

<b>FINANCE AND PROCUREMENT SERVICES</b>								
<b>Sub-Service</b>	<b>Service Standard</b>	<b>Service recipients</b>	<b>Service recipients' needs</b>	<b>Service recipients' obligations</b>	<b>Service delivery dependencies</b>	<b>Performance measurement data</b>	<b>Performance target</b>	<b>Review period</b>
18.02 Accounting Management	Provide Management report to stakeholders within one business day of annual Budget Advisory Committee schedule.	ACU staff	Management report (Actual versus Budget)	Budget submission and month end activity completed.	Budget Submission, month end close off and System availability.	Measured by the issue of the report within one business day of the Budget Advisory Committee schedule.	100% accuracy and in line with annual Budget Advisory Committee schedule	Annually
18.03 Financial reporting – statutory, compliance and regulatory reporting	Prepare external financial reports with 100% accuracy in accordance with guidelines, standards and timeframes.	External Financial Reporting Users including, Government, bankers, grantors, suppliers	Understanding of financial health of organisation. Understanding of management of funds provided.	Report further on financials. Analyse financials. Base decisions on financials.	Understanding of guidelines and standards	Measured by the number of reports prepared with 100% accuracy and within specified timeframes, divided by the total number of reports required to be prepared annually.	100% Accuracy and in accordance with guideline, standard and timeframe requirements, over one year	Annually
18.04 General accounting – GL processing and maintenance	Journal entries will be entered with 100% accuracy within 5 business days of request	ACU staff	Journal entries to be entered accurately and timely	Provide accurate data, supporting documentation and approvals. Ensure journal is in accordance with policy	Journals are provided in accordance with service recipients obligations	Measured by the number of journal entries entered with 100% accuracy within 5 days of request, divided by the total number of journal entry request received.	Over one year, achieve 99% accuracy and 99% completion within timeframe	6 monthly
18.06 Revenue accounting and processing	Debtor invoices and receipts to be raised within 3 business days of request.	ACU staff	Debtor invoices to be raised in a timely and accurate manner. Receipts to be processed in a timely and accurate manner	Provide complete and accurate information when requesting a debtors invoice to be raised. Provide accurate coding details for receipting	Accurate information provided	Finance System data will be used to measure the number of debtor invoices and receipts raised within 3 business days of request, divided by the total number of debtor invoices and receipts raised.	Debtor invoice and receipt raised within 3 days of request 99% of the time over one year.	6 monthly
18.09 Accounts payable, expense reimbursements and credit card management	Supplier invoices received by Tuesday of each week will be processed ahead of Thursdays payment run and paid in accordance with supplier payment terms.	ACU staff	Payment of supplier invoices in an accurate and timely manner	Procurement Policy followed, invoice coded accurately, invoice approved in accordance with FD's and forwarded to finance in a timely manner	Procurement Policy followed, invoice coded accurately, invoice approved in accordance with FD's and forwarded to finance in a timely manner	Finance System data will be used to measure the number of supplier invoices received weekly prior to Tuesday and paid on Thursday of the same week, divided by the total number of supplier invoices received.	Invoices received by Tuesday are processed ahead of Thursdays payment run and paid in accordance with payment terms 99% of the time over one year.	6 monthly
18.09 Accounts payable, expense reimbursements and credit card management	Requests for staff reimbursements received by Tuesday are processed and paid in the Thursday payment run.	ACU staff	Payment of staff reimbursements in an accurate and timely manner	Staff expense reimbursement policy followed, reimbursement coded accurately, approved in accordance with FD's and forwarded to finance in a timely manner	Staff expense reimbursement Policy followed, reimbursement coded accurately, approved in accordance with FD's and forwarded to finance in a timely manner	Finance System data will be used to measure the number of requests for staff reimbursement received weekly prior to Tuesday and paid on Thursday of the same week, divided by the total number of requests for staff reimbursement.	Staff reimbursements received by Tuesday are processed and paid in Thursdays payment run 99% of the time over one year.	6 monthly

