



We're Getting There - Continuously Improving a Team to “Get Stuff Done”

Never Stand Still

Emily Webber

UNSW at a Glance

STUDENTS

54,043

STUDENTS

39,651

LOCAL STUDENTS

14,392

INTERNATIONAL STUDENTS

40,174

STUDENT LOAD (EFTSL)

19,777

COMMENCING STUDENTS

279,226

ALUMNI

\$51.3m

ARC funding for 131 new projects – the highest in NSW

46

2015 QS World University Rankings

Recognition

Researchers and teachers receive national and international awards

Innovation

UNSW opens Michael Crouch Innovation Centre for students

4,263

Higher degree research candidates

Excellence

\$72m in NHMRC funding for projects to begin in 2016

Collaboration

Commonwealth Bank and Telstra each commit \$10 million to UNSW's quantum computing research

Industry

\$10.3m for 32 ARC Linkage Project grants, the highest number nationally



Students by Level of Program

32,970	Bachelor and Diploma
13,497	Masters Coursework
3,707	Doctorate
1,594	Grad Dip and Grad Certificate
1,717	Enabling and Non-Award
557	Masters Research
1	Postgraduate Qualifying



Top 10 Countries of Origin for International Students*

7,386	China (excluding Hong Kong)
796	United States of America
762	Hong Kong
725	Malaysia
649	Indonesia
507	Singapore
376	India
280	Vietnam
279	Brazil
254	Republic of Korea

