

Millennium - University Priority Objective 6 Integration
To foster an organisational environment which supports and values the work of all members of the University community as we seek to achieve our shared goals.
Information and Corporate Services Division Goals
1.1 To consistently meet agreed customer standards. 1.2 To ensure that the Division’s resources are applied according to priority customer needs.

ITR GOALS	ITR DESIRED OUTCOMES	KEY STRATEGIES	KEY INITIATIVES
<p><i>Goal 1 - To ensure that ITR has sufficient resources to provide the ICT requirements of the University.</i></p> <p>Supported ICS Goal 1.1</p>	<p>1.1 To ensure PMP process is implemented and funded to it’s full extent.</p> <p>1.2 Recruit and retain high quality staff and ensure equity of pay scales.</p> <p>1.3 Via budget and planning processes secure a purpose built place for ITR staff and equipment.</p> <p>1.4 A sense of all managers and staff being valued</p>	<ul style="list-style-type: none"> • Secure appropriate funding. • Provide Sufficient numbers of suitable skilled staff. • Provide suitable workplace practices to meet varying demands and retain quality staff. • Provide suitable accommodation to meet the space requirements of the program. 	<ul style="list-style-type: none"> • Prepare accurate budget estimates and negotiate approval. • Prepare submissions to create additional positions and for replacement staff. • Contribute/Inform university management of workplace practices that require review. • Review current HEWL, PMP’s and PD’s • Prepare a submission requesting new buildings to house all ITR activities both in Cairns and Townsville. • Negotiate to increase current space holdings in Cairns and Townsville.
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<p><i>Goal 2- To centralise services by adding value for efficiency and cost effectiveness.</i></p> <p>Supported ICS Goal 1.1</p>	<p>2.1 Generate a cost neutral provision of IT services based on fully costed services.</p> <p>2.2 Reduce costs to schools and faculties for IT services.</p> <p>2.3 Provide opportunities for IT support staff in schools and faculties to participate in planning management and implementation of IT service.</p> <p>2.4 Develop continuity progression and skill sharing for school and faculty based IT support staff.</p>	<ul style="list-style-type: none"> • Cost and sell services more efficiently 	<ul style="list-style-type: none"> • Offer storage and backup services to the wider university community. • Offer co-location hosting facilities to external organisations. • Implement a centralised desktop support model • Obtain value by offering the use of off-peak resources to the wider community

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<i>Goal 3 – To promote ITRs identity and to advertise “who we are and What we do”.</i>	3.1 To improve ITR reputation and customer perception of ITR and it’s services.	<ul style="list-style-type: none"> To promote a central helpdesk and it’s services To effectively exercise leadership and influence with the university To develop customer participation Improve marketing and branding of ITR 	<ul style="list-style-type: none"> Promote / advertise a central helpdesk and it’s services through the JCU website, signage / fliers. Improve internal communication between the central helpdesk and ITR. Provide user documentation for central helpdesk staff to facilitate prompt resolution of queries. Hold regular seminars / meetings with schools and faculties to involve ITR in setting directions and implementing best practice. Improve client perception of ITR through:- Presenting a stronger web presence; Developing a marketing plan; Using uni publication to promote ITR; and by Wider ITR involvement with faculties etc.
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<i>Goal 4 – To provide quality solutions for our clients..</i> <i>Supported ICS Goal</i>	4.1 To offer a reliable timely delivery of service to clients. 4.2 To reduce costs of duplication to schools and faculties for IT services. 4.3 Provide rapid response to apply additional resources to meet changing server load.	<ul style="list-style-type: none"> Introduce Service Level Agreements (SLA’s) Develop system and security architecture Develop policy & procedures to provide streamlined and co-ordinated systems and operations 	<ul style="list-style-type: none"> Negotiate and define the SLA with user participation and feedback Design system architecture within an appropriate project management model Publish on the web a visual schema of our infrastructure and services Define and review ITR policies and procedures. Examine work practices / locations Assess infrastructure resources for succession planning.

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<p><i>Goal 5 – To provide leadership and direction within a given framework</i></p> <p>Supported ICS Goal</p>	<p>5.1 To be recognised by colleagues within the university for providing exemplary IT services.</p> <p>5.2 To be recognised by colleagues external to the university sector for providing exemplary IT services.</p> <p>5.3 To be recognised by other institutions for providing exemplary IT services.</p>	<ul style="list-style-type: none"> • Explore alternative models for IT service and provision. • Explore new agreements providing software, hardware services to the university. 	<ul style="list-style-type: none"> • Research current and future trends within the IT Industry • Establish and review core activities and services offered by ITR via the creation of a Services Catalogue.