<b>FINANCE AND PROCUREMENT SERVICES Cont.</b>								
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18.09 Accounts payable, expense reimbursements and credit card management	The FlexiPurchase system will be available to cardholders 100% of the time.	ACU staff	Administer card transactions in system	Code, link supporting docs, approve (for approvers) transactions in a timely manner	System availability and Cardholder Coding, linking supporting docs, approving (for approvers) transactions in a timely manner	Data provided by FlexiPurchase will demonstrate system availability/downtime.	System to be available 99% of the time over one year.	6 monthly
18.09 Accounts payable, expense reimbursements and credit card management	Requests for updates to new cardholders' details and code amendments on the FlexiPurchase system will be actioned within 5 business days of receipt of an approved request.	ACU staff	Ability to administer card transactions using current cardholder and code data	Provide approved up to date cardholder information and code data in a timely manner	Availability of Finance staff to action requests	Flexipurchase system data will be used to measure the number of cardholder details and code requests updated on the FlexiPurchase system within 5 days of approval, divided by the total number of cardholder details and code requests.	System to be updated new cardholders's details and code amendments within 5 business days of receipt of an approved request, 99% of the time over one year.	6 monthly
18.11 University-wide finance education and training	Finance training will be made available to identified staff within 30 days of request.	ACU staff	Understanding of current policy, process and systems.	Attend training sessions	Attendance by relevant staff	Measured by the number of training sessions held within 30 days of receipt of request, divided by the total number of requests for training.	Provide required training to all staff who require finance training within 30 days of request, 100% of the time over a year.	6 monthly
18.14 Transactional Purchasing	Compliance with procurement policy and procedures will generate savings on prior similar purchase of at least 5%.	ACU staff	Understanding of procurement policy and procedures to allow efficient and effective procurement	Understanding of polices and procedures and adhere to these. Utilise systems and processes available	Effective policies, procedures and processes	Finance System data will be used to measure savings on prior similar purchase of at least 5%, divided by all procurement savings on prior similar purchase.	Over one year, achieve 100% adherence to procurement policy and 90% of repeat purchases of similar items being at least 5% less than prior purchase.	6 monthly
18.15 Financial systems, processes and enablers	The finance system will be available for use 99% of the time.	ACU staff	Have systems available to simplify/streamline financial tasks/processes	Undertake training and gain sufficient knowledge to use the systems effectively	System availability, effectiveness, access to users, user knowledge	Data provided by TechnologyOne on system availability/downtime.	System is available 99% of the time over one year.	6 monthly
18.15 Financial systems, processes and enablers	All approved finance system users will have system access within 2 business days of submitting an access request.	ACU staff	Have access to systems that simplify/streamline financial tasks/processes	Request system access from Faculty Finance Manager or Portfolio Management Accountant	Faculty Finance Manager or Portfolio Management Accountant availability to froward request to Finance Systems Manager	Measured by the number of requests actioned wthin 2 business days, divided by the total number of access requests.	Over one year, provide access to 100% of users who require access, within 2 business days.	6 monthly

GOVERNANCE AND LEGAL SERVICES								
Sub-Service	Service Standard	Service recipients	Service recipients' needs	Service recipients' obligations	Service delivery dependencies	Performance measurement data	Performance target	Review period