STAFF

6,228

TOTAL STAFF
5,695 full-time equivalent

FEMALE 1,110

MALE 1,754

ACADEMIC STAFF

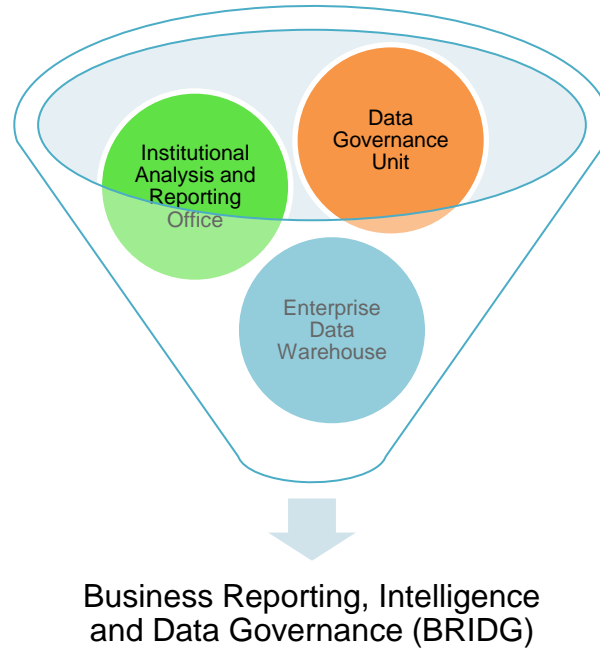
FEMALE 2,152

MALE 1,212

PROFESSIONAL STAFF

Source: UNSW Annual Report 2015

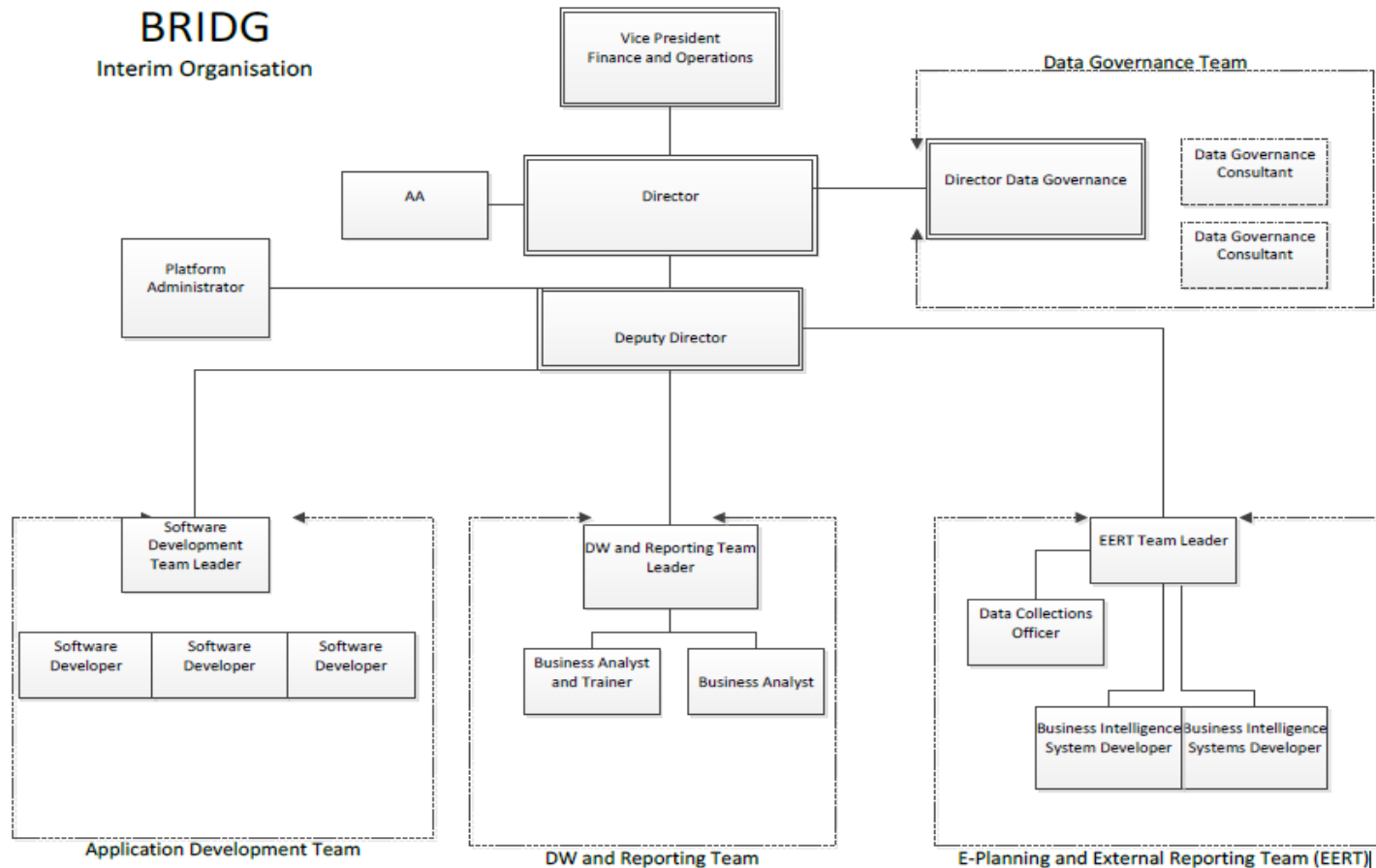
How BRIDG Came About



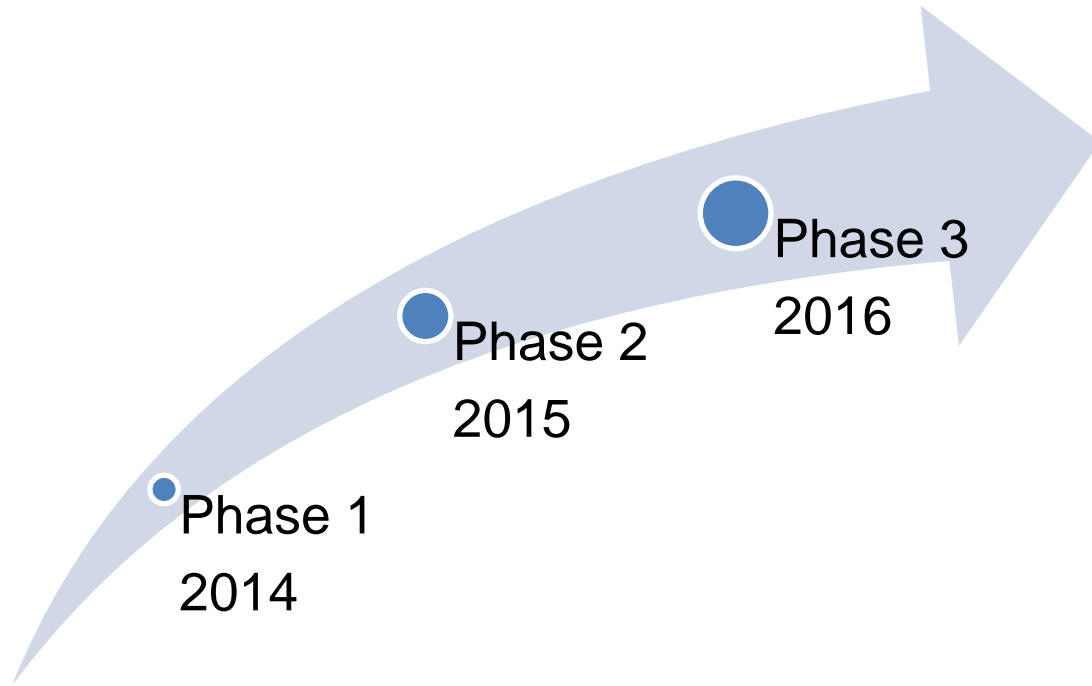
Business Reporting, Intelligence
and Data Governance (BRIDG)

