At a Glance: IT Services Operating Model

ITS Executive Group

CIO: Paul Hargreaves (interim)

Lean Agile Centre of Excellence (LACE) Head: Adrian Tarca (Acting) Governance & Executive Support Mikaela McTier-Browne Emelyn Freeman

Capability & Practice Head: Lucy Boom

Lean Portfolio Office

Chapter Delivery Chapter Coaching Chapter Product Owner Community of Practice

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Human Centred Design Practice Digital For Control of Control of

Specialist
Functions:
Finance
Procurement
Vorkplace Culture

Transforming Data Stream

Cross-functional working groups:

Data Platform Working Group: Modern Architecture, Self service platform

Transforming Data Working Group: Data Governance, Data as a Product

Learning & Teaching

Stream Lead: Michael Bobele (Acting)

Squads:

Platforms Technical Support Platforms User Support Learning Experience

Student Experience Stream

Stream Lead: Michael Bobele (Acting)

Squads:

Seamless Onboarding Experience Student Success Effectively Plan My Program Plan My University Life

Research Stream

Stream Lead: Jackie Atkin

Squads:

Research HDR Lifecycle Research Infrastructure

University Services Stream

Stream Lead: Ian Willis

Squads:

Finance & People Services Service Capability Campus Productivity IT Service Excellence

DICE (Digital Infrastructure & Cloud Enablement) Stream

Stream Lead: Sajid Hassan

Initiatives:

Digital Workplace Learning Space Technology Uplift & Services Management Next Gen Core Research Infrastructure Discovery Converged Network & Communications Infrastructure Automation

Information Security

Acting CISO: Shirley McCombe

Infrastructure Stream

Steam Lead: Helen Duke

Squads:

Server Platforms Cyber Resilience Service Reliability

BAU:

Infrastructure Platforms Server Platforms Network Data Centre & Communications

Service Delivery Stream

Stream Lead: Ian Willis

Squads:

Business Relationship Management Client & Engagement Services Service Management Service Desk Discretionary Delivery Precincts Discretionary Delivery

BAU:

AV SOE Service Desk Precints