chegwidden**	**Scott Jenkins**	**Omer Yezdani**

Executive Officer Properties & Facilities
Michaela York

Executive Officer General Counsel
Amanda Sykes

Executive Officer Information Technology
Nathalie Vauzelle

Executive Officer Student Administration
Cariza Sy

Executive Officer Marketing & External Relations
Amanda Bemet

Executive Officer Human Resources
Liz Jones

Executive Officer Finance
Anuschka Mazza

Executive Officer Office of Planning & Strategic Management
Maria Fernandes

Associate Director Development & Capital Projects
Stephen Zaczkiewicz

Deputy General Counsel
Gina Georgiou

Associate Director IT Infrastructure
Wil Daniels

Associate Director Student Administrative Services
Helen Murnane

Associate Director Communications & Creative Services
Alisse Grafitti

Associate Director HR Business Partnering
Liza Rainbird

Associate Director Financial Operations
Mitch Srbinovski

Associate Director Facilities Management
Jye West

Associate Director IT Applications
Bernard Stepien

Associate Director Student Systems
Patrick Player

Associate Director Future Students & Advancement
Maureen Frame

Associate Director Workforce Systems and Processes
Robert Jazic

Associate Director Financial Corporate Services
Paul Zappia

Associate Director IT Strategy & Planning
Mark Brodsky

Associate Director User Experience
Elizabeth Moon

Associate Director Digital Experience
Luke Williams

Portfolio Executive Committee (PEC)

Portfolio Leadership Forum (PLF) includes PEC members

Corporate Services Executive Officers Group (CEOG)

Status of Portfolio Changes

Directorate	Reduced Operating Positions	Net Reduction in Management Positions *	Status of Change Plans	Summary of Key Changes
Office of COO & Deputy COO	1 FTE		No change plan	Reduced executive support
Properties & Facilities	4.7 FTE	2 FTE	Implementing placement process. New structure effective 30 April	3 divisions reduced to 2; reduced non-essential maintenance; changes to mail, car pool and stationery
IT (DRAFT)	8 FTE	5 FTE	In consultation phase	Proposed reduced management; reduced 12 FTE Capital positions, rationalised 16 vacancies; realignment of roles/groups
OPSM	1 FTE		No change plan	Role not replaced
Student Admin	11.6 FTE	2 FTE	Implementing placement process; New structure effective 1 May	Centralised technical roles; reduced AO roles
MER	9.5 FTE	4 FTE	Completed. New structure effective 1 Mar	Philanthropy reviewed; integrated marketing roles; changing Future Student work
HR	7 FTE	3 FTE	Implementing placement process; New structure effective 7 May	Established HR Business Partnering; focus on standards & reporting and system processes; alignment of Safety unit with Employment Relations unit
Finance	4 FTE		No change plan	Vacant roles not filled; changes to petty cash and cab charge
Governance & OGC	3 FTE	1 FTE	No change plan	Roles not replaced; major governance committees restructure
TOTAL	49.8 FTE	17 FTE		

*Included within "Reduced Operating Positions"

Service Excellence

People and culture

Strengthen capability – increase staff knowledge and skills to pursue service excellence.

Recognise and reward – acknowledge service excellence through formal and informal means.

Focus on the service user – foster a service culture focused and informed by the service experience.

Collaborate – partner across services to provide an integrated and excellent service experience.

Policies and processes

Understand process frameworks – build knowledge of legislation, policies and frameworks.

Document what we do – be transparent about service delivery and the steps involved in processes.

Co-create improvements – engage Service Providers and Service Recipients in mapping, simplifying and re-designing new or existing processes.

Work smarter – transform inefficient or manual business processes through automation and digitization.

Solutions and systems

Enhance service management – implement solutions and systems that are fit for purpoe, easy to access and use.

Integrate for connectivity – deliver integrated solutions and infrastructure to enable seamless connectivity and information access.

Support service delivery – ensure solutions support the provision of efficient, consistent and high-quality services that are customer focused.

