DIVISION OF FINANCE & RESOURCES

QUARTER TWO 2021

MESSAGE FROM THE VICE-PRESIDENT

Dear Team

Well as we close out the first half of the year we again find ourselves operating under lockdown provisions. I wish to thank all of you for the seamless way you have transitioned into what is now becoming a familiar way of working. Your ability to move into another operating mode and continue to deliver to the highest level is a credit to all of you. I do hope that this is the last time we need to move into this position but only time will tell.

Please do keep yourself informed on all the latest requirements as communicated by the NSW Government and also by the University. We will do everything possible to keep you informed and provide assistance as required but there is also a key element of personal responsibility which needs to be acknowledge and delivered. Our intent is obviously to provide the safest workplace possible and the best working conditions that we can. Please reach out to your supervisors or support staff of the University if you are struggling with the current circumstances.

Despite the challenges we have faced, the Division continues to deliver in so many ways and again there were significant milestones and achievements recorded over the last quarter.

Of particular note was the reconfirmation by the external ratings agency Moody's of our overall credit rating, which places us at the higher level of financial robustness for both businesses and public institutions. Despite the financial challenges we face driven by the pandemic we have been able to demonstrate our ability to manage in these difficult times and ensure our underlying liquidity and strong balance sheet are being appropriately managed. Particular recognition must be given here to the Finance team led by Darren Greentree and the Treasury team led by Tim Power for all their work in relation to the credit assessment.

Another major milestone in this period has been the finalisation of all the contractual requirements for the Bankstown campus which has enabled the triggering of the unconditional $20 m donation by the Walker corporation to assist in the development of the Macarthur Medical Institute. In addition, Walker Corporation has donated $6.5 m to endow a professorial chair. The ability to leverage our Western Growth program into philanthropic activities is a tribute to Bill Parasiris and his team. Other highlights of the Western Growth program include the practical completion of the new Engineering and Innovation Hub at Hassall Street in Parramatta.

Kerry Holling and his team continue to make significant strides in the delivery of the SMS project with several significant milestones being delivered in the last quarter and we are now on track to meet the program target of go live in October. Again all staff should get involved in the training programs for the SMS which will be rolled out over the next few months. In additional we have started on the new Research Management System rollout.

Peter Tow and his team have continued with the delivery of the ESM rollout with a release in the quarter clearing many of the issues which were impacting delivery of the benefits of this new system. Adoption is now moving ahead at great pace and I would exhort all of you to utilise ESM as much as possible in your daily operations. As a side note whilst leading this activity Peter and his team member Manmeet Kaur have also authored a chapter of a book on Project Management. This is a great example of the cross over between professional and academic activities possible within the University.

Carol Simpson and her team have also been extremely busy with the delivery of the new Procurement policies, linked to the continued rollout of procurement within ESM. The capabilities of this activity will be further enhanced as we bring certain activities within Finance also onto the ESM platform. The team also achieved a significant milestone in revising the Commercial Activity Guidelines for the University.

As you can see from these examples the Division is powering ahead despite the external challenges faced by us all.

Again can I thank you for all your efforts and really appreciate your commitment to the University during these difficult times.

To all new members of the Division, welcome and I hope that you enjoy the professional and personal opportunities that your new roles will provide.

Let's see what Q3 brings!

Engineering and Innovation Hub

Internal Staircase

INFORMATION TECHNOLOGY & DIGITAL SERVICES

A core responsibility of ITDS is day-to-day operational support – from the IT Service Desk through to the Tier 3 support teams, and so it's very pleasing that our IT operations have delivered high levels of stability since the start of the year. There have been very few critical incidents and those which have occurred were dealt with quickly. It is a testament to the work behind the scenes to ensure that this is the case. This is further accentuated when the size, scale and volume of services within ITDS are taken into account. To that end, we have been developing a monthly reporting regime in the form of a Service Wheel, which we profile for the first time in this report. The Service Wheel outlines key statistics for the reporting period (typically monthly) for our most critical services. The aim is to provide readers with a sense of the complexity and usage of these services. In addition, the report provides uptime and availability statistics for our key services (excluding scheduled outage and maintenance windows). Over time, some of the measures may change as we choose to accentuate different aspects of our operation.

