DFO
The future of UNSWIT

Staff Briefing

16 September 2020

UNSW SYDNEY

Introduction:

The future of DFO

- Key Changes for our Division (Division of Operations)
- Proposed new structures and people impacts
- Looking ahead

Where to get further information?

slid.o #IT_WCP

UNSW SYDNEY

Contents:

The future of UNSWIT

- Why we are here
- The new direction for UNSW IT
- Our new proposed new structures
- The people impacts
- What happens next?

Where to get further information?

slid.o #IT_WCP

Why we are here

In response to the COVID-19 outbreak, four Working Groups were formed in April 2020 to review options to secure UNSW's future.

- **Faculty** Working Group;
- **Divisions** Working Group
- **Horizons Plus**; and
- **Project Phoenix**

Why we are here cont.

Working Groups were asked to:

1. Consider steps to **address UNSW's financial challenges**

2. Review and **analyse all aspects of UNSWs operations**

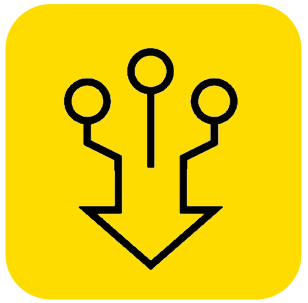
3. Think of creative options to enable UNSW to **address the major challenges facing society** around the world

4. **Consider insights received** from over 750 staff on suggestions for our future

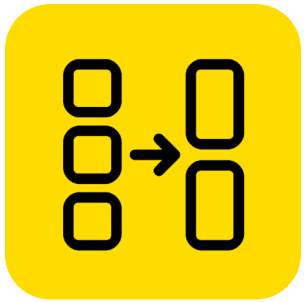
Recommendations from each Working Group were presented to Management Board in early July 2020 for consideration.

Why we are here cont.

Recommendations endorsed by Management Board were presented by Prof. Ian Jacobs on 15 July 2020 as a range of proposed changes:



Faculty Rationalisation



Reorganisation of Divisional services

Address financial shortfall of $75 million through PC savings

Reasons for Change

For UNSWIT, the reasons for for change are driven by the following :

1. COVID-19 impact to people budgets for 2021 and beyond
2. Remove duplication of functions and drive towards efficiency
3. Drive towards Self Service Model and increased usage of Standard Operating Environment (SOE) devices.
4. Reduction in operating hours of Service Desk and Service Centre
5. Reduction in number of management positions
6. Shift from operational to transformation and innovation activities.
7. Consolidation of the Domain Model.
8. Increased focus on Cyber Security operations and awareness

Proposed Changes

People impacts resulting from change are felt across :

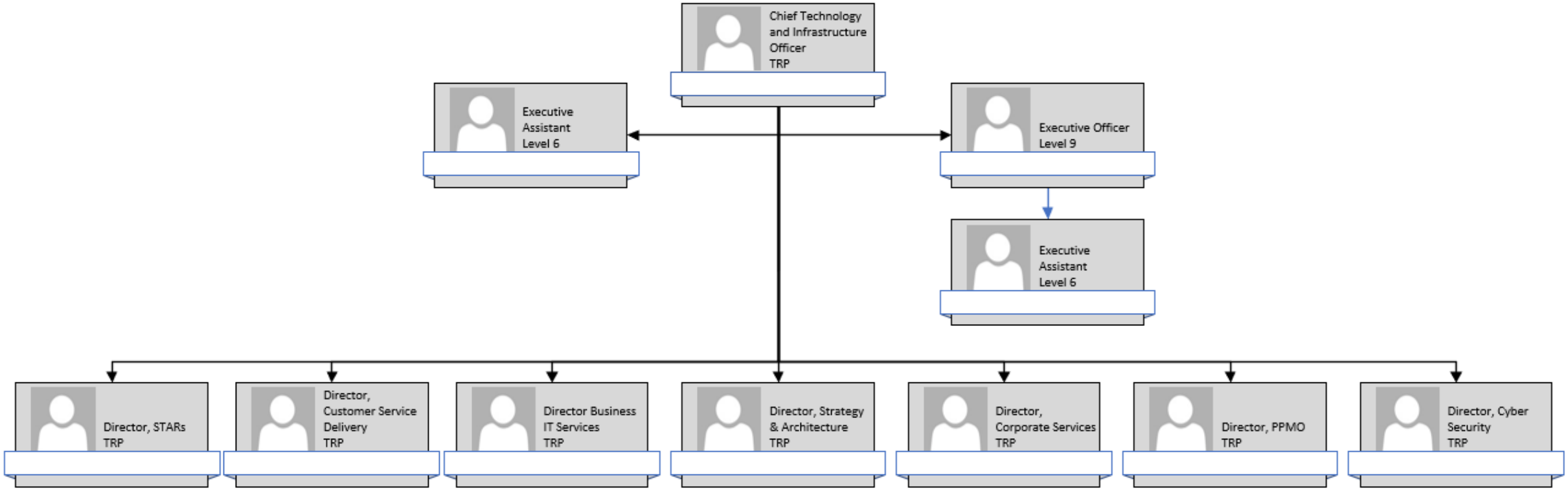
1. **IT ELT** – merged functions resulting in reduced management structure
2. **Strategy & Architecture** – inclusion of the PPMO function
3. **StARS** – minimal impacts
4. **BITS** – disbanded
5. **Corporate Services** – inclusion of Vendor & Commercial function and Digital Solutions team
6. **CSD** – substantial change across a number of teams
7. **Cybersecurity** – minimal change

IT Leadership Team
Key Changes

1. Chief Technology and Infrastructure (CTIO) role established.
2. Business IT Services Directorate disbanded.
3. PPMO merged into Strategy, Architecture and Portfolio Directorate.

