A mountain of information and corporate knowledge

Gathering key information about CSU processes

Following the development of a CSU process model, CSU conducted a review of core and enabling processes in the course of which process profiles were developed describing the key inputs, outputs, controls, mechanisms, events, related processes and goals of the processes.

The review activity also resulted in the modelling of key stakeholders, identification of process issues, impacts and improvement opportunities. The information gathered is key corporate knowledge and the University needed to enable this knowledge to be leveraged.

A two-pronged approach was adopted
1. the development of the yourCSU booklet and website and
2. the development of the CSU Process Knowledgebase.

yourCSU booklet

Developed to assist staff to understand the basics of a complex organisation, where they fit and the impacts of creating change i.e. the Who, What, Why, When, Where, and How of the University.

The aim was to keep the information at a level to ensure medium term currency, relevance to 80% of staff, to provide a ‘top drawer’ quick reference guide, and as an aid for communication and creating a common awareness and understanding.

Provided to all CSU staff with additional copies being used for new staff induction resource. It is the key tool in the program’s communication plan and is now used in a variety of internal professional development programs. It has been supported by a strong communication and rollout plan. It has more recently been used outside the University with partners and members of the community to understand relevant aspects of the organisation.

It has been very successful and a reprint is due shortly.

yourCSU website

A complementary extension of the booklet and released at the same time. The website uses the same structure as the booklet but to a greater depth of detail.

Intended audience was for senior staff who needed to drill down into more detail and prepare information to assist in undertaking change – utilisation reflects this.

PDF versions of all booklet information are also available to print, mark up and use without damaging personal booklets. The website also serves as the hub for feedback and changes.

It was intended to have the data driven from a database, but this was not undertaken because the return on investment wasn’t there.

Enterprise Process Knowledgebase

The booklet and website contain primitive information about things like processes, structures, locations etc. Independently of each other. Neither shows the multitude of complex relationships between these primitives. Information presented in matrices soon becomes unwieldy -it requires a relational database.

The system was built in-house and currently released only to EA staff who understand the complexities of the relationships behind the scenes and to quickly generate Enterprise Impact Statements (EIS’).

New ‘modules’ around the process relationship ‘engine’ have since been developed as we gain an appreciation of the real value of information (eg Application Management, Strategic alignment). This is driving new approaches and thinking.

It is early days and we are establishing how such a system will be used and managed into the future – there are many opportunities and many things to work through.