25.01 - Provide Secretariat Support	The Directorate of Governance will distribute meeting agendas and accompanying papers no later than 7 calendar days prior to the scheduled meeting	Governance Committee members and relevant senior management	Service Recipients are given sufficient time to review committee papers prior to the scheduled meeting	* Ensure electronic and postal contact details (as appropriate) are kept up to date * Advise the relevant Governance Officer of any contingencies that would prevent the timely communication of meeting papers (e.g. scheduled annual leave, technology issues, confidentiality restrictions etc)	* The Directorate of Governance relies upon the timely provision of meeting papers by contributors (at least 2 business days in advance of the schedule distribution date, where possible) * Last minute changes to the content of meeting papers or the dates of scheduled meetings can impact upon the distribution schedule	* Spreadsheet recording the electronic distribution of meeting papers for each governance committee * Distribution data is tracked against the yearly Governance Committee Meeting calendar	Meet the standard at least 95% during any given calendar year (excluding dependencies beyond the control of the Directorate of Governance)	Annually
25.03 - Maintain governing documents of the University	The Directorate of Governance will maintain the master files for the University's constituent documents (the Constitution and Statutes) to ensure accurate and up-to-date versions are available at all times	Members of Senate and Senate sub-committees; senior management and student representatives	Service recipients are assured that the constituent documents upon which strategies and decisions are based are valid and accurate	Consult with the Directorate of Governance in relation to any Policy or strategic developments that would impact upon the constituent documents before the proposed changes are implemented	Software/IT issues (e.g. the continued availability of TRIM)	* The constituent documents are permanently saved in TRIM. Access is limited to the Directorate of Governance * Completion of Amendment Protocol is mandatory for any changes to the University's constituent documents. The resulting checklist is also saved in TRIM * The Amendment Protocol aligns with the amendment notations recorded on the constituent documents * Amendments to the constituent documents are recorded in the Resolutions Database	Meet the standard at least 98% during any given calendar year	Annually
25.06 - Legal Services	The Office of General Counsel (OGC) registers and acknowledges all new matter referrals sent to ogc@acu.edu.au using the OGC Briefing Sheet within 2 business days of receipt including notification of the identity of the OGC lawyer assigned to the matter	OGC's clients (i.e. users of legal services)	* Clients receive a point of contact for managing and progressing the matter * Clients are assured that their matter is being managed appropriately	* Clear and complete OGC briefing forms are to be provided to the OGC via its administration email address (ogc@acu.edu.au) * All relevant information and documents are provided to enable a meaningful registration of new legal matters	All relevant material and information is available at the time of requesting legal services	* All new legal referrals are registered in the OGC's matter management system (LEX) * System-generated emails inform lawyers when a new matter is assigned to them * Reports are generated by LEX to track performance against this target	Meet the standard at least 95% during any given calendar year (excluding dependencies beyond the control of the OGC)	Annually

<b>HUMAN RESOURCES SERVICES</b>								
<b>Sub-Service</b>	<b>Service Standard</b>	<b>Service recipients</b>	<b>Service recipients' needs</b>	<b>Service recipients' obligations</b>	<b>Service delivery dependencies</b>	<b>Performance measurement data</b>	<b>Performance target</b>	<b>Review period</b>
19.08 Payroll Services (process fortnightly salary payments to staff)	Payment of fortnightly salaries occur on the communicated dates.	<ul style="list-style-type: none"> <li>All staff</li> <li>Students (Scholarships and President Allowances).</li> </ul>	<ul style="list-style-type: none"> <li>ACU staff to be paid each pay fortnight.</li> </ul>	All staff, supervisors, managers, corporate areas and students provide Human Resources with completed and authorised employment record information by the fortnightly payroll cut-off time.	<ul style="list-style-type: none"> <li>Human Resources receive all completed and authorised employment record information by the fortnightly payroll cut off time to accurately pay ACU staff and students.</li> </ul>	ServiceNow data	<ul style="list-style-type: none"> <li>The service standard will be met 98% of the time over one year</li> </ul>	Other (Quarterly)
