Leading from the Edge: Exploiting Talent for Competitive Service Advantage

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Aim of our presentation

- IT and Information/Library professions evolving rapidly
- Business case for our collaboration
- A good story for you to remember
- Burning plank to inspire action
Context and Drivers

- Economic factors nationally and internationally
- Higher education – funding and accountability
- 24 x 7 x 365 expectations
- User, student, customer centered
- Sourcing options – cloud, infrastructure and software services
- Scholarly information landscape
- Mobile devices – exponential growth
- War on talent
Collaborative effort of three Australian universities initially
Who are we?

- Senior managers from 3 universities with converged* services models: Bond, Griffith and University of Western Australia
- Deeply committed to future focused models and service paradigms
- On parallel paths
- Next phase – Macquarie University

*Bond de-converged at the end of 2012
What is the aim of our collaboration?

- Future oriented career development approach
  - Support our institutional visions and missions
  - Enable our own objectives and plans
- Output: a shared open source career pathing tool (future focused)
- Behaviour change: empower current staff to take charge of their future
Why do this together?

- Common challenges
- Urgency to prepare ourselves and our staff for the future
- Collaborative effort will yield a better result
- Mammoth project – collaboration shortens timeline by approx 60%
High level business case for collaboration

- Converged information services
- Workforce challenges
- Evolve and improve, not just restructure
- Share same and similar tactics and strategies
- Advantages of pooling resources and expertise to create content we all can use
- Cost and time benefits
Here to there: bridging to the future

- Merlin* – born in the future
- Future service models, latent demand
- Changing paradigms – anticipate and imagine
- Services and beyond services
- Skills inventory – future oriented
- Career pathing tool - workstreams, roles and ladders

Infrastructure Career Stream Introduction

Like other large, diverse and complex organisations, our University requires major information systems to support its business and operations. These include major corporate (and critical) systems which support learning and teaching, research and administration, to smaller customised systems.

All these systems depend on an underlying infrastructure consisting of server, storage, data centre, security, communications and networking architecture layers. From an infrastructure perspective, the services provided involve design, development or procurement, implementation, maintenance and support, to ensure high availability, performance, security, flexibility and scalability of the various applications.

Working within this function at the University provides an opportunity for you to work with leading edge tools and technologies across different specialisations of the operation that consist of:

- Server systems management services.
Sample outputs

Career pathing framework

Information management career paths

Head of Information Services
  └── Director, information management
      ├── Manager, access / delivery
      │   ├── Team lead, document delivery / online course materials
      │   │   └── Senior Officer, document delivery / online course materials
      │   └── Specialist, eResearch
      ├── Manager, information management
      │   ├── Team lead, eResearch & data curation
      │   │   ├── Officer, eResearch & data curation
      │   │   └── Officer, eResearch
      │   └── Specialist, information management
      │       └── Analyst, data curator
      └── Specialist, scholarly information management
          └── Senior Analyst, scholarly information management

Manager, acquisitions / procurement (collections access management)
  └── Specialist, special collections
      └── Technician, IP / copyright

Out to vendor management career stream

Senior Officer, collection access management
  └── Officer, collection access management
Sample outputs

Information services career pathing tool

Training and education career stream

**Senior Learning Officer (Information Literacy)**

**Position overview**

The position is responsible for the co-ordination and delivery of an information literacy training programme for students. Working in collaboration with members of the University community, the role develops training and support materials in relation to the development of information literacy skills.

The position involves the following responsibilities:

- Coordinate and schedule all training activities;
- Building relationships with key stakeholder groups
A good story ... set in the future

- eResearch Consultant
- Metadata Analyst
- Vendor Services Manager
E-resources to ....

managing cloud services and vendor solutions
Building the bridge to the future

Natural Cycle

Identify

Communicate

Commit

Develop

Deliver
The “burning” plank
Our future states – a glimpse
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Questions

Edge Of The World Plaque: Arthur River, Tasmania