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1. BIP Policy Consolidation Workstream (PCW) Update

The work of the PCW is founded on the premise that effective policies, procedures and processes should work in harmony to empower people responsible for a business function and their stakeholders. When used effectively, policy, procedure and process should together provide direction, set standards and inform practice in a manner that facilitates successful operations and promotes staff, stakeholder and customer satisfaction.

Accordingly, the PCW is reviewing and rewriting the University’s policies and procedures to:

- streamline policies into high level statements of principle, informed by over-arching strategic objectives and operational goals;
- limit procedures to high level operating principles and key authorities and decision-making-rights;
- move more detailed protocols, business rules, guidelines, work instructions and the like to process information.

In this context, the PCW is using the following working definitions:

- **Policy**: one or more substantive principles used to guide decision making, and to set direction.
- **Procedure**: one or more operating principles used to guide the manner in which decisions are made.
- **Process**: a series of steps (and associated instructions, guidelines and systems) to be followed in a consistent or repetitive manner to achieve an objective, complete a task or reach an end result.

In addition, the PCW is proceeding on the basis that:

- While policy and procedure are primarily the responsibility of the Chancellery and governance bodies, procedures in particular must also take account of the operational realities of faculties and the need to provide scope for shared services to function effectively.
- University-wide processes, on the other hand, while everyone’s business, sit squarely within the responsibilities/scope of University Services, under the new operating model.

In sum, the work of the PCW aims to:

- provide policy and procedural coherence for all areas of the University’s operations;
- help empower process owners to take full responsibility for process improvement driven by operational efficiency and a service orientation, while taking any relevant compliance requirements into consideration; and
- reflect the principles, revised responsibilities and operational realities of the new Melbourne operating model.

Key stakeholder groups are being engaged by project officers to provide feedback on drafts as they become available. In addition, development of process and other documentation to support the next generation policies and procedures has commenced in a number of areas (refer to information about the Promapp pilot below for more information).

Further updates on progress of the PCW will be included in future bulletins to the Melbourne Policy Network. Please direct any enquiries about how specific groups of policies/procedures will be managed to the relevant project officer (where nominated below). Any other enquiries should be directed to the workstream manager, Kate Deverall.
Next generation University policies and procedures are currently being drafted by functional group, as follows:

<table>
<thead>
<tr>
<th>Functional Group</th>
<th>Project Officer</th>
<th>Lead/Reference Group</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students &amp; Learning</td>
<td>Gloris Willoughby</td>
<td>Penelope Pepperell</td>
<td>In progress</td>
</tr>
<tr>
<td>Research &amp; Information Assets</td>
<td>Simon Purtell</td>
<td>Julie Willis, Philip Kent, Donna Mcrostie, Kathryn Dan, Kate Taylor, Karen Murphy, Ilona Hamilton, Lucinda Davies, Paul Taylor</td>
<td>In progress</td>
</tr>
<tr>
<td>Employment</td>
<td>Emma Maslen</td>
<td>Richard James, Julie Willis, Virginia Jay, Kate Deverall</td>
<td>In progress</td>
</tr>
<tr>
<td>Finance, Contracts &amp; Accounts</td>
<td>Tamara Jimenez</td>
<td>Rebecca Riebeling, Kylie Gould, Jane Prior</td>
<td>In progress</td>
</tr>
<tr>
<td>Facilities, IT Systems &amp; OHS</td>
<td>Ray Wilson</td>
<td>Barry Inglis, Stefan Delaney, Susan Butler, Stephen Young</td>
<td>In progress</td>
</tr>
<tr>
<td>Governance &amp; Engagement</td>
<td>TBC</td>
<td>Gioconda Di Lorenzo</td>
<td>Scoping/initiation</td>
</tr>
</tbody>
</table>

2. Promapp Pilot

Promapp is an application which provides a holistic approach to capturing and managing processes, and building a culture of process improvement, feedback and review.

The University will be piloting the use of Promapp until the end of January 2015 with a view to assessing its viability and suitability for implementation across the University. During the pilot, project staff will be using Promapp to fully document key processes linked to nine next generation policies, namely:

- student enrolment related
- casual recruitment
- credit cards / iProcurement
- independent contractor agreements
- research contracts
- travel procurement
- academic appointments, performance and promotion
- professional staff appointments and promotion
- conditions and entitlements
- staff development, support and recognition

The pilot will also assess the suitability of Promapp as a repository for University policies and procedures, and as a risk identification and management tool. Any enquiries about the pilot should be directed to Gloris Willoughby.

3. Draft Policy and Procedure Consultation

The documents listed below are available on the Draft Policy Consultation Notice Board. Interested parties are invited to review the drafts and provide feedback as indicated. Please note that provision of feedback is optional.

**Finance and procurement**

Please send any feedback on the following draft document to Tamara Jimenez by 31 Oct 2014:

- **DRAFT Payments and Reimbursements Procedure** (updated)
- **DRAFT Procurement of Goods and Services Procedure** (updated)

Please note that changes to these documents are limited to those required to give effect to priority process improvements identified through the Business Improvement Program.
Drafts of new policies/procedures under development, existing policies/procedures under review and other documents can be made available on the Draft Policy Consultation Notice Board to support consultation. Contact Tamara Jimenez to arrange publication on this page.

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4. Recently Published Policies and Procedures

No policies/procedures have been published in the Melbourne Policy Library since the last bulletin.

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