UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 5 November 2013

Present: 
Dave Hall (Chair)
Liz Bailey   Ian Black
Geoff Green  Trevor Humphreys
Rebecca Johnson  Dawn Kemp
Professor Sue Law  Martyn Riddleston
Frances Stone   Caroline Taylor

In attendance: Gretel Stonebridge, Angela Walker and Andrew Petersen (Secretary)

Apologies for absence were received from Jayne Bowers, Nigel Siesage and Thomas Veit

UNRESERVED (ONLY) BUSINESS

13/M57 MINUTES OF THE PREVIOUS MEETING
The Group considered the minutes of the meeting held on 16 October. Subject to a minor amendment to M52 the Group approved the minutes as a correct record.

13/M58 MATTERS ARISING
Arising from M49 the Group noted:

a) That the emergency contact list was in the process of being updated with relevant members of PSMT included;
b) That a Major Incident exercise would take place before Christmas;

Arising from M54 the Group noted that the Managing Director of SUMS would be visiting the University to discuss those potential projects identified by members.

13/M59 CHAIR’S BUSINESS
The Chair reported that in order to ensure effective communication throughout the Professional Services, those colleagues who reported directly to the Registrar but were not a Head of Division were required to attend the local management meetings of the relevant Head of Division.

13/M60 PROFESSIONAL SERVICES CHANGE PROGRAMME

a) Service Improvement Catalogue

The Group considered an updated Service Improvement Catalogue for November 2013. The Group noted the range of service improvement activity underway within the institution at both corporate and local levels. The Group noted a number of minor amendments necessary to the catalogue to reflect additional progress in these areas.

Cont/...
The Group agreed:

a) That the catalogue should be updated to evidence more clearly the involvement of academic departments in the change programme; ACTION: Secretary to coordinate
b) That the Student PC area project was representative of a wider body of work around the use of learning spaces, and that the various workstreams should be integrated; ACTION: Dave Hall to discuss with Pro-Vice-Chancellor (Students)
c) That the revised catalogue should be forwarded to a future meeting of VCAC. ACTION: Secretary to amend and forward

b) Outcome of Corporate Check

The Group noted that through the Corporate Check process a group of operational managers had identified several opportunities at both Corporate and local level for service improvement through the application of a systems thinking approach. The next phase would be for the team to approach the local managers in three main areas of Unitemps, Student Welfare and the International Office to agree how to begin collecting the data necessary to support the process.

c) Systems Thinking Conference 2014

The Group noted that the second annual Systems Thinking Conference was scheduled for 28th January 2014. The Conference would focus both on work underway at University level and on local service improvements achieved across the University through the application of the systems thinking approach.

The Group agreed:

a) Members to provide examples of local service improvements to showcase at the Conference; ACTION: Gretel Stonebridge to co-ordinate

13/M61 STRATEGIC VISION FOR SITS

The Group considered a draft paper outlining the current limitations of the way in which the University used the SITS student record system, and proposing a fundamental re-implementation of the system in order to support the strategic objectives of the institution. The paper proposed a request for new investment to support a schedule of work in the short and medium term in order to re-implement SITS to create a single academic management system, integrated with other supporting systems such as Blackboard and SAP. This would not only enhance the University’s ability to meet external requirements, but would also deliver an improved student and academic experience.

The Group agreed:

a) That it would be helpful to share the proposals with relevant senior academic colleagues to ensure that it aligned with other planned strategic changes going forwards; ACTION: College Directors of Administration to discuss with Heads of College;
b) To forward the paper to VCAC for consideration.
13/M62  SERVICE IMPROVEMENT PROJECT BOARD

The Group received the minutes of the meeting of the Service Improvement Project Board that was held on 14 October 2014.

13/M63  GOVERNANCE OF THE IT SERVICES 8 QUARTER ROLLING PLAN

The Group considered a proposal that PSMT should become the group responsible for monitoring the Workplace IT element of the IT Services Rolling 8 Quarter Plan.

The Group agreed:

a) That PSMT should be the governance body for the Workplace IT element of the plan, and review this element of the plan in line with the schedule operated by ITPB;

ACTION: Secretary to coordinate with Nick Stocks