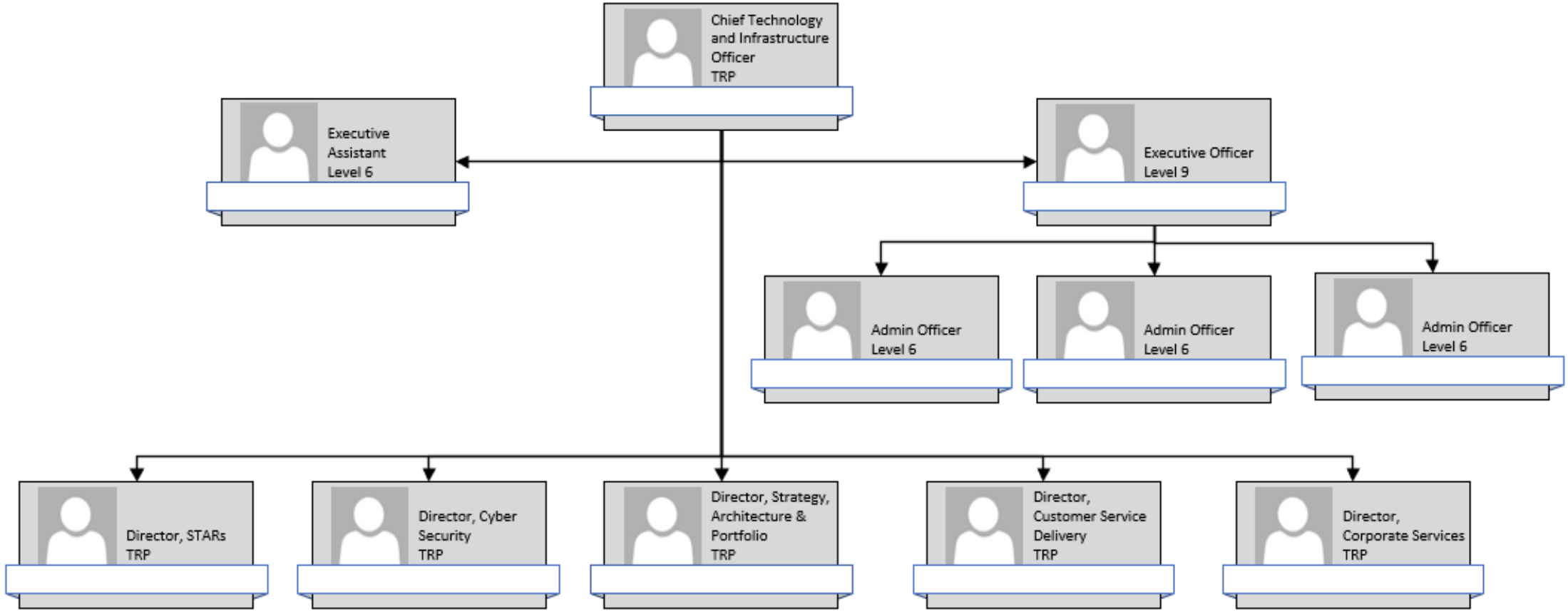
IT Leadership Team

Current Org chart



IT Leadership Team

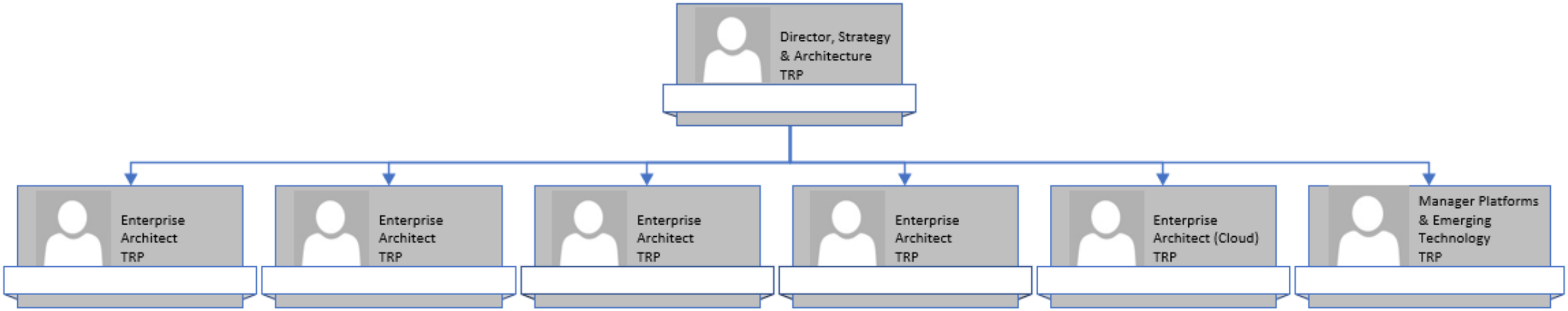
Proposed Org chart



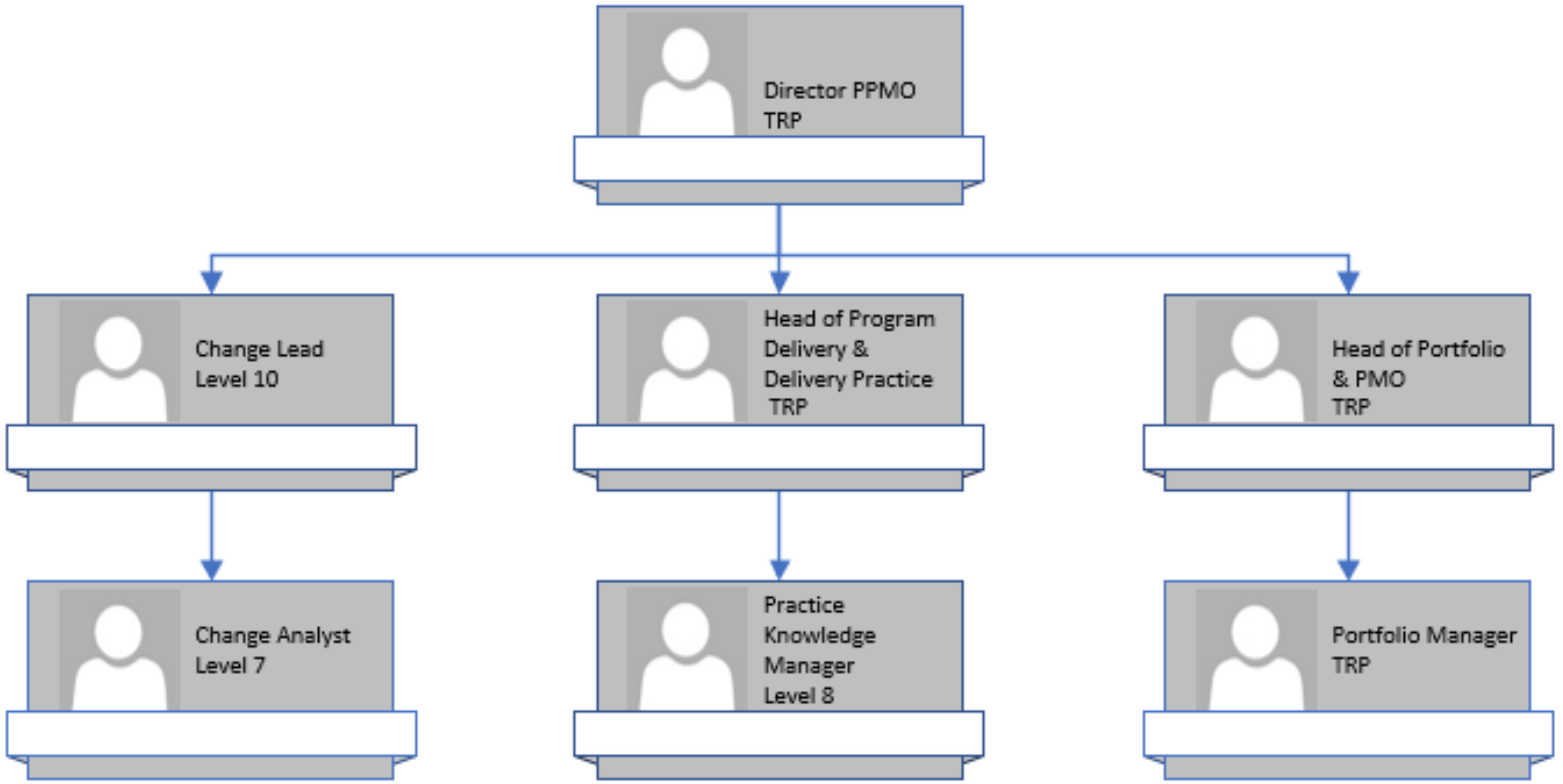
Strategy and Architecture and PPMO
Key Changes

1. PPMO merged into Strategy and Architecture.
2. No changes to current Strategy and Architecture team.
3. Conversion of contractor to permanent roles in PPMO.
4. Change management function removed from PPMO.
5. Renamed to Strategy, Architecture and Portfolio Directorate.

