

Operations Group Priority Action Plan 2017

University Mission

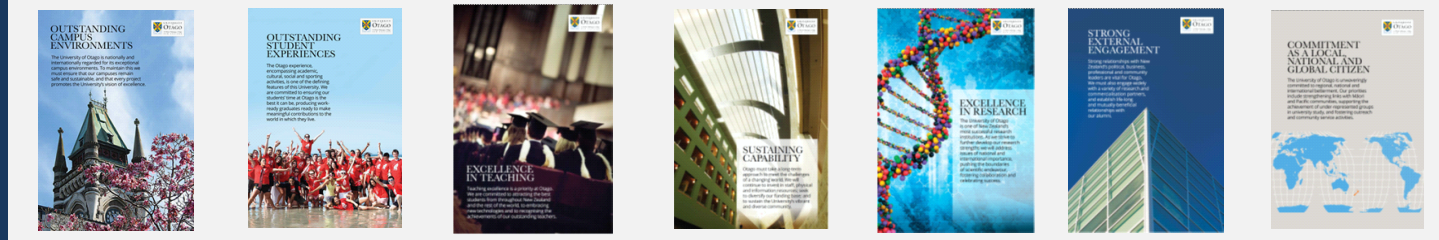
The University of Otago will create, advance, preserve, promote and apply knowledge, critical thinking and intellectual independence to enhance the understanding, development and well-being of individuals, society and the environment. It will achieve these goals by building on foundations of broad research and teaching capabilities, unique campus learning environments, its nationwide presence and mana, and international links.

University Vision

A research-led University with an international reputation for excellence.

Operations Group BHAG

All Operations Group sectors will be recognised as industry leaders within the Australasian region and amongst our Matariki Partners by 2020.



ENABLE - To Make Possible



ENGAGE - To Involve



EXPERIENCE - To be Outstanding

1. Deliver a University wide strategic **asset management** (built & ICT) plan and associated 10 year maintenance plan and budget.
2. Develop and publish a University wide **ICT strategic road map**.
3. Develop and implement a University wide **Sustainability Framework**.
4. Raise **project management** maturity & successfully deliver approved projects.
5. Role model **resource stewardship** by targeted management/reduction of top 5 expenses and returning Union to surplus position.
6. Targeted **staff development** in leadership, management, and safety.
7. Develop & implement University wide **Business Continuity Planning** Framework.

8. Enhance **communications and public relations** both internally and externally.
9. Develop a **Student Engagement Framework** that integrates with all our services and functions.
10. **Partner** strategically and operationally with Academic, Research and other Support Services Divisions by embedding ourselves where able.

11. Research and complete a requirements specification for a **University wide mobile device app**.
12. Through a range of mechanisms, achieve an increase of >10% in the above average - excellent range in internal service users (staff) perception of the **quality of service** we provide.
13. Maintain or increase current **student satisfaction** levels with service and amenity we provide.
14. Pursue **pastoral care** reviews and consequential initiatives (SHARE & Mental Health Support Services) that lead to **positive student outcomes** and benefit students, staff and the University.

excellence. knowledge. leadership. partnership. collegiality & collaboration. ethical standards. equity & social justice. stewardship.