UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Thursday 16 August

Present:

Dave Hall (Chair)
Trevor Humphries  Rebecca Johnson
Louise Jones  Susan Lapworth
Alun Reynolds  Martyn Riddleston
Mary Visser

In attendance: Andrew Petersen (Secretary)

Apologies for absence were received from Geoff Green, Dawn Kemp, Nigel Siesage, Frances Stone and Richard Taylor

UNRESERVED (ONLY) BUSINESS

12/M55  MINUTES OF THE PREVIOUS MEETING

The Group approved the minutes of a meeting held on 21 June 2012.

12/M56  MATTERS ARISING

Arising from M40 the Director of Finance was requested to provide a calculation of the net projected savings across the Corporate Services as a result of cost control mechanisms currently in place.

Arising from M48 the Chair reported that a 2 year fixed term post in HR had been filled by an external appointee with experience of the systems thinking approach, and who would therefore be able to support interventions within the University.

Arising from M52 Alun Reynolds reported that:
  a) All applications for re-grading were now automatically forwarded to the relevant Head of Division or Director of College Administration;
  b) That procedural guidance for managers with relation to the re-grading process was under development
  c) Guidance on the selection process from grade 6 staff or higher and been issued.

The Group agreed:
  a) That all Heads of Divisions within the Corporate Services should provide details of their overall savings plans to the Finance Office;  Action: All Heads of Divisions within Corporate Services
  b) That a report on the current level of savings achieved should be sent to the Registrar  Action: MR
  c) That members should consult with HR in order to identify the most appropriate method of handling individual cases through either VERVES or compromise agreements
  d) That it would be helpful to develop a prioritised list of areas to deploy resources for future systems thinking interventions  Action: To be considered at a future meeting
12/M57  **CHAIR’S BUSINESS**

The Chair reported that John Seddon from Vanguard had been invited to speak at the University in with relation to service improvement, and also that a Systems Thinking Conference would be organised for September 2012.

**The Group agreed:**

a) That an appropriate colleague in either the Registrar’s Office or HR should be identified to co-ordinate the Systems Thinking Conference  
   **Action:** Chair and AR

12/M58  **HR POLICY**

The Group considered a draft Behavioural Framework and draft revised job specification roles for a sample job family in HR. The Group noted that while the framework was a helpful articulation of the current position it would be helpful to revise the document in light of the systems thinking approach.

**The Group agreed:**

a) That the draft behavioural framework should be revised in order to reflect the new working practices arising from the systems thinking approach;  
   **Action:** AR

b) That a sub-group should be established to meet more regularly in order to develop the new framework.  
   **Action:** HR to co-ordinate

12/M59  **IT STRATEGY**

The Group received a report from Mary Visser regarding implementation of the IT Strategy.

The Group considered proposals for more efficient printing and noted that in order to achieve the saving associated with universal network printing and the use of multifunctional devices it would be necessary for all Heads of Division and Directors of College Administration to support and champion the process in their areas. The Group also noted that significant efficiencies in procurement and support could be achieved through standardising the range of personal computing devices available, and also by promoting the use of single devices where possible.

**The Group agreed:**

a) That in order to illustrate the efficiency savings associated with networked printing to the wider University community it would be necessary to implement it successfully in Corporate Services first;  
   **Action:** All PSMT members

b) That members of the Group should therefore support and facilitate implementation in their own areas;  
   **Action:** All PSMT members

c) That Alun Reynolds would be Project Executive for the Sustainable Printing Project  
   **Action:** All PSMT members

d) That members of the Group should support and facilitate the implementation of single device computing within their own areas;  
   **Action:** All PSMT members

e) An update on implementation of the IT Strategy should be provided for VCAC in the Autumn Term  
   **Action:** MV
PROFESSIONAL SERVICES MANAGEMENT
TEAM

12/M60 SYSTEMS THINKING: MAINTENANCE

The Group received a report on the rolling out of new working practices for the management of maintenance requests across the estate. The Group noted that the new processes were becoming embedded as business as usual, however complete conversion would require amendments to job specifications, which was not yet finalised.

12/M61 SYSTEMS THINKING: DL IN THE COLLEGE OF ARTS, HUMANITIES AND LAW

The Group considered a paper from the Chair and Susan Lapworth regarding the establishment of a cluster for the administration of DL programmes in the College of Arts, Humanities and Law, along with a response from academic colleagues in the affected Schools. Discussions regarding implementation were ongoing.

12/M62 SYSTEMS THINKING: UNIFIED ADMISSIONS

The Group received a report on progress with the systems thinking work underway in the area of admissions.

12/M63 SYSTEMS THINKING: DL IN THE COLLEGE OF SCIENCE AND ENGINEERING

The Group received a report on progress with the DL Cluster in the College of Science and Engineering.

12/M64 SYSTEMS THINKING: DL IN THE SCHOOL OF MANAGEMENT

The Group received a report on progress with the systems thinking intervention into Distance Learning in the School of Management.

The Group agreed:
That the team should arrange to repeat the ‘Check’ presentation for colleagues who were unable to attend in the first instance. Action: Secretary to feed back

12/M65 SYSTEMS THINKING: RESEARCH ADMINISTRATION

The Group received a report on the systems thinking intervention in the area of research administration.

12/M66 SYSTEMS THINKING: IT PROVISION

The Group considered the IT Support for the Systems Thinking projects currently underway. The Group noted that requests for service enhancement were occasionally received which did not reflect systems thinking developments in that area of provision, and it was therefore important to maintain oversight of requests relating both new and legacy systems, to ensure that they did not clash.

The Group agreed:
a) That significant IT support requests relating to systems thinking interventions should be considered by the IT Portfolio Board regularly to maintain oversight; Action: Secretary to feed back to Secretary of ITPB

DURATION OF MEETING: 1 hour 30 Minutes