Strategy and Architecture
Current Org chart



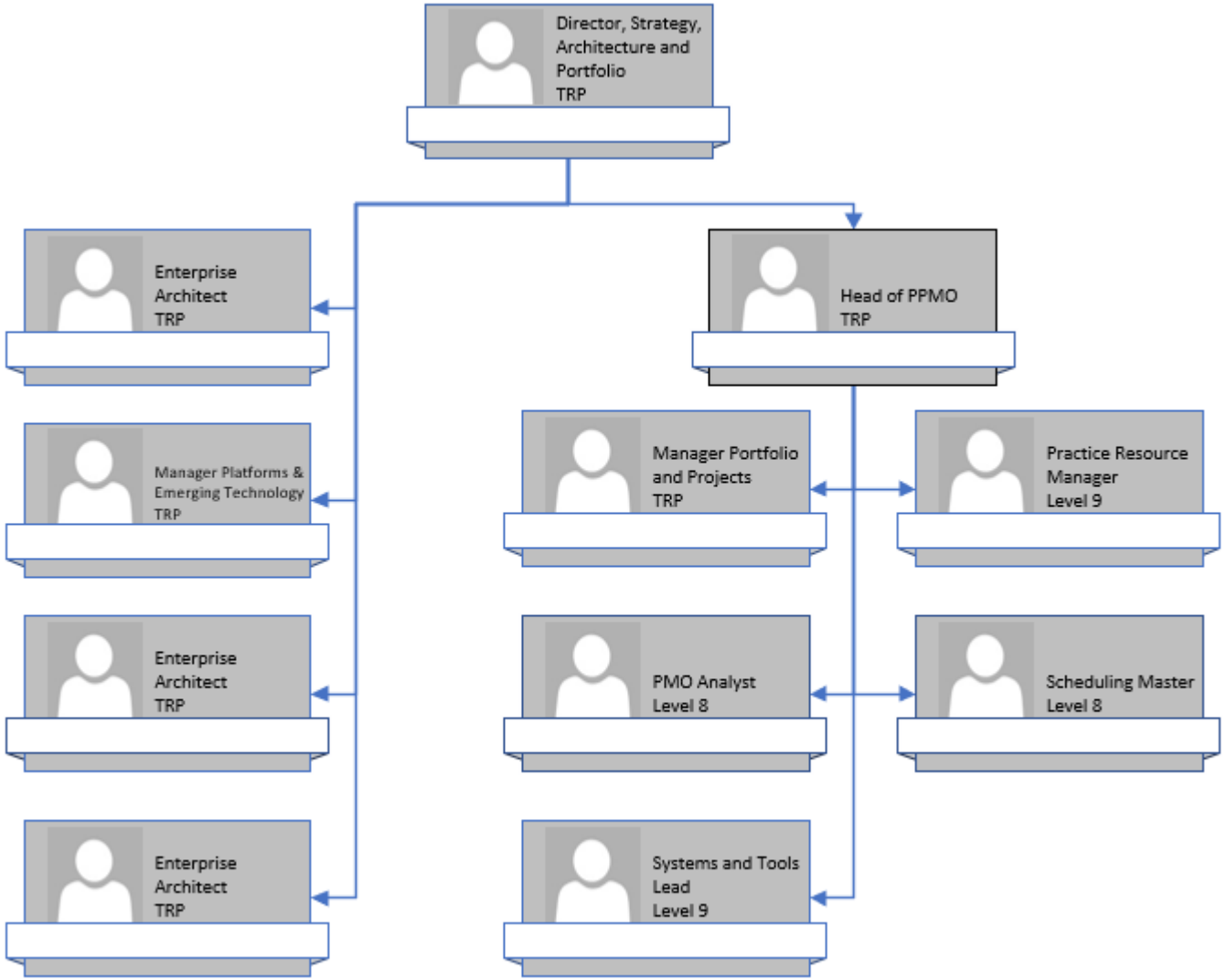
PPMO
Current Org chart



UNSW SYDNEY

Strategy, Architecture and Portfolio

Proposed Org chart

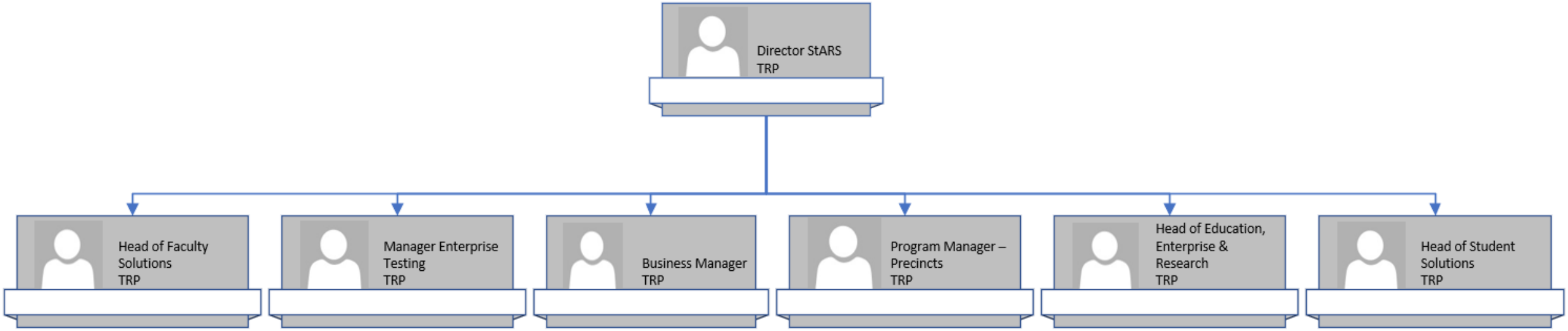


UNSW SYDNEY

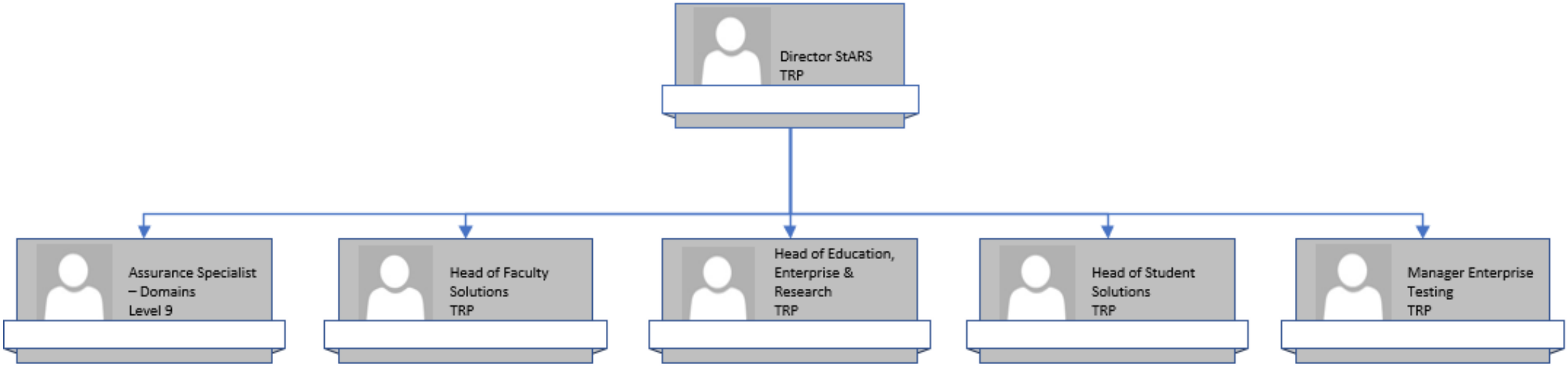
StARS
Key Changes

1. Minimal changes mainly targeting vacant roles created through the Domain Model.
2. Targeting contractor roles performing BAU activities.
3. Precincts team and function removed.