19.08 Payroll Services (process fortnightly salary payments to staff)	Maintain the employment record with submitted information received by the fortnightly payroll cut-off time to pay salaries to staff and students.	<ul style="list-style-type: none"> <li>All staff</li> <li>All Supervisors and Managers;</li> <li>All Corporate Areas;</li> <li>Students (Scholarships and President Allowances);</li> <li>Third parties (external agencies) for Auditors, Superannuation and Payment Summary Remittance to the ATO (e.g. Tax returns via MyGov)</li> </ul>	<ul style="list-style-type: none"> <li>ACU staff to be accurately paid each pay fortnight.</li> <li>Accurate report information relating to Staff superannuation and earnings to the identified third parties by the relevant due dates provided by the third parties.</li> </ul>	All staff, supervisors, managers, corporate areas and students provide Human Resources with completed and authorised employment record information by the fortnightly payroll cut-off time.	<ul style="list-style-type: none"> <li>Human Resources receive all completed and authorised employment record information by the fortnightly payroll cut off time to accurately pay ACU staff and students.</li> </ul>	PayGlobal data	<ul style="list-style-type: none"> <li>The service standard will be met 98% of the time over one year</li> <li>Number of errors do not exceed 2% over one year.</li> <li>Number of manual pays processed resulting from errors logged does not exceed 2% over the year</li> </ul>	Other (Quarterly)
19.08 Payroll Services (process fortnightly salary payments to staff)	An online timesheet, that is approved and is covered by a valid employment contract, is processed in the next available payroll fortnight end process.	<ul style="list-style-type: none"> <li>All staff</li> <li>All Supervisors and Managers;</li> <li>Students (Scholarships and President Allowances);</li> </ul>	<ul style="list-style-type: none"> <li>ACU staff to be accurately paid each pay fortnight.</li> <li>Accurate report information relating to Staff superannuation and earnings to the identified third parties by the relevant due dates provided by the third parties.</li> </ul>	All staff, supervisors, managers, corporate areas and students provide Human Resources with completed and authorised employment record information by the fortnightly payroll cut-off time.	<ul style="list-style-type: none"> <li>Human Resources receive all completed and authorised employment record information by the fortnightly payroll cut off time to accurately pay ACU staff and students.</li> </ul>	Casual Timesheet system data and PayGlobal data	<ul style="list-style-type: none"> <li>The service standard will be met 98% of the time over one year</li> <li>No of manual pays processed resulting from errors logged does not exceed 2% of time over the year</li> </ul>	Other (Quarterly)

<b>HUMAN RESOURCES SERVICES Cont.</b>								
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19.20 Job Design	A request for position classification will be resolved and communicated: - within 14 days from initial submission date where no changes are required to the position documentation; or - within 21 days from initial submission date where the position documentation requires alteration.	Executive Staff Member Nominated Supervisor Staff Members	<ul style="list-style-type: none"> <li>Position Descriptions accurately reflect the role that is required (new and vacant positions) or is currently being performed (where there is an incumbent)</li> <li>Final Position Descriptions are quality documents appropriate for a range a people management processes</li> <li>Classification records are accurate and reliable.</li> </ul>	<ul style="list-style-type: none"> <li>Provide full and relevant information to receive timely and responsive service.</li> <li>Ensure Position Descriptions remain accurate and are updated as required to ensure they continue to meet the needs of the Unit and Organisation and there is role clarity for staff. The Position Description is normally reviewed as part of the Performance Review and Planning (PRP) process.</li> </ul>	Submission of fully completed and authorised documents on current Position Classification Request template+F7	ServiceNow data	The service standard will be met 90% of the time over one year.	Twice a year
19.2 Recruitment and on-boarding	A job offer/contract will be sent to the successful candidate within two working days of receiving complete approval from the hiring manager.	Hiring Managers Successful candidates	<ul style="list-style-type: none"> <li>Hiring Managers:</li> <li>To appoint the preferred candidate to a position as efficiently and effectively as possible.</li> <li>Successful candidates;</li> <li>To participate in a recruitment process that reaches its conclusion as efficiently and effectively as possible</li> </ul>	<ul style="list-style-type: none"> <li>Hiring Managers:</li> <li>Coordinate offer of employment details and approvals, and negotiate start date and salary</li> <li>Provide accurate online offer approval to Recruitment Services so a contract can be prepared, received by the successful candidate through PageUp online within two working days.</li> </ul>	Hiring Managers will provide accurate online notes following interviews for each candidate to Recruitment Services and manage online approvals of offer.	PageUp data	The service standard will be met 90% of the time over one year.	Twice a year