Meet business needs – understand business needs to deliver systems that provide the best and most sustainable solution.
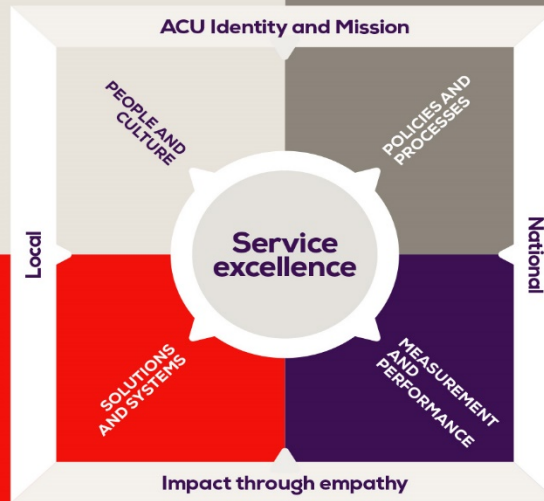
Measurement and performance

Focus on feedback – use data analytics to understand and improve the service experience.

Benchmark – compare data from across the sector to inform internal standards.

Improve services – measure service performance against agreed service standards and make ongoing adjustments.

Report and monitor – capture meaningful metrics to understand the service experience, demand, delivery and quality.

Central diagram: ACU Identity and Mission / Service excellence / Impact through empathy / Local / National / People and culture / Policies and processes / Solutions and systems / Measurement and performance

Social Infrastructure and Project Management

Improving staff and student amenity

- **Access to Gyms**
- **Access to Childcare**
- **Critical Incident Management**
- **Food and Beverage Project**
- **End of trip facilities**
- **New branded merchandise and clothing**

Project Management

- **Portfolio Project Office launched**
- **Reviewed active projects from 134 to 69 projects**
- **Increased visibility and control**
- **Commencing project practice improvements**
- **PM Community of Practice + PM 101**
- **PM Policy review**

