SUPPORT SERVICES REVIEW

INFORMATION, DATA AND SUPPORT DOCUMENTATION

In developing the self review document, the following information and data is normally required:

- University’s plans, priorities, policies, key performance and business intelligence indicators;
- divisional/campus/unit operational plan;
- organisational structure/chart and information on succession planning;
- services list or catalogue;
- service level agreements or descriptions of the service processes
- projects and project register;
- risk profile and action plan
- business continuity and recovery plan
- stakeholder consultation and survey results (as available);
- brochures, information resources relating to the service(s) concerned;
- budget data including income sources, reserves and financial viability of operations;
- space, equipment, IT and other resources including facilities and services;
- customer - student and or staff - data, including usage rates, patterns and satisfaction; and
- staff training and development activities.