19.10 HR Advice	A request for HR Advice is resolved, or its priority for resolution established and communicated, within 24 hours of request.	Staff members	To receive full advice on employment and people management practices as promptly and efficiently as possible, as it pertains to their request.	Provide full and relevant information to receive timely and responsive service.	Full and accurate information is provided both by the Staff Member and HR Staff on which to make informed decisions and actions.	ServiceNow data	The service standard (Allocation Priority Guide) will be met 90% of the time over one year.	Twice a year

INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES								
Sub-Service	Service Standard	Service recipients	Service recipients' needs	Service recipients' obligations	Service delivery dependencies	Performance measurement data	Performance target	Review period
23.07 ICT academic and corporate ICT services	Service Desk Requests will be Acknowledged within 4 hours and advice provided on next steps.	All staff	Provides notification that request has been received to end user	Service recipients utilise the contact methods available to them to initiate the request. Email, Telephone, Self Help Portal.	Peak demand periods ,Staffing and the reliance on Power and Network Infrastructure availability will affect Service Delivery.	Reports generated from Service Now provide reliable data to monitor performance.	95% of the time over one year	Quarterly
23.10 Telecommunications technology management	The IT computer network will be available 24 hours day, 365 days a year for University staff, students and visitors to access IT systems and Telecommunications/Videoconferencing services.	All staff, students and visitors	Provide consistent ease of use and convenience to access IT services and systems from any ACU campus and also from off campus locations via the internet.	Service recipients are bound by the University's IT Acceptable Use Policy and must have a current user name and password and have the appropriate permissions to access the various IT systems and services.	The physical cable infrastructure of the ACU IT network that connects the ACU campuses are provided by ISPs (AARNET & VERNET) and telecommunication carriers (Telstra). ACU IT is reliant on SLAs with these providers to ensure that supply is maintained and supported appropriately.	Monthly reports from the AARNET Network Operations Centre that report on network up-times, network outages and fix resolutions of the network links between the ACU campuses.	99.9% of the time over one year	Annually
23.07 ICT academic and corporate ICT services	Lecture support requests will be responded to within 20 minutes.	All staff utilising lecture room facilities	Rapid support of technology in active Lecture spaces to minimize lecture delivery disruption.	Affected users need to call the duty officer priority mobile number . This number is located on all podiums in lecture rooms and the phone number is saved in speed dial on phones in lecture rooms (and this is made known to service recipients via notices in rooms).	Impacts to service include staff availability in peak demand periods in addition to other dependencies such as availability of supporting infrastructure e.g. Network , Power, spare parts availability.	Reports generated from service now provide reliable data to monitor performance	95% of the time over one year	Quarterly

MARKETING, COMMUNICATION AND EXTERNAL RELATIONS SERVICES								
Sub-Service	Service Standard	Service recipients	Service recipients' needs	Service recipients' obligations	Service delivery dependencies	Performance measurement data	Performance target	Review period
24.01 Marketing and communication strategies	Acknowledge a request for branding, marketing, and communications advice with 48 hours with an estimated timeframe and approach for delivery.	The ACU community	Clear and authoritative advice on branding, marketing, and communications	Relies on the ACU community to request advice in a timely way for all branding, marketing and communications activities	Relies on the ACU community to request advice in a timely way for all branding, marketing and communications activities	Timeliness of responses	MER responds within 48 hours of a request for advice 95% of the time over one year	Quarterly
