

QUDIT Service Management Community of Practice Terms of Reference

Purpose

The QUDIT Service Management Community of Practice oversees collaborative work related to service management for QUDIT members. It shares experience among the QUDIT member institutions, captures opportunities and makes recommendations to the QUDIT board regarding collaborative approaches to service management matters.

Terms of Reference

The community of practice members are responsible to the QUDIT board for fulfilling the following terms of reference:

- Maintain a community of practice in relation to provision of service management services in the research and higher education sector sharing expertise, experiences, plans, policies, procedures and practices;
- Consider and recommend to the QUDIT board collaborative initiatives which will improve the effectiveness and/or efficiency of provision of service management services for the benefit of QUDIT member institutions;
- Oversee collaborative initiatives as identified by the QUDIT Service Management Community of Practice and requested by the board.

Membership and Participation

Each QUDIT board member will determine whether their organisation will participate in the community of practice, and if so nominate a primary representative who may vote on community of practice resolutions.

Primary representatives will elect the chair and deputy chair from their cohort. The QUDIT Executive Officer will temporarily act as chair in absence of an elected chair.

Non-voting participation in the community of practice is open to all QUDIT member representatives with responsibility for or interest in provision of service management services.

Persons external to QUDIT member organisations may be invited to attend meetings and/or participate in community of practice activities at the request of the Chair.

The QUDIT Executive Officer and QUDIT Services and Project Manager will participate in the community of practice but not vote on resolutions.

Operation

Meetings will normally be a combination of face-to-face and videoconference format. Meetings will be scheduled as required and papers may be distributed out of session for decisions via email or other collaborative work tools. Hosting of meetings will rotate among Brisbane based QUDIT member institutions.

The QUDIT Service and Project Manager will provide project management support to community of practice activities as well as coordinate logistical support to meetings: working with host members to book rooms, arranging catering, maintaining community of practice email lists and collaborative work tools, keeping notes of meetings, and reporting to the board.

The QUDIT Executive Officer will also liaise between the community of practice and the board.

**QUDIT Service Management Community of Practice Terms of Reference Annexure 1 -
 Primary Membership List**

(As at 9 October 2017)

Name	Position	Representative Organisation
Alistair Scott	National Service Delivery Manager	ACU
Jessica Lees	Associate Director, Client Services	CQU
Marty Miller-Crispe	Manager, Service Management Office	Griffith
Julie Land	Head, IT Services and Support	JCU
		QUT
Mick Bowen	Manager, Customer Service	SCU
Johannes Ambrose	Service Desk Manager	UQ
Perry Dixon	Manager, Client Services	USC
Vee Ferreira	Client Support Team Leader	USQ
Warren Fraser	Executive Officer	QUDIT
Andre Dreyer	Services and Project Manager	QUDIT



QUDIT Service Management Community of Practice Terms of Reference Annexure 2 – Candidate Collaborative Initiatives

(as at 9 October 2017)

The following list of collaborative initiatives is suggested for consideration:

- Establish and maintain QUDIT member service management framework information for benchmarking purposes;
- Share Service management policy, procedures and practices;
- Share current service management issues, initiatives and experiences;
- Professional development through short-term staff rotation arrangements;
- Arrange staff development opportunities such as training on service management systems, infrastructure or issues that are common to many QUDIT members;
- Arrange an service management forums and/or workshops to engage with service management professionals working in the sector;
- Arrange for service management vendor updates to allow sector service management professionals to stay up-to-date with the market;
- Collaborative approaches to market scan and/or deployment of service management systems and infrastructure.