ACU Major Campus Developments

Mercy Building Brisbane

Veritas Building, Canberra

Mother Teresa Building, Melbourne

Melbourne Campus Developments

Gymnasium

Canberra Campus Developments

Veritas Learning Commons Café Seating

Strathfield Campus Developments

Car Park View

Sydney Campus Developments

**Completed IPPE fit out
Levels 9 & 10
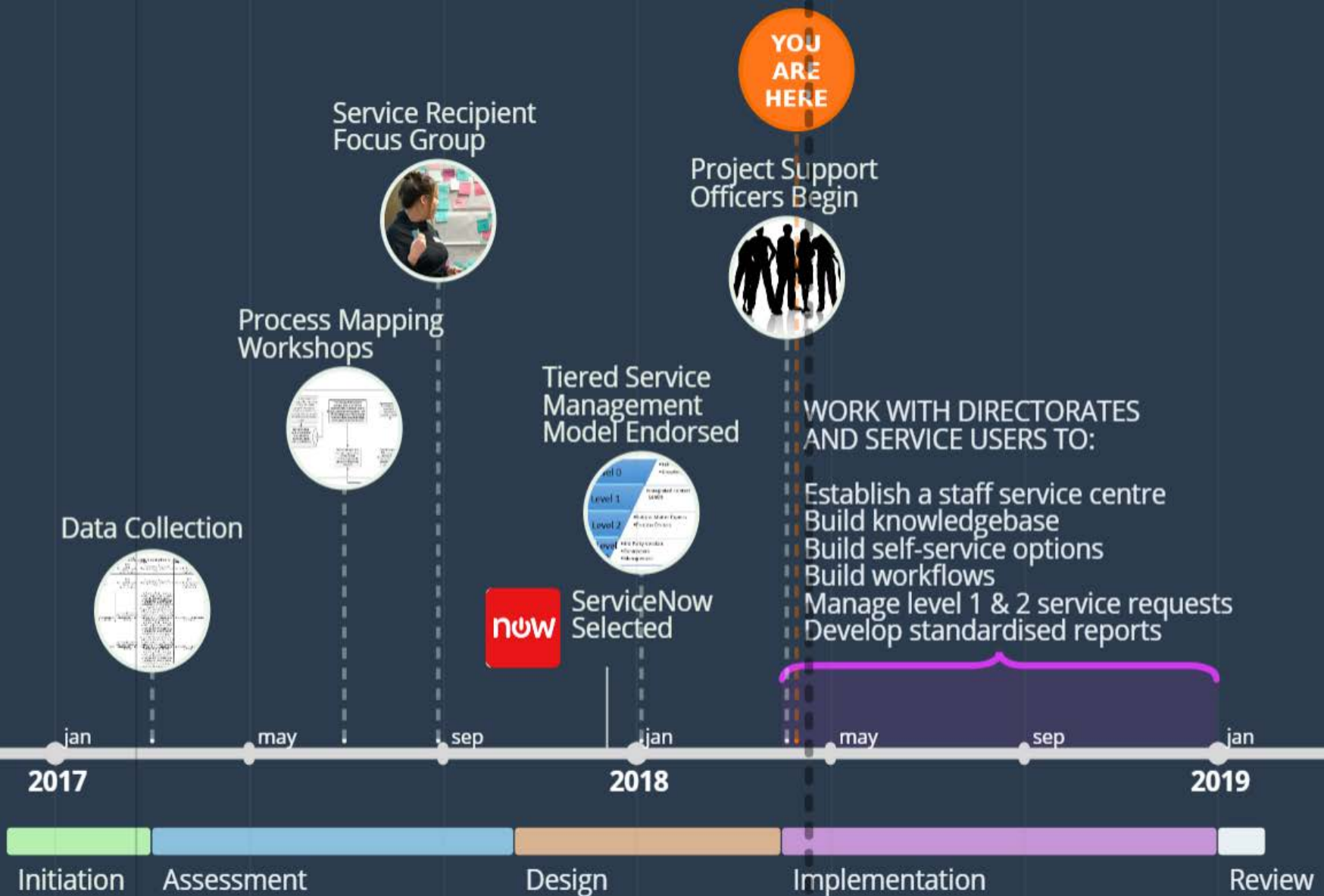33 Berry St**

Brisbane Campus Developments

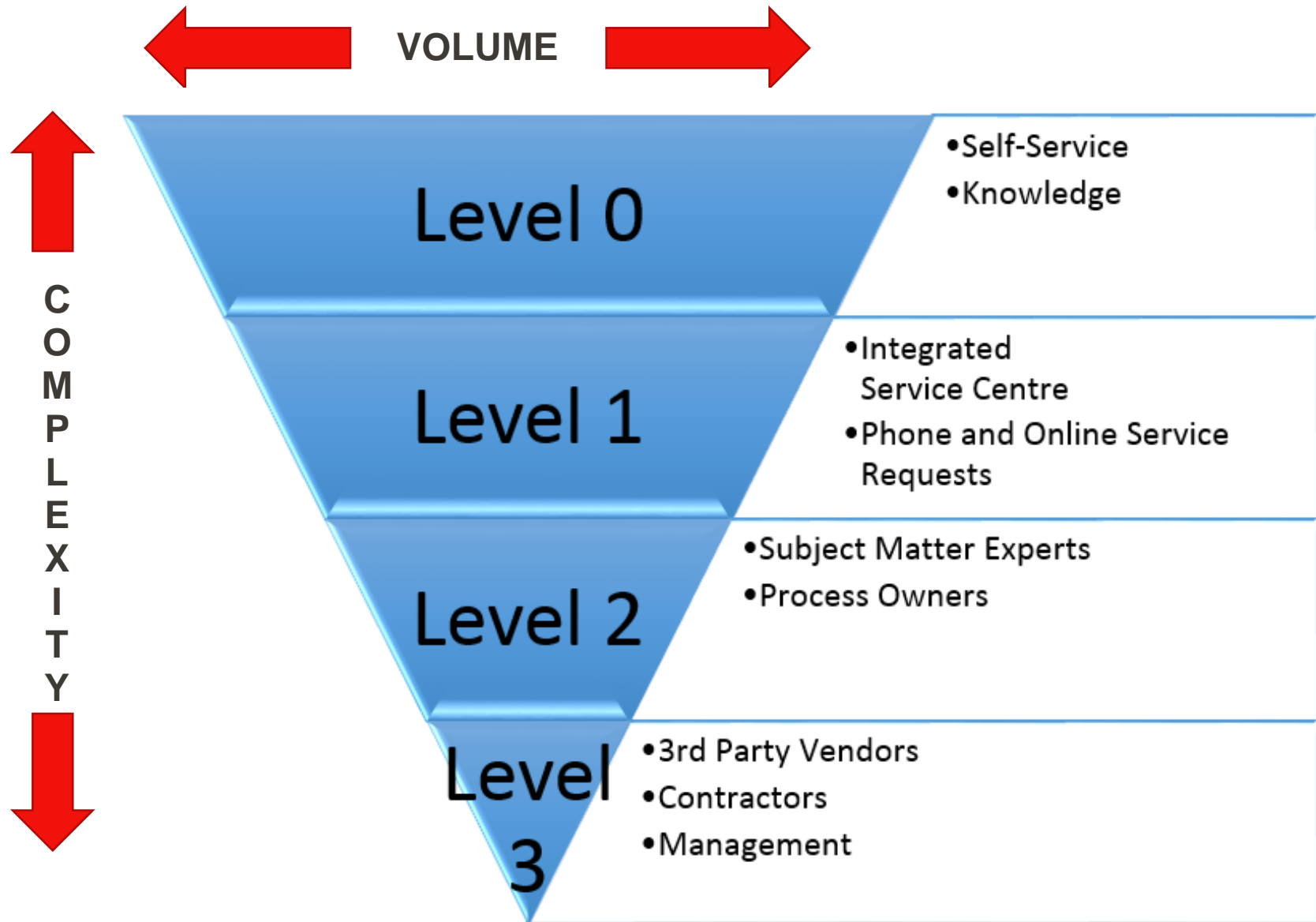
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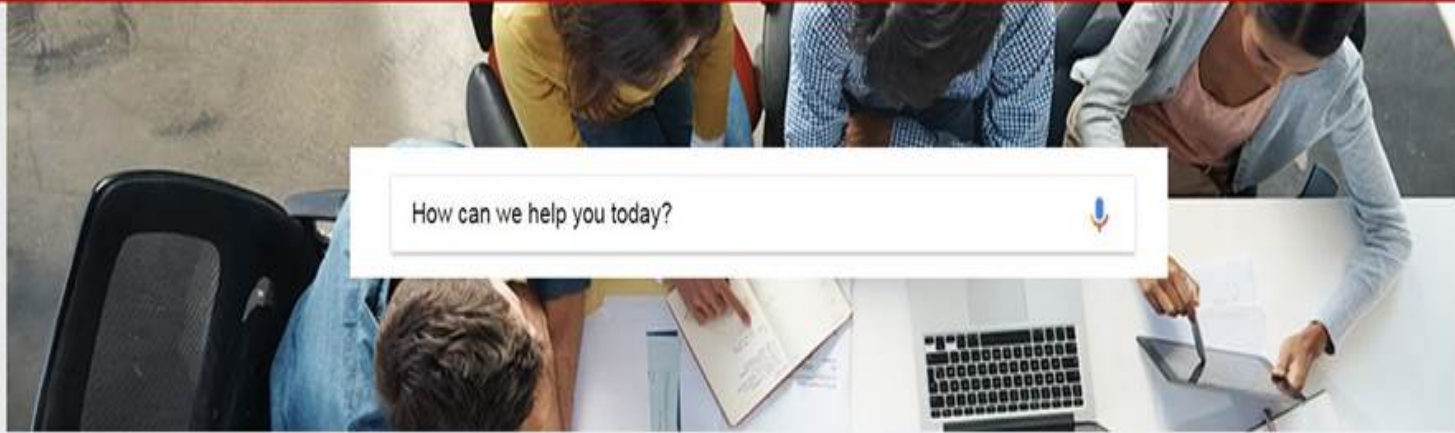
Ballarat Campus Developments

Refurbished Forbes Centre

Service Central

YOU ARE HERE

Service Recipient Focus Group

Project Support Officers Begin

Process Mapping Workshops

Tiered Service Management Model Endorsed

WORK WITH DIRECTORATES AND SERVICE USERS TO:

Establish a staff service centre
Build knowledgebase
Build self-service options
Build workflows
Manage level 1 & 2 service requests
Develop standardised reports

Data Collection

now ServiceNow Selected

jan   may   sep   jan   may   sep   jan

2017   **2018**   **2019**

Initiation   Assessment   Design   Implementation   Review

Tiered Service Management

VOLUME

COMPLEXITY

Level 0
- Self-Service
- Knowledge

Level 1
- Integrated Service Centre
- Phone and Online Service Requests

Level 2
- Subject Matter Experts
- Process Owners

Level 3
- 3rd Party Vendors
- Contractors
- Management

Service Central Portal – Concept

Questions? Comments? Suggestions?