24.02 Media and communications	Acknowledge requests for advice to ACU staff on media engagement opportunities within 24 hours of contact being made, and advise on estimated timeframe and approach for delivery.	EPG, MER, ACU staff	Timely advice on newsworthiness, media opportunities and tactics, production of media releases, and interview support	To provide accurate and timely information to support development of media release in line with daily/weekly news cycle and media deadlines	Relies on willingness, availability and ability of staff to participate in media interviews when required by media outlets	Monthly media performance reports circulated to EPG?	ACU staff requesting media support and engagement opportunities are provided support and advice within 24 hours of contact 95% of the time over one year	Quarterly
24.03 Domestic course promotion and student recruitment	Student recruitment collateral will be produced in time for school engagement and careers market activities in each market (by February in Brisbane; by April in all other locations)	EPG, MER, Student Administration, ACU staff	Student recruitment and marketing collateral to be up to date, market-tested to ensure that content and design is meeting audience needs, and developed in time for careers markets and school engagement activities	To provide up to date course information and content updates from relevant University areas provided in time for production of collateral	Relies on accuracy of course content and timely provision of up to date information to inform development of collateral	Student recruitment collateral produced on time and in line with audience feedback	100% of collateral produced on time over one year	Audience testing to occur June-July each year to inform following year's production
24.04 Marketing evaluation	Campaign effectiveness evaluated weekly during campaign periods, and post campaign reports distributed within one month of campaign conclusion	EPG, MER	To be informed of ROI for marketing investment, and to gain market insights to inform decision making	Insights briefings provided in a timely manner, and campaign data captured and analysed for inclusion in reporting	Timeliness of enrolment information (for final outcomes), MER team workload for timely analysis of campaign data	Campaign performance reported weekly during campaign periods, and post-campaign reports distributed within one month of campaign conclusion	Reports developed and distributed on time 90% of the time (provided all inputs are available) over one year	Weekly during campaign periods, and one month after campaign conclusion
24.05 Events	Invitations for OVC events will be sent to guest list six weeks prior to event	OVC	Maximum attendance at event	Event proposal supplied in good time, clean, accurate guest list supplied 8 weeks out	Depends on quality of data supplied	Invitations distributed six weeks out from event [where would this be recorded/tracked?]	Invitations will be sent to guests six weeks ahead of an event 75% of the time over one year	Quarterly
24.06 Market research	Acknowledge all requests for market research and insights reports and advise timeframe for completion within 72 hours of receipt	EPG, MER, ACU staff	To be advised of timeframe for completion of reports	Market research briefs provided in a timely manner and to include all key information to inform the research	MER team workload, Data availability	Research briefs acknowledged within 72 hours along with advice on timeframe for completion	Reports developed and distributed to agreed timeframes 90% of the time over one year	As required

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24.07 Fundraising campaigns	Fundraising outcomes to be reported on within one month of campaign conclusion	EPG, MER	To be informed of fundraising outcomes within one month of campaign conclusion	to provide all relevant information regarding programs for fundraising campaigns one month prior to campaign	MER team workload and comprehensiveness of info provided and participation in donor meetings	Fundraising outcomes to be advised within one month of campaign conclusion (in line with agreed Philanthropy Plan)	Reports developed and distributed to agreed timeframes 90% of the time over one year	Quarterly
24.08 Digital strategy and social media support	Acknowledge all requests for web and digital support within 48 hours of receipt of request, and advise next steps/timeframes	MER, ACU staff	Timely response to submission of a digital brief to understand scope of work and likely timeframes for completion	All relevant information is included in Service Now brief to allow for assessment	MER team workload	Digital briefs acknowledged within 48 hours (maximum) and next steps advised	Digital briefs acknowledged within 48 hours 90% of the time over one year	Quarterly