On the strategic front, the "Digital Acceleration" agenda has been a primary focus for a number of us over the last few months, including three workshops conducted during April. It was great to see the level of engagement from the staff and students. This activity led to the Board Strategic Planning Day on June 10th where the various scenarios were discussed, setting some directions for the IT agenda over the few years structured according to the key themes of "Foundations", "Enablers" and "Seeding" activities. I look forward to engaging across ITDS and the Divisional on the initiatives that will be pursued as a result, which need to be formalised as we go through the 2022-2024 budget setting process.

Uptime/Availability of Services

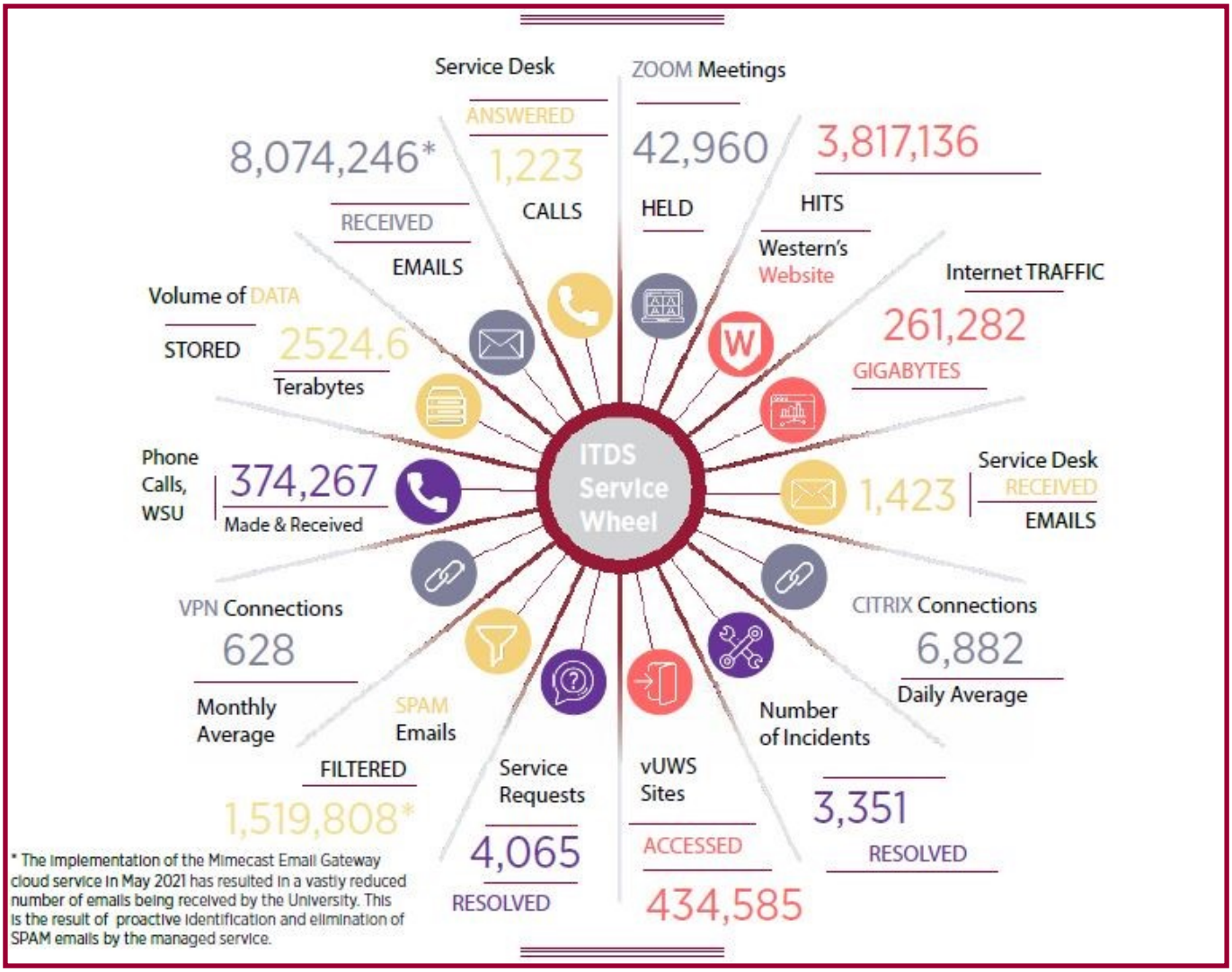
The ITDS Service Promise is to continue to deliver practices and processes that ensure service reliability, cost effectiveness, sustainability, quality and security of our systems and technology solutions, connecting the University community locally, nationally and globally. Part of this is to ensure that our services are running at maximum capacity. Here is a snapshot of our main services during May:

