

Corporate Services Campus Conversations

Semester 2, 2018



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Overview

- 1. Corporate Services Staffing**
- 2. Meeting the Challenge**
- 3. Service Excellence**
- 4. Campus Developments**
- 5. Service Central is coming!**
- 6. Q&A**

Corporate Services Staffing 2018

DIRECTORATE / CAMPUS	Nth Sydney	Strathfield	Brisbane	Canberra	Ballarat	Melbourne	Total FTE
COO & Deputy COO	7.5	-	-	-	-	6.8	14.3
Finance	18	-	6.4	-	-	4.7	29.1
HR	34	-	9.2	-	-	8	51.2
IT	38.8	3.2	12	2	3	25	84.0
MER	25.8	-	19.2	2	2	25.5	74.5
OPSM	10	-	4	-	-	-	14
Properties & Facilities	16	2.6	10	4	5.6	16	54.2
Student Admin	27.6	1	26.8	1	2	25.8	84.2
OGC & Governance	10	-	-	-	-	1	11.0
TOTAL	187.7	6.8	87.6	9	12.6	112.8	416.5

Meeting the Challenge

- Five Change Plans – MER, HR, P&F, Student Admin, IT
- Position management – OPSPM, OGC/Gov, Finance
- 42 positions discontinued
- 9% operational budget savings – travel, consultancy
- New systems and changes in processes

ACU Identity and Mission

PEOPLE AND CULTURE

POLICIES AND PROCESSES

Service excellence

Local

National

SOLUTIONS AND SYSTEMS

MEASUREMENT AND PERFORMANCE

Impact through empathy

ACU Identity and Mission

COLLABORATION

COMMUNICATION

Local

**Service
excellence**

National

AUTOMATION

INNOVATION

Impact through empathy

Brisbane - Mercy Building



CAMPUS DEVELOPMENTS - Completed

Canberra - Veritas Building



Ballarat – Jim-Baa-Yer gardens



CAMPUS DEVELOPMENTS - Coming



Melbourne - Mother Teresa Building



Strathfield - Carpark



North Sydney - Fitness Centre



Service Central

Status October 2018



Focus	Current Activities	Timeframe	Go Live
Portfolio Knowledge Base	Creation and publication	April – 7 Dec	7 Dec
Service Portal	Design, build, UAT & user feedback	20 Aug – 9 Nov	9 Nov
HR Properties & Facilities	Workflows Training and UAT Telephony	20 Aug – 9 Nov	9 Nov
IT	1. Link from SC Portal to IT Portal 2. IT Portal integrated into Service Central – workflows, telephony, training & UAT	28 Oct – 9 Nov 7 Jan – 15 Feb	9 Nov 15 Feb
Finance, MER, OPSM, OGC & Governance	Workflows Training and UAT Telephony	18 Feb – 29 Mar	29 Mar
Student Administration	Workflows Training and UAT Telephony	1 Apr – 26 Apr	29 April

Hi Sharone, welcome to Service Central

How can we help you today?



Request Something



Make a request for a service.

[Request Something](#) →

Log an IT Issue



Report an IT problem or issue.

[Fix Something](#) →

Knowledge



Find answers to frequently asked questions.

[Info and FAQs](#) →

My Requests

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Hot Topics

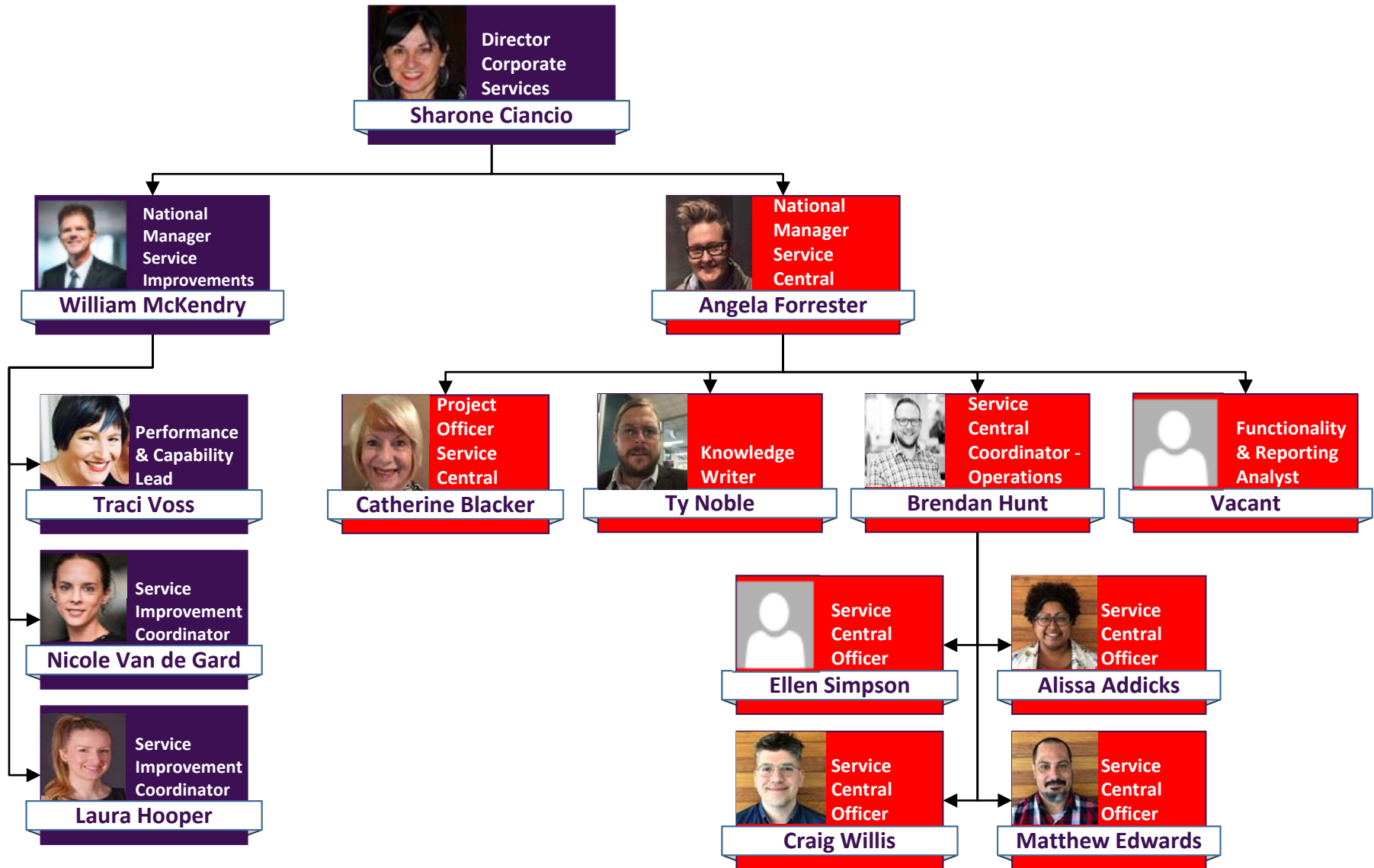
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Questions? Comments? Suggestions?