StARS Leadership
Current Org chart



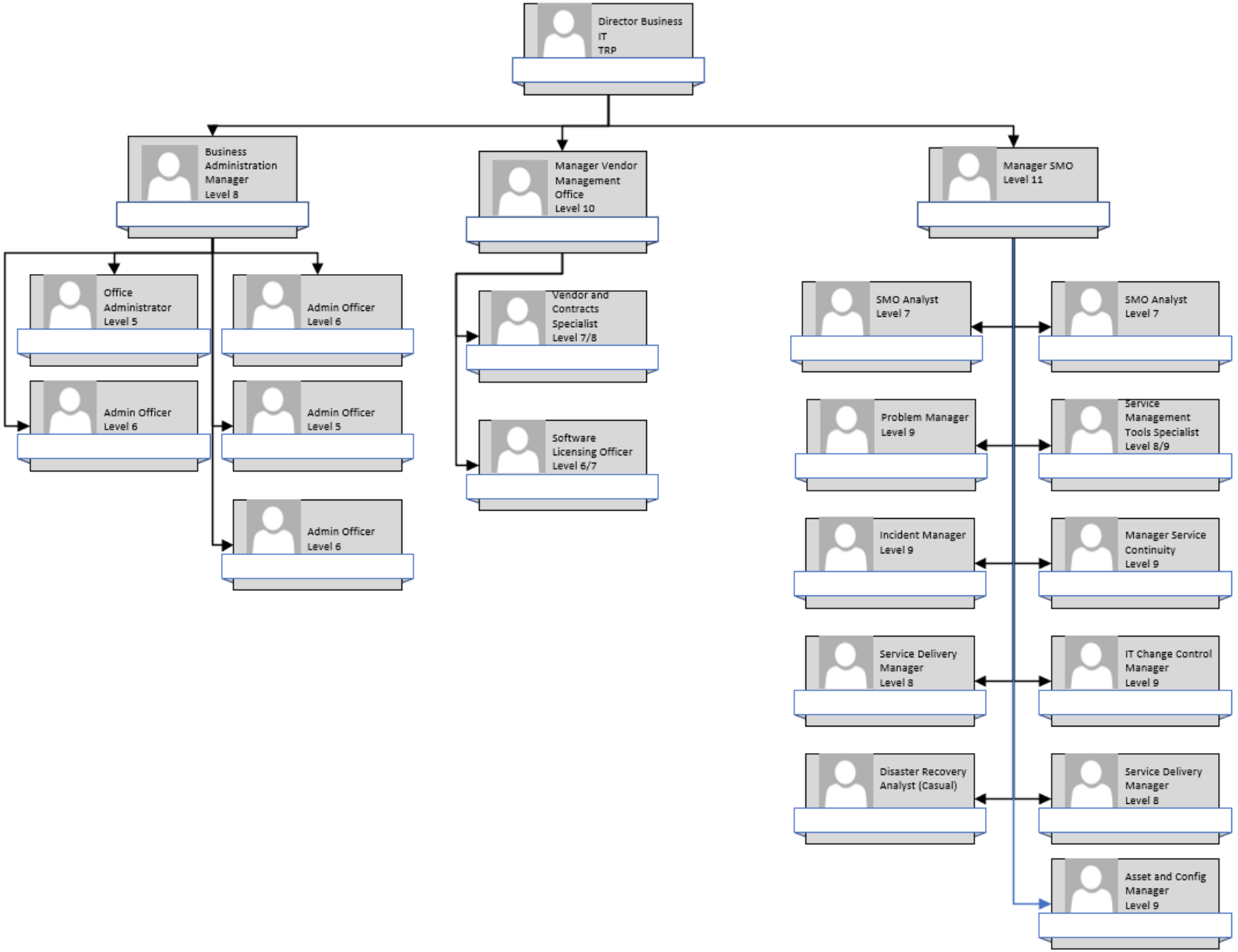
StARS Leadership
Proposed Org chart



The Business IT Services
Key Changes

1. Directorate proposed to be disestablished
2. Service Management Office (SMO) will move under CSD.
3. The Administrative team will move under Office of the CTIO.
4. The remaining functions will form a new Vendor and Commercial team.
5. Vendor and Commercial team moves under the Corporate Services Directorate.

BITS
Current Org chart



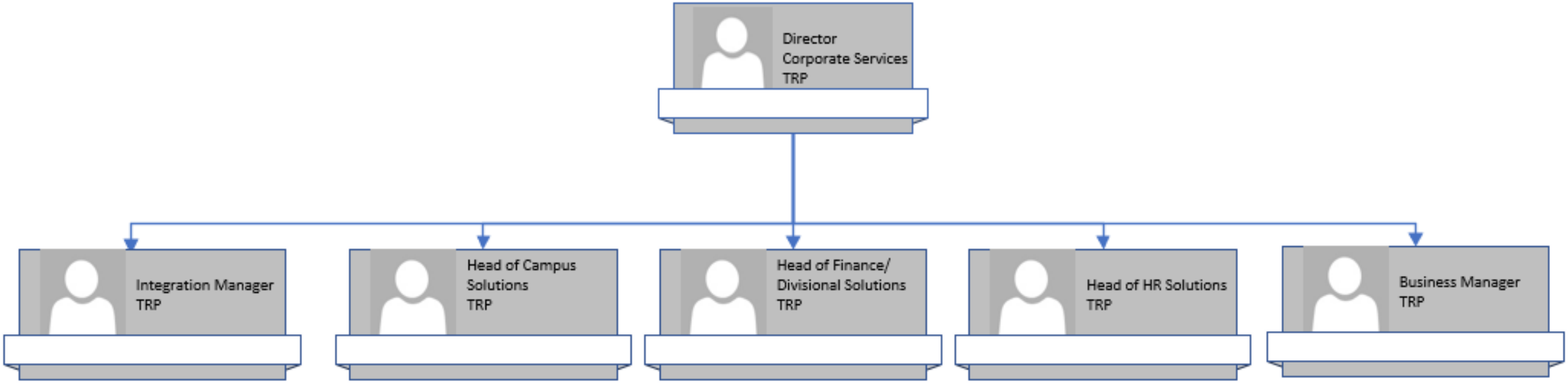
UNSW SYDNEY

Corporate Services
Key Changes

1. Minimal changes mainly targeting vacant roles created through the Domain Model.
2. Targeting contractor roles performing BAU activities.
3. New Vendor and Commercial team moves under this Directorate.
4. Digital team moves under this Directorate.

