

Division of Information Services

2016 Operational Plan

Key planning priorities

1. Griffith 2020

PRIORITIES	OUTPUTS/OUTCOMES (How we will know we achieved it)
Education Model	
1. Develop INS service and staffing models to support implementation of trimesters from 2017 for: campus libraries, student computing labs and teaching spaces and enterprise systems.	Service and staffing models for the trimester system to be reviewed and agreed for Library, desktop support for staff and students, and enterprise system maintenance. First year review of Trimester impact on Enterprise system support completed.
2. Contemporary digital scholarly practices (resources and skill development) embedded in new/revised programs (including online).	Operationalise the reading list project (TALIS) in support of improved access to resources for students and copyright compliance for the University including - academic roll-out, enabling academic and student led use of a range of digital resources. Academic Skills Model implemented.
3. Digital preferred resource strategy evident across all programs.	Resource Strategy (and supporting workflows and guidelines) published to guide and inform development of new and revised programs and support engagement with academic group. Implement the 2015 OUA resource provision guidelines. Learning Resources and Reading List Policy approved and operational. Percentage of courses requiring print textbooks reduced against 2015 baseline. Tools, resource options and services deliver transition of physical assignment handling service to a predominantly digital service. Printed course packs no longer produced except where legitimate exceptions exist.
Research	
4. Implement approaches to increase ability to deliver eResearch Infrastructure “as a service” - at point of need and scalable as required	Develop and implement a systems architecture which provides access to cloud eResearch services (subject to provider readiness). Develop an integrated computational workbench for researchers.

Key planning priorities (cont.)

Research (con't)	
<p>5. Increase digital research information capabilities of our researchers and research students.</p>	<p>Increased # HDR/ECRs satisfaction and participation in training/ workshop/ consultations.</p> <p>Researcher data support model defined and implemented.</p> <p>Implement project to measure and track improvement in data literacy and research capacity.</p>
<p>6. Deliver services and systems to maximise sharing and use of existing research capabilities and infrastructure.</p>	<p>Research information system and data management plans in place for key research centres/institutes.</p> <p>Process and system in place to better manage and share core research platforms.</p> <p>RIMS gap fit analysis performed and report to identify further enhancement requirements. Additional Research applications implemented including CCR cover sheets and BioSafety application across HRM and OR.</p> <p>Training program and communities of practice in place to promote use and increase uptake of research systems and infrastructure (internal and external).</p>

2. Client service

PRIORITIES	OUTPUTS AND OUTCOMES
<p>7. Review and implement service approaches, policies, guidelines, processes and systems (in response to the new budget principles), which improve performance and external satisfaction with INS services.</p>	<p>Executive endorsement of service approach and principles.</p> <p>Updated service catalogue progressively rolled out as services are modified.</p> <p>Collection, reporting and use of service metrics and benchmarks progressively reviewed and aligned, including automated monitoring and external benchmarking.</p> <p>Workforce planning - development/re-shaping of workforce to meet changing needs of organisation.</p>
<p>8. Consistency in service philosophy/ approach across whole division in actions, website and all communications.</p>	<p>Consistency in service catalogue, service principles and service philosophy evidenced through the INS websites and established communications channels.</p> <p>Service desk tool RFP sent to vendors.</p> <p>New SDT implemented.</p> <p>Define and implement Service and Product Manager positions across INS.</p>
<p>9. Mature the operation and services of the Project Management Office (PMO) to support a changed governance and budget model.</p>	<p>Portfolio Manager positions established and filled.</p> <p>PMO review implemented.</p> <p>New PMO toolset developed.</p>

Key planning priorities (cont.)

PRIORITIES	OUTPUTS AND OUTCOMES
10. Deliver Electronic Infrastructure Capital Plan (EICP) projects on time and on budget, according to the strategic needs of the University.	Per agreed EICP project and program scopes signed off by Chairs of Portfolio Board.
11. Work in partnership with the DVC Engagement to improve the University's digital communications strategy and its execution through the web and other media.	Digital Communications Strategy in place. Review INS Web presence in light of Digital Communications Strategy and also with reference to 12 below.

3. Streamlining and cost reduction

PRIORITIES	OUTPUTS AND OUTCOMES
12. Establish a business process improvement unit to drive service improvement and cost reduction within INS to enable a more rapid response to Griffith 2020.	Service changes in support of new Budget Model implemented. Support business process change identified through the Sourcing Strategy (see item 15 below). Clear brokering procedure published for clients both small applications and SharePoint development. Enterprise Systems Service changes negotiated with administrative teams to provide efficiencies. Progressive reviews of key services.
13. Work with University business units to streamline and improve their information, document and data management practices using existing systems.	Establish a Business Enablement team. Information Asset Register established and being populated. Data Classification and matrix developed and published. Digital first training and support in place. Delivery of endorsed Information Management Roadmap 2016 activities. Deliver Information Management Community SharePoint site.
14. Increase the number of INS processes which are managed online end-to-end to streamline and reduce costs.	Service catalogue implemented in SDT, maximizing the use of electronic forms and workflow.
15. Develop and implement a sourcing strategy to maximize service efficiency and agility and reduce cost.	Overarching INS sourcing strategy developed and approved. Desktop sourcing model agreed and implemented. Identify other INS services that can be transitioned to an alternative sourcing model and establish a prioritised plan for action.