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Service	Category	Service lead
University strategy, direction and leadership	University strategy, direction, strategic plan and leadership	OVC
Student Administration	Admissions and enrolment	DSA
	Program amendments and progress	DSA
	Program and course advice	DSA
	Prizes, scholarships, fees	DSA
	Student exchange programs, internships, placements and field trips	DSA
	Student systems and eForms	DSA
	Student records	DSA
	Examinations and assessment	DSA
	Graduations	DSA
	HDR	GRO
Student Life	Academic skills and learning	DSL
	Student access and inclusion	DSL
	Accommodation services	DSL
	Student health and counselling services	DSL
	Student careers	DSL
	Student life systems and applications	DSL
Research Services	Pre award research administration	RSD
	Post award research administration (excluding research accounting)	RSD
	Innovation services	TTO
	Research commercialisation	TTO
	Researcher support	College via RSD
	Research systems and data	RSD
	Ethics	RSD
Library and records (inc ANU Press and archives)	Library collection, archives and library services	SIS
	Open research and research repository	SIS
	ANU press	SIS
	Archives	SIS
	Records	SIS
Teaching support	Timetabling	DSA
	Academic program administration	DSA
	Teaching set-up and delivery support	College via DSA
	Support for evaluation of teaching (tools and processes)	PPM
	Enhancement of teaching capability	CHELT
	Teaching support systems	ANU Online



University services feedback framework

Service categories and leads

Service	Category	Service lead
Alumni Relations and Philanthropy	Alumni	ARP
	Philanthropy	ARP
	Endowments	ARP
	Donor relations	ARP
	Alumni and philanthropy systems	ARP
Facilities	Gardens and grounds	F&S
	Buildings and property (including Kambri and teaching spaces)	F&S
	Security, parking, transport and traffic	F&S
	Capital works and building projects	F&S
	Campus retailers	F&S
	Facilities systems and eForms	F&S
Finance and Business Services	Budgeting and forecasting	F&BS
	Financial reporting (non research funds)	F&BS
	Research accounting and reporting	F&BS
	Accounts payable and receivable	F&BS
	Procurement, purchasing and credit cards	F&BS
	Investments	F&BS
	Travel	F&BS
	Motor vehicle fleet and CarShare	F&BS
	Finance systems and eForms	F&BS
Human Resources	Pay and superannuation	HRD
	Recruitment and employment	HRD
	Staff performance, development and promotion	HRD
	Workforce planning, change management and employee relations	HRD
	Staff equity and diversity	HRD
	Work health and safety	HRD
	Enterprise bargaining and agreements	HRD
	HR systems and eForms	HRD
Information Technology	Network, phones, internet and WiFi	ITS
	PC and laptop computing	ITS
	Printing and copying	ITS
	Identity and IT security	ITS
	Audio visual and video conferencing	ITS
	Email, communication and collaboration tools	ITS
	Research computing	ITS
International Strategy and Partnerships	International partnerships, alliances and agreements	ISP
	International delegations and visits	ISP



University services feedback framework

Service categories and leads

Service	Category	Service lead
Marketing and Communication	Advertising	MO
	Web and digital	MO
	Merchandise	MO
	Market research and intelligence	MO
	Student recruitment	MO
	Internal and external communication and engagement	SCAPA
	University events and visits	SCAPA
Planning and Performance Measurement	Surveys and evaluations	PPM
	Business intelligence and reporting	PPM
	Corporate planning	PPM
	Planning and performance measurement systems	PPM
Corporate Governance and Risk	Governance and committees	CGRO
	Risk and audit	CGRO
	Delegations	CGRO
Legal services	Legal services	LO
Service Improvement Group	Projects	SIG
	UniForum	SIG
	Service improvement; business transformation; digital transformation	SIG
	Rapid improvement events (RIE)	SIG
	eForms	SIG