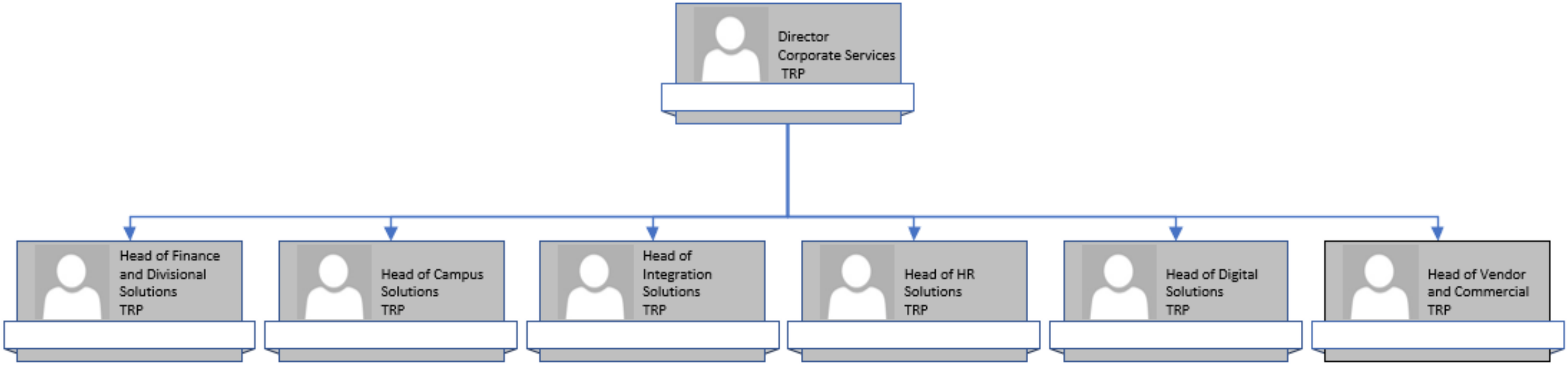
Corporate Services Leadership

Current Org chart



Corporate Services Leadership

Proposed Org chart



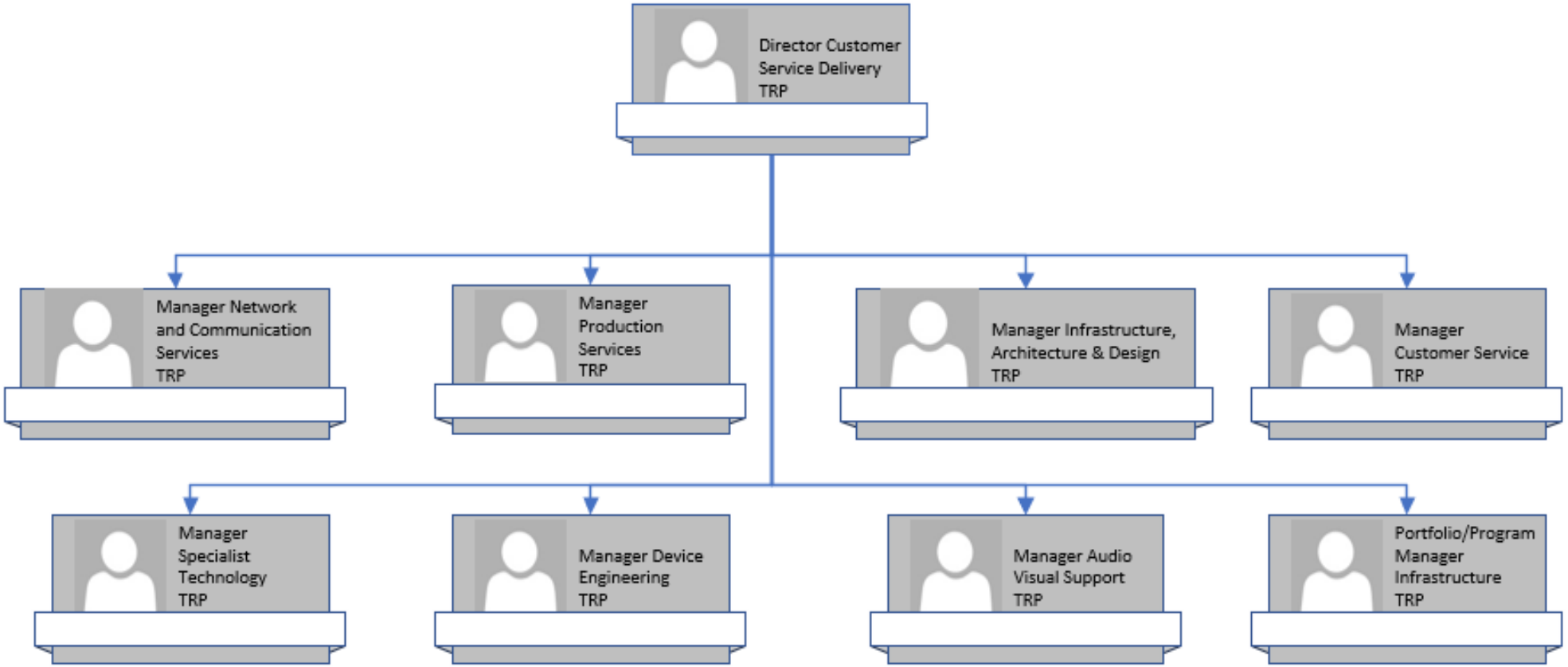
Customer Service Delivery

Key Changes

1. Specialist Technology Support will be disestablished and services centralised and redistributed.
2. Creation of Workplace Services Team to consolidate field based service teams.
3. Device Engineering and Audio Visual teams will move into Workplace Services Team.
4. New Laboratory Support team created under Workplace Services Team.
5. Audio Visual Support team will increase in size.
6. Network and Communications and Infrastructure and Architecture and Design Teams will be merged under Production Services Team
7. Current Production Services team will reduce in FTE
8. Customer Service team will reduce in FTE
9. Infrastructure Projects team will reduce in FTE
10. SMO Team will be moved under this Directorate