24.09 Design services	Design Team will acknowledge receipt of a new design brief and advise next steps/timeframes within 48 hours (maximum)	ACU staff	Timely response to submission of a design brief to understand scope of work and likely timeframes for completion	All relevant information is included in design brief to allow for assessment	Design Team workload	Design briefs acknowledged within 48 hours (maximum) and next steps advised	90% of requests over one year acknowledged within 48 hours (maximum)	Quarterly
24.10 Sponsorship	Status reports on sponsorship framework to be provided quarterly to VCSG	VCSG, MER	To be informed of status of ACU sponsorship arrangements and outcomes	All key sponsorship information to be reported to Sponsorships Manager for inclusion in Framework	Timeliness and comprehensiveness of information provided on sponsorships	Status reports on sponsorship framework to be provided quarterly to VCSG	Reports developed and distributed to agreed timeframes 90% of the time over one year	Quarterly
24.11 Alumni	Alumni magazine distributed annually and e-news quarterly.	EPG, MER	Alumni engagement statistics and reports to be provided annually	Alumni contact information up to date in CRM, and lost alumni contacted	Accuracy of information in CRM	Status reports on alumni engagement activities and outcomes to be provided annually to EPG	Reports developed and distributed to agreed timeframes 90% of the time over one year	Annually
24.12 Digital Project Management	Acknowledge all requests for Digital Project Management within 48 hours of receipt of request, and advise next steps/timeframes	MER, ACU staff	Timely response to submission of request to understand scope of work and likely timeframes for completion	All relevant information is included in Service Now brief to allow for assessment	MER team workload	Requests acknowledged within 48 hours (maximum) and next steps advised	Requests acknowledged within 48 hours 90% of the time over one year	Quarterly
24.13 Customer Data Management	Acknowledge all requests for Customer Data within 48 hours of receipt of request, and advise next steps/timeframes	MER, ACU staff	Timely response to submission of Digital Request brief to understand scope of work and likely timeframes for completion	All relevant information is included in Service Now brief to allow for assessment	MER team workload	Requests acknowledged within 48 hours (maximum) and next steps advised	Requests acknowledged within 48 hours 90% of the time over one year	Quarterly



<b>PLANNING AND STRATEGIC MANAGEMENT SERVICES</b>								
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26.01 Manage the strategic planning framework and related services	The Traffic Light Report will be published on the Office of Planning and Strategic Management website by the last day of March and the last day of August each year.	Executive Planning Group (EPG)	Information and usage, as required.	Comply with Information Management Policy	Updates from relevant stakeholders Endorsement from relevant Portfolio Heads	Time	100% of the time over one year.	Annual
26.06 Manage the provision of information, analysis and reporting services	The Office of Planning and Strategic Management will assess ad-hoc data requests and respond with an estimated timeframe for completion within two business days.	ACU staff	Information and usage, as required.	Comply with Information Management Policy	Data availability Complexity of request Permission to access information	Time	95% of the time over one year.	Annual

<b>PROPERTIES AND FACILITIES MANAGEMENT SERVICES</b>								
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22.03 Facilities Management	Teaching spaces and student areas will be vacuumed daily, furniture repositioned and rubbish removed.	Students and Staff	Clean and tidy teaching spaces	Provide comments and feedback about the experiences encountered.	Nil	Relevant schedules; customer feedback; Manual Inspections; Supervisors' Reporting	No less than 90% compliance with contract KPIs	Quarterly as per contract
22.03 Facilities Management	Staff amenity spaces will be cleaned to specification daily	Academic and Professional Staff	Clean and safe amenity spaces including kitchens, tearooms, lunch areas and bathrooms/toilets	Place rubbish daily in recycling and general waste bins as applicable. Place crockery/cutlery/glassware in provided dishwashing machines	Nil	Relevant schedules; customer feedback; Manual Inspections; Supervisors' Reporting	No less than 90% compliance with contract KPIs	Quarterly as per contract