100% - SMS, vUWS, Online presence, WesternNow, Email and Scheduling, File Shares, Citrix Remote Access, and Telephony

99.99% - Internet Access

99.79% - Campus Network

98% - Zoom



OFFICE OF STRATEGIC PROJECT IMPLEMENTATION AND IMPROVEMENT

WesternNow delivery is continuing, with the operating model for continuous improvement almost finalised. Phase 2 critical enhancements have now wrapped up with 94 enhancements to forms and services now deployed.

Strategic procurement release 2.0 in June will bring Oracle integration for purchase order creation (arising from procurement plans), as well as amending and cancelling PO's, all driven by WesternNow. The Finance and OEC stream has kicked off and will focus on iteratively bringing a range of services into WesternNow across the next 14 weeks. International Office and the Library are the next streams underway with a focus on adoption and reporting to help everyone understand and evolve services.

Managers in WesternNow have been provided with dashboards to ensure visibility over their service levels and workload and work continues around spreading the word about Western Now through communications, regular meetings, and training sessions. We are continuously working on new opportunities which include swipe card access, 'walk up' function and new and improved ways of requesting services within the WesternNow platform.

On the staffing front, there is much news to announce since last quarter:

Rachel McCarthy and Kate Capanna have joined the Service Excellence team from Student Central and have hit the ground running!

Monica Almeda has moved across to the Business Transformation team as the Knowledge and Process Officer.

We have welcomed back Tracy Buckridge who has joined the Portfolio Management team as a Senior Project Planning Coordinator, who will be coordinating the development of the University's annual Operational Plan and initiation of projects in the pipeline.

Simone Taylor joins us temporarily from the Finance Office to support the rollout of WesternNow for the Finance and OEC stream.

Sheyaar Aamir joins us as a Graduate Assistant for ESM, working in the Project Capability team. Sheyaar graduated in June at Western Sydney University with a Bachelor of Business (Economics).

Supriya Koirala joins us this month from DVCA on a secondment as the Senior Project Coordinator, assisting with the ESM program.

It has been a busy quarter thus far and we look forward to driving continuous improvement across the University!

Sheyaar Aamir

OSPII - May the 4th Be With You Celebration

OFFICE OF THE VICE-PRESIDENT

It defies belief that we're already releasing our half yearly update for us all in the OVP and what a fast paced and exciting first half of the year it has been.

Communications and engagement seem to be the focus for this quarter, with the return of Roadshows, Provost events, and both formal and informal engagement opportunities within the Division and across the wider University. These events have proved to be quite significant for the OVP and Division, considering 2020 engagement activities were extremely limited in nature.

In the last quarter we've also seen the rapid return of the Divisional Student Internship Program, after it was put on hold in 2020 due to Covid-19. As an extension to this program and our work with WSU students, the Lucy Mentoring Program is also currently being piloted, where high performing female students from the School of Business are given the opportunity to complete a mentoring program with some of our highly experienced and knowledgeable Senior Divisional members. To assist in coordinating and even further expanding upon these programs, we're very pleased to welcome a new HR Project Manager to the team; **Sulu Anthony**, whose rich experience in HR Projects has already proven invaluable to further developing both of these exceptional programs.

Workplace Culture has also been revolutionised in collaboration with the Divisional Senior Executive Team, with a number of Divisional engagement events already occurred to begin to renew and re-define what our Divisional Workplace Culture will look like now and for the near future.