BRIDG

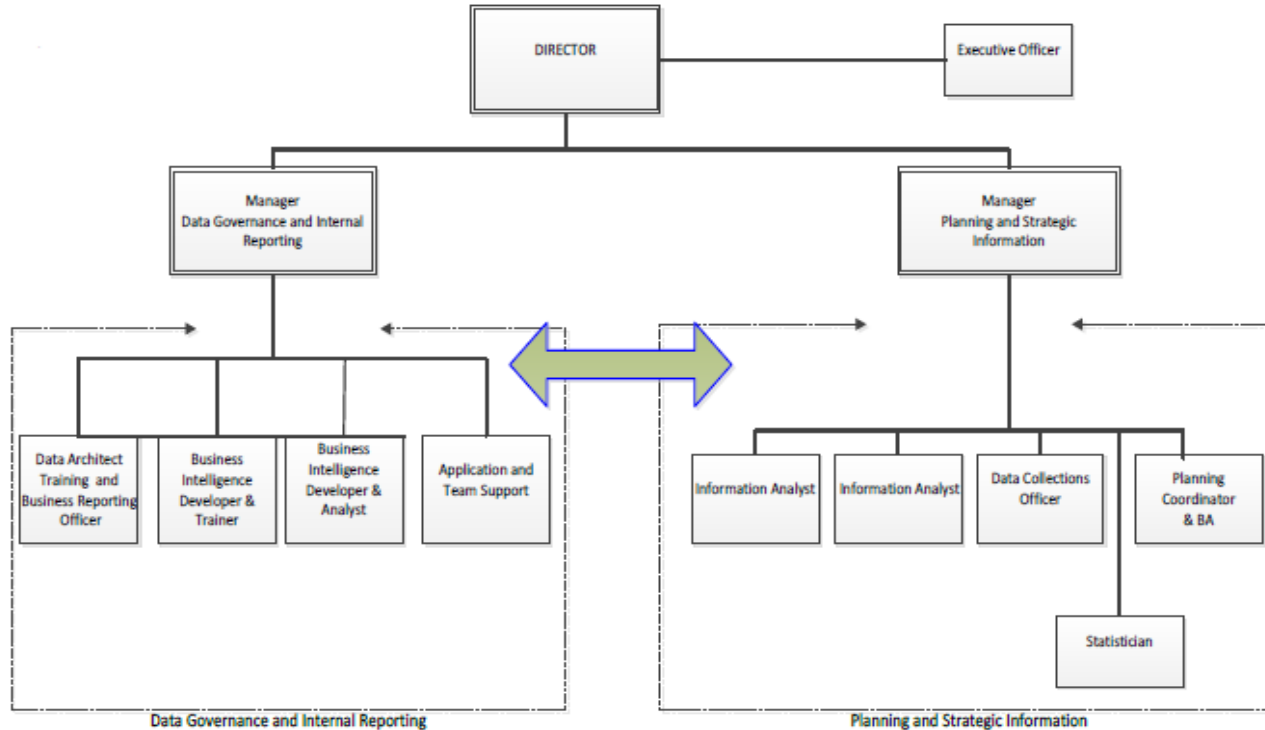
Interim Organisation



Our Change



Phase 1 – 2014 (The Beginning)



BRIDG Responsibilities

Statutory &
Government
Reporting

Student
Load
Planning

Student
Surveys

Staff
Surveys

UNSW Data
Warehouse

Information
and Data
Governance

Original Brief

Implement Data Governance

Implement the Enterprise Data Warehouse (EDW)

Provision Strategic Data Analysis and Interpretation

Provision Support in Strategic Planning and Forecasting

Provide Leadership on Data Quality Issues

Provide Reports Fit for Purpose and Reliable

Document Processes

Manage Government Reporting

Administer Surveys for Staff and Students

Phase 2 – 2015 (Stabilisation)

Data Governance and Internal Reporting Team Focus Areas

Stabilising the Business Intelligence Platform

Implementing Structured Processes

Recruiting a Whole New Team

Implementing a Proof of Concept Business Glossary

Planning and Strategic Information Team Focus Areas

Streamlining Government Reporting

Develop Student Load Planning Tool

Stabilising the Business Intelligence Platform

- Needed to Address the following concerns:
 - Security
 - Reliability
 - Scalability
- Servers
 - Over 8 years old
 - Full restart over 500 days
- Migrated Warehouse to AWS