22.03 Facilities Management	Staff office spaces and internal meeting rooms will have rubbish removed daily and cleaned to specification weekly	Academic and Professional Staff	Clean and tidy working environments	Place rubbish daily in recycling and general waste bins as applicable	Nil	Relevant schedules; customer feedback; Manual Inspections; Supervisors' Reporting	No less than 90% compliance with contract KPIs	Quarterly as per contract
22.03 Facilities Management	First Aid Kits will be provided within the workplace and replenished no less than quarterly	Staff	First Aid Kits are readily available and items replenished regularly as required	(Staff may request a First Aid Kit to be replenished at any time through a Concierge Service Request)	Nil	First Aid Kits are checked that they are fully stocked twice yearly	First Aid Kits are fully stocked at least twice yearly	Half Year

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22.04 Space requests, relocation and logistic services	Ensure that all vehicles are serviced, maintained and cleaned weekly and in accordance with service intervals.	Staff who require to use fleet vehicles to travel on University business	Safe and clean vehicles	Complete log books, drive legally and return vehicles with no less than 3/4 filled fuel tank	Accurate record keeping of demand for and usage of vehicles	Vehicle maintenance records	All maintenance and registration information complete indicating compliance with Service Standard	Annually as part of responsible Facility Manager's PDR
22.06 Concierge and reception services	Specified requests for preferred room configuration, directional signage and requested catering completely met	Academic and Professional Staff	Meeting Rooms configured to suit specified requirements and provided with directional signage and catering if requested	Provide accurate information and details about the event, the expectations and key service deliverables no less than two days prior to the event	Requirements accurately specified	Completed client feedback forms	No less than 95% Meeting Room/Event Requests where client is satisfied or very satisfied.	Monthly - WIP Reports
22.06 Concierge and reception services	A lodged Concierge Service Request will be acknowledged within 15 minutes of lodgement.	Academic and Professional Staff	Prompt confirmation that service request has been received.	Lodge service request through established system	On-line Concierge Service Desk availability. BOSS system availability and service desk response.	BOSS data	Standard met at least 95% of the time over one year	Quarterly
22.06 Concierge and reception services	A work request will be completed within the timeframe advised to the requester.	Academic and Professional Staff	Prompt delivery of service.	Provide accurate information and details about the service required	Nil	BOSS data	Standard met at least 90% of the time over one year	Quarterly

<b>STUDENT AND ACADEMIC ADMINISTRATIVE SERVICES</b>								
<b>Sub-Service</b>	<b>Service Standard</b>	<b>Service recipients</b>	<b>Service recipients' needs</b>	<b>Service recipients' obligations</b>	<b>Service delivery dependencies</b>	<b>Performance measurement data</b>	<b>Performance target</b>	<b>Review period</b>
17.01 Manage student enquiries	Enquiries be resolved at first point of contact	Students/Schools	To have their enquiry resolved at first point of contact as much as possible	Schools - to provide updated information where required	Information available is relevant and accurate	Measured by the number of enquiries received by telephone, SMS, email or walk-in (excluding those assessed as requiring referral to Consult Specialist).	90% of the time over one year	Sem 1, 2017, Sem 2, 2017 and full year
17.01 Manage student enquiries	Calls are answered	Students/Schools	To have their enquiry responded to	Schools - to provide updated information where required	Sufficient staff scheduled	Measured by the abandonment rate in ipScape	80% of calls are answered over one year	Sem 1, 2017, Sem 2, 2017 and full year
17.01 Manage student enquiries	Email enquiries will be answered within one business day from March to November and within two business days from December to February	Students/Schools	To have their enquiry responded to	Schools - to provide updated information where required	Sufficient staff scheduled	Measured by the 'first resolved date' in Service Now	90% of the time over one year	Sem 1, 2017, Sem 2, 2017 and full year
17.03 Manage admissions and selection (Domestic)	Applications are assessed and processed by Admissions within 48 hours of receipt of completed application	Students	Outcome asap	Provide complete documentation		A report from Banner identifies when an application assessment commences and when a decision is made. Measured by the number of days between application submission and assessment completed	80% of the time over one year	2017 Sem 1 Admissions