CSD Leadership

Current Org chart



CSD Leadership

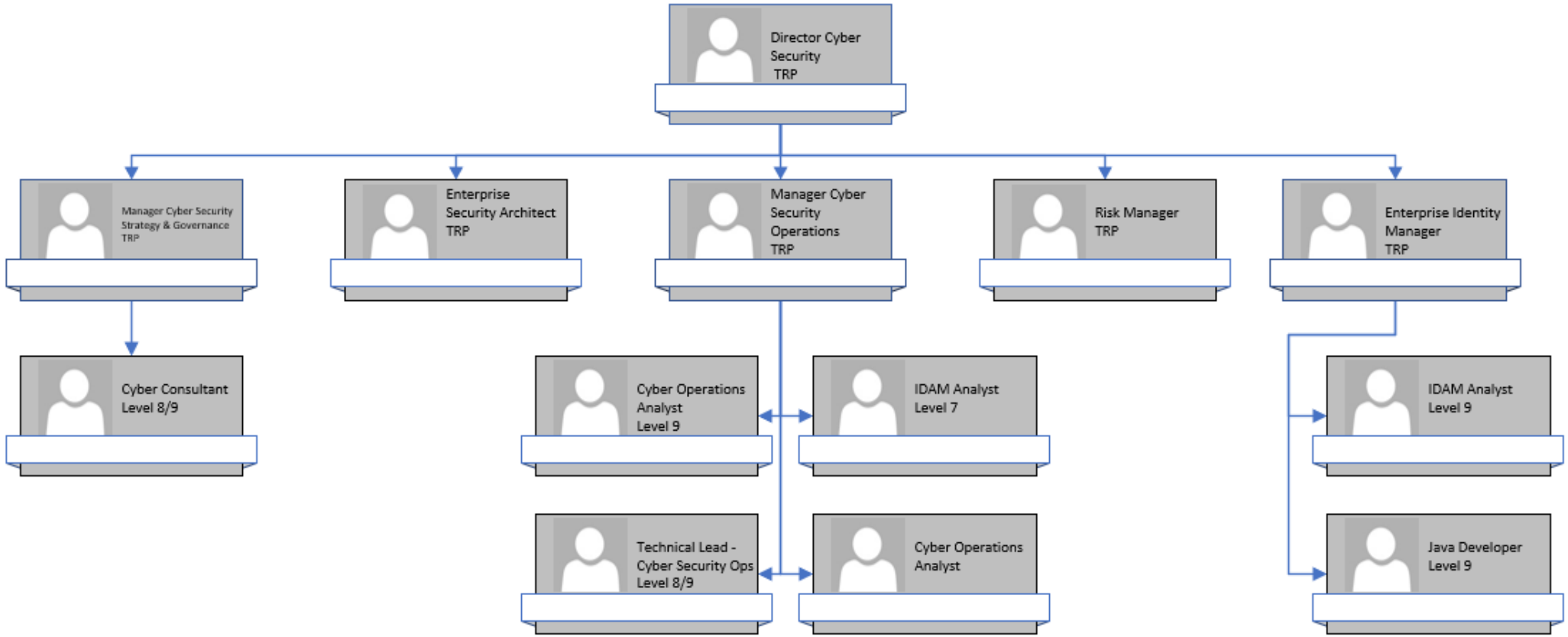
Proposed Org chart

UNSW SYDNEY

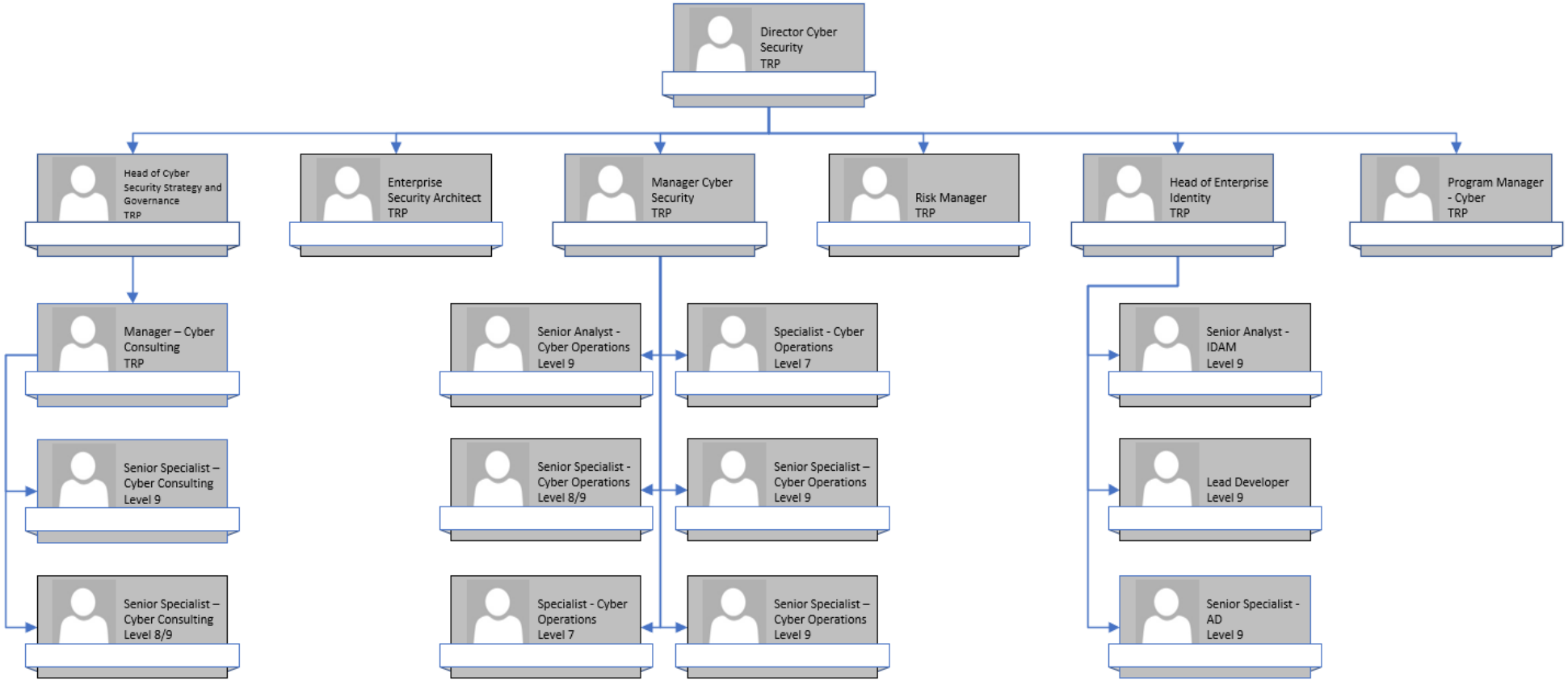
Cyber Security
Key Changes

1. Increase in permanent FTE
2. Conversion of 4 contractor roles to permanent FTE.

Cyber Security
Current Org chart



Cyber Security
Proposed Org chart

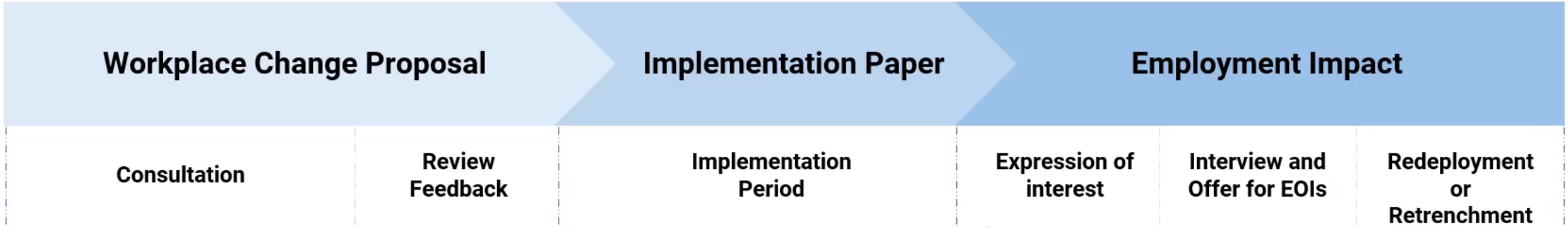


UNSW SYDNEY

The People Impacts: Workplace Change

The Workplace Change period will follow the following timeline:

16th September | 12th October | January 2021



Workplace Change Proposal issued

- Proposed changes announced
- Consultation period commences
- Workplace Change paper provided to staff
- Feedback received is considered

Implementation Paper issued

- Consultation period closes
- Workplace Change proposal update with feedback

Recruitment of new and vacant roles commences

The People Impacts: Change Proposal

Today staff will receive a copy of the **Workplace Change Proposal**, which outlines the detailed changes proposed for UNSW IT

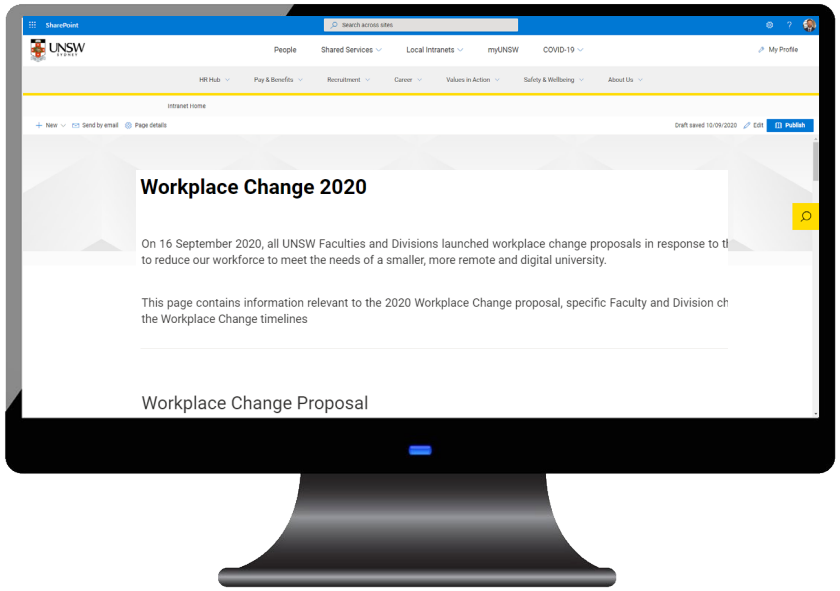
Please review the Proposal to understand the proposed changes and impact to your role (if any)

- Staff are invited to submit a response to the proposed changes.
- Responses must be submitted by **5:00pm on Monday, 12th October**
- UNSW will consider all responses received before finalising any decisions on roles or structures.

Workplace Change: Next Steps

The Vice Chancellor will issue communications today regarding the Workplace Change with a link to the Workplace Change Hub Page for:

- Overall Workplace Change Overview
- Division / Faculty Workplace Change Papers
- Provide feedback on Workplace Change proposals
- Workplace Change timeline
- Further support for staff



More information & support

If you have any questions about the changes announced today, I encourage you to seek support from:

- HR Business Partnering team Jean Blattmann j.blattmann@unsw.edu.au and

  Christina Batsilas c.batsilas@unsw.edu.au

- Submit queries or feedback on the proposal via the WPC Hub Page
- Contact our Employee Assistance Program provider, Benestar
- UniSuper members may contact to advice@unisuper.com.au.

Questions

slid.o #IT_WCP