Hawkesbury Provost Australia's Biggest Morning Tea Event

STRATEGY, BUSINESS DEVELOPMENT AND PROCUREMENT

Procurement Policy

After 2 years of consultation and development we have released the new Procurement Policy! WesternNow has automated the previous process, if you would like assistance and information on the changes please contact us via a General Procurement Enquiry ticket.

Exciting Projects on the Go

Culture and Capability – the DIVFR management team met in May to discuss enhancements to the DIVFR Service Excellence Culture. Actions have been determined and will be worked on by the team in the coming months. Stay tuned for further updates!

2021 Desktop Compute End of Lease Refresh Campaign – we have a big backlog of stuff to refresh given last years COVID interruption. The team are working closely with Dell and ITDS getting this done and creating future efficiency benefits.

Printer Transformation (MFD) Service – a detailed review of usage of the University wide multi-function printer devices (MFD) has been undertaken in conjunction with Fuji. We are working closely with ITDS to:

- Design and deliver a new agnostic Print Service,
- Enhance the user experience using improved technological capability e.g. Follow Me Print, and
- Overhaul our student print services.

Asset Management Review – a review of the enterprise asset management process is underway with cross University collaboration to recommend process efficiencies and enhancements.

Watch this space!

New Staff

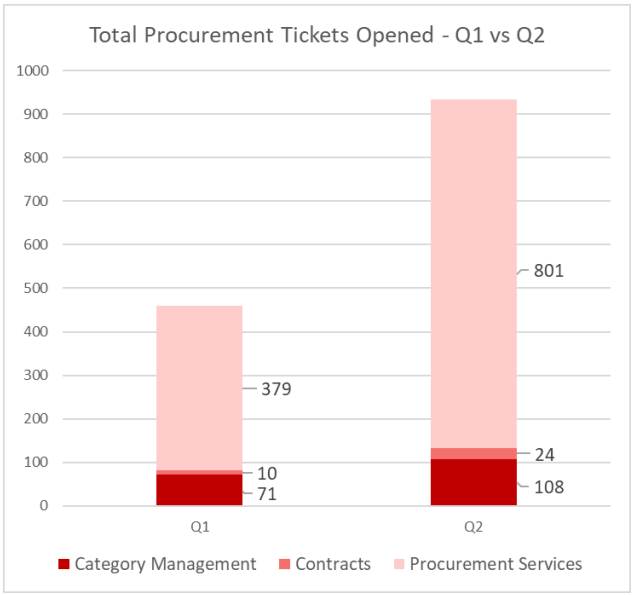
In Q2 we said hello to new staff members:

- Vanessa Win – Sourcing Assistant, Corporate Services
- Ting Zhao – Intern, Procurement and Corporate Services
- Lucy Vu – Intern, Reporting and Analytics
- Paul Stevens – Category Manager
- Beatrice He – Procurement Analyst

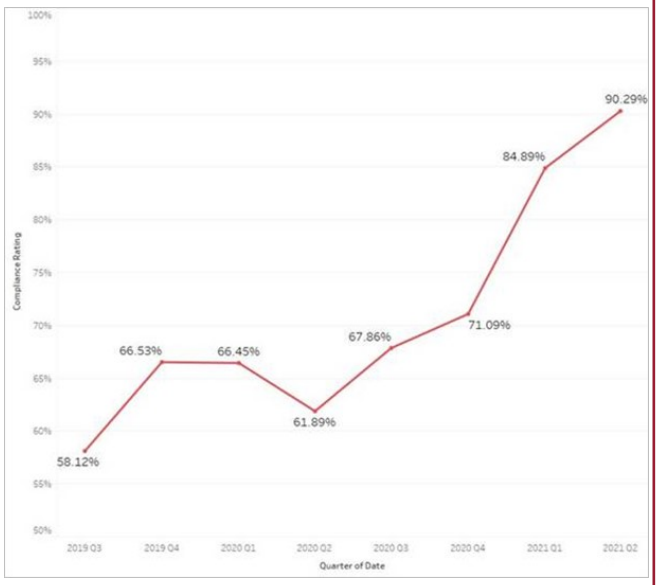
Also, Annalese Packer welcomed her second baby boy Eli on the 6th April; weighing 3.2kg and 49cm long.