Implementing Structured Processes

Task Tacking

Was using
Flyspray

Using JIRA

Reporting on Tasks

Documentation

Shared Drive vs
Wiki

Using Confluence

Data and Access Requests

Using IT service
Desk

Implemented
Access Forms

Implemented Data
Request Forms

Recruiting a Whole New BI Team

Team Size
went from 4
down to 2

Hiring the
right person
for the job

No hiring
people just
to fill places

Scenario
Testing

3 new
people by
Mid June

Implementing a Proof of Concept Business Glossary

Collibra Data
Governance
Centre Tool

Working with
areas that were
willing to work

Student
Administration
Business
Glossary

HR Business
Glossary

Student Load
Planning
Business
Glossary

Streamlining Government Reporting

Enhanced Government Reporting Process

- Approvals from Data Owner
- Summary Data Comparison
- Knowledge Sharing Initiatives

Developed a New Student Load Planning Tool

Agile vs
Waterfall

Transparency

Scalable

Sustainable
Foundation

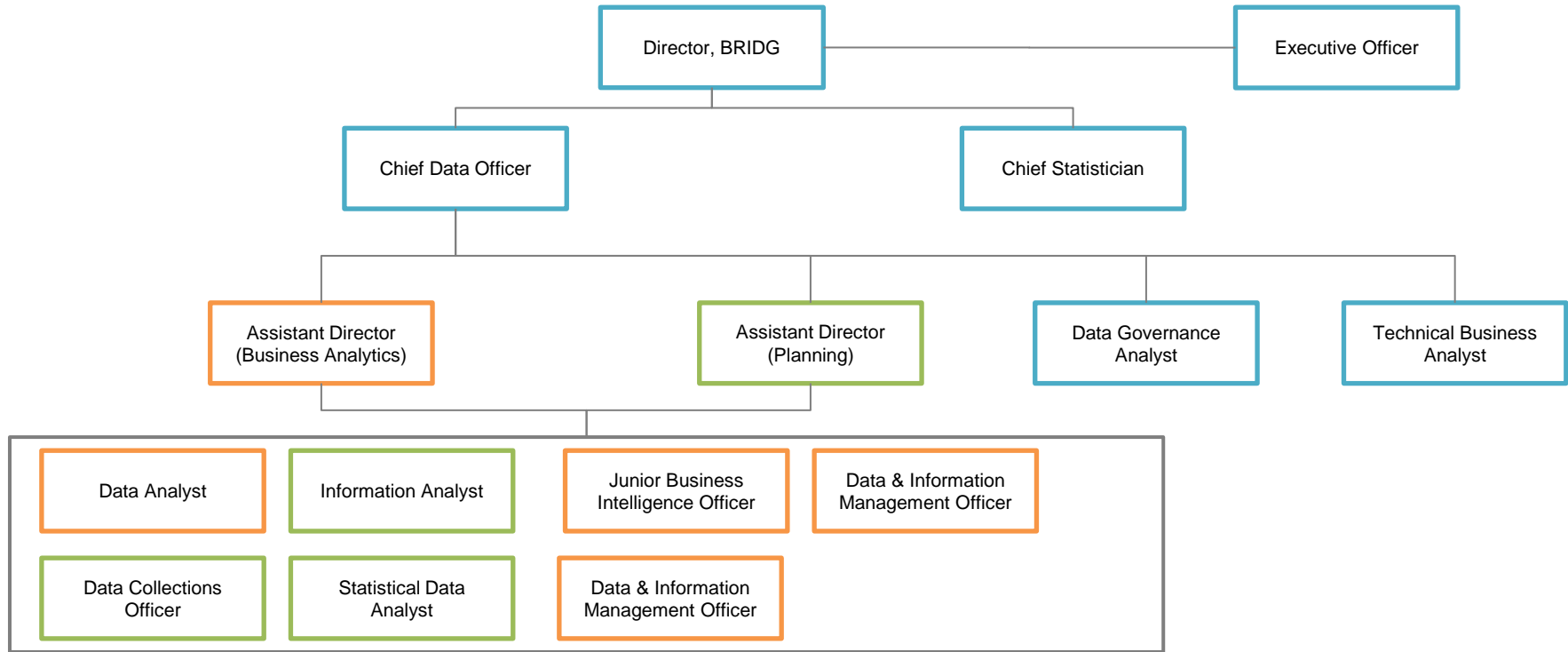
2 Week
Sprints

Deliver Best
Value First

The Breakthrough for Phase 3

- Two teams function as separate departments
- Team members communicating via phone or email
- The breakthrough
 - ATAR entry requirements
 - Close Collaboration across teams for:
 - Rapid development
 - Rapid testing

Phase 3 – 2016 (One Team)



The Future

Introducing Scrum

Daily 15 Minute Stand Ups

2 Week Sprints

More Structure and Time Boxing

Pipeline of Staff

Finding Good Staff Quickly

Clear Career Progression

Workload Planning

Resource Allocation

Task Management

New Technologies

Tableau

Hadoop

Thank you

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