UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 14 January 2014

Present:

Dave Hall (Chair)
Liz Bailey Geoff Green
Trevor Humphreys Becky Johnson
Dawn Kemp Professor Sue Law
Alun Reynolds Martyn Riddleston
Professor Jon Scott Nigel Siesage
Frances Stone Caroline Taylor
Thomas Veit

In attendance: Nick Stocks for M5, Azim Climie, Nick Donnelly, Ann Harvey, Carolyn Jacobs, Clare King and Gretel Stonebridge for M6, Angela Walker and Andrew Petersen (Secretary)

No apologies for absence were received

UNRESERVED (ONLY) BUSINESS

14/M1 MINUTES OF THE PREVIOUS MEETING
The Group considered and approved the minutes of the meeting held on 3 December.

14/M2 MATTERS ARISING
The Group noted that:

a) Arising from M65 (b) the programme for the Systems Thinking Conference on 28th January was finalised and over 120 of the 160 available places had been filled by delegates from across the Professional Services;

b) Arising from M65 (c) the proposal to re-implement SITS had been considered and endorsed in principle by the Vice-Chancellor’s Advisory Committee.

14/M3 CHAIR’S BUSINESS
The Chair reported

a) That the University’s next Vice-chancellor had been appointed and the details of the appointment would be formally announced on 29 January.

b) That as part of the annual planning round he was working with the Management Accountancy team to draw up details of non-College costs distinguishing between those costs which were driven by external factors such as insurance, those which were driven by academic activities such as bursaries and those which supported corporate functions such as finance and HR

The Group agreed:

a) That it would be helpful if the output of the cost analysis under b) above could be shared with members of the Group to inform the planning process.
IT SERVICES ROLLING EIGHT QUARTER PLAN

The Group received a presentation from Nick Stocks on the ITS Rolling Eight Quarter Plan. It was noted that the PSMT had formal governance responsibility for the Workplace IT element of the plan. For this purpose, workplace IT was defined as ‘those services used generically across departments which support the productivity of individuals, in a variety of situations.’

The Group considered the projects listed and agreed that they were appropriate in terms of content and prioritisation, and therefore approved the Workplace IT element of the plan.

The Group considered its wider role in terms of the development of workplace IT. Academic input into this process was ensured though regular consultation with the Research Computing Group and the Learning Technologies Management Group. The Group noted however that all opportunities for academic input and oversight should be maximised, and that College Directors of Administration could play a pro-active role in highlighting developments to the academic community and feeding comments back to the Group as appropriate.

The Group agreed:

a) That College Directors of Administration should discuss significant proposals within the Workplace IT plan within relevant academic forums within the Colleges, in order to feed additional comments in where appropriate.

SYSTEMS THINKING UPDATES

a) Early findings from the Registry Check Process

The Group received a presentation from the team that was currently undertaking a check process to understand the nature of the demand in the Registry. The team was collecting data from email, telephone and service desk contacts for analysis. The initial data demonstrated the range of the demand received by the Registry, but also that there were multi-instances of hand-offs between the Registry, academic departments and other offices within the Corporate Service.

The team noted that it would be necessary to gather and analyse significantly more data and track trends in demands at different points in the academic year before being in a position to act upon the system.

The Group agreed:

a) That the feedback was extremely helpful and a further report with more detailed findings should be provided to a future meeting;

b) That further presentations from some of the systems thinking teams should be scheduled for future meetings of the Group, starting with the Research Support Office.

Action: Directors of College Administration

Action: Secretary to co-ordinate

Action: Secretary and Angela Walker
b) Stories from the Workplace

The Group received a series of short presentations from colleagues in the Corporate Services regarding their use of the systems thinking methodology in smaller-scale process improvement interventions. These would form part of the programme of workshops at the systems thinking conference. The Group was pleased to note that there was evidence of how the application of the method had led to service improvement at a local level, complementing the strategic institutional level interventions that were underway. Local improvements included the enhancement of the stock control processes in RACS and the amendments to the recruitment process, trialled initially in the College of Science and Engineering, which had resulted in the average amount of time between post approval and offer dropping from 78 to 55 days.

The Group agreed:

a) That the evidence of local improvements achieved through systems thinking was a helpful addition to the Conference programme.

Duration of meeting: One hour and 15 minutes