Q2 So Far...(as at 11 June)

- 21 Tenders issued (via Tenderlink) in Q2
- 108 Procurement Plans (there were 71 in Q1)
- Procurement Tickets Opened (via WesternNow):
  - 933 total Procurement tickets opened (vs 460 in Q1)
  - A 103% increase in Procurement Cases opened



- PO Compliance
  - Our hard work is paying off with a university-wide purchase order compliance lift of 27% from 2019 Q3 to 2021 Q1. Though it's too soon to give a final figure, 2021 Q2 compliance currently sits above the 90% mark!



OFFICE OF ESTATE AND COMMERCIAL

Infrastructure Services

Over the following months the construction phases for a number of projects will commence including the establishment of the First Peoples Walk at Kingswood Campus, new glasshouse at Hawkesbury Campus, roof-top solar initiatives at Campbelltown and Kingswood as well as the redevelopment of the ground floor in Building J, Westmead.

The team is still at the forefront of crisis management, leading the restoration works following recent major storms and flooding events. The purchasing and distribution of PPE and cleaning services is still a major activity as part of the response to COVID-19. Since the start of the pandemic we have delivered 200,000 masks, 140,000 pairs of gloves, 4,200 wipes and over 7,000 litres of sanitiser!

Hawkesbury Show

The Hawkesbury Show was a very successful engagement activity supported by the Hawkesbury Provost Committee, with excellent student representation from the School of Science, Hawkesbury Institute for the Environment, Marketing and Engagement, and the student Livestock team, alongside participation from TAFE Richmond and the Department of Education's Centre of Excellence in Agricultural Education.

Welcoming A New Team Member

Matt Choi and his partner Bec welcomed the arrival of their first baby. Ethan William Choi was born on 28 April weighing 3.6kg and measuring 53cm. Although we'll be saying goodbye to Matt in June, Ethan has secured a junior planner role in EPS.

FINANCE OFFICE

Financial Services

The Annual reports are now complete and will be lodged with Parliament next week.

Financial Performance and Partnerships

The Financial Performance and Partnerships team recently had a planning day with the three main themes of the day being Evolution, Mind Shift and Story Telling. The day focussed on the differences between the old Management Accountant versus the new Finance Business Partner roles together with the criticality of the client accountant role. The day also covered new commercial and analytical project work and the analytical mind shift.

Treasury

The renewal of the University's credit rating with Moodys is currently in process and will be finalised in June.

Staff News

Three new client accountants joined the Financial Business partnerships team in June. They will be working closely with the Senior Finance Business Partners looking after the following client base:

- Gina Ghalayani -School of Social Sciences, School of Psychology and Division of Research and International
- Nina Raymundo- Division of Finance and Resources
- Neha Bhatnagar – Division of People and Advancement

Tiahna Love joined the Finance team in May as the Finance Project Assistant working with Darren Greentree and the wider management team, on a number of projects.

Finance also welcomed International post graduate student Pranjali Jagtap who is working with the Treasury team to review and consider Treasury Management System opportunities.

Pranjali is with us for a 6-month internship as part of her Master of Business Administration/Master of Applied Finance (Finance)studies at Western.

Simone Taylor is currently on a secondment working as a Senior Project Officer for the finance stream of the ESM Project, in the Strategic Project Implementation and Improvement Office.

We also bid a fond farewell this newsletter to Jerry Koleth and Raj Prasad. We wish them both all the best in their future endeavours and thank them for their contribution and support for the University.

TEAM MEMBER PROFILE - DEBBIE FAULKNER (SENIOR FINANCE BUSINESS PARTNER)

When did you join the University and what was your first role?

I joined the University in August 2012 at Campbelltown Campus as a Management Accountant.

What do you like about your current role?

I enjoy the fact that there is always something new happening and the role allows me a chance to really understand the operations of the Schools I look after. I also really enjoy being part of the team I work with.

And when you are not working?

When I am not working, I enjoy going for runs and generally keeping fit as well as catching up with friends for coffee or drinks.