



# CASE STUDY

## OPERATIONS: INFORMATION ALIGNMENT

### Client Industry: Higher Education

#### **BUSINESS CHALLENGE**

The client was required to submit a new 5 year Institutional Operating Plan to the Department of Higher Education and Training. Senior Management was assisted with the development of a new vision for the institution, and it was then necessary to align this vision with the vision, strategies and plans of the functional departments and faculties.

#### **PSP ICON APPROACH**

PSP Icon facilitated regular workshops to communicate the vision to the respective faculties and departments. These faculties and departments were then requested to provide detailed targets, strategies and action plans. PSP Icon managed this process, and provided guidance where necessary. A financial model developed by PSP Icon was used to demonstrate the financial implications of changes to the intake of courses, and how best to maximise subsidy opportunities. A shape, size and mix exercise was conducted to assist the strategic direction of the institution. A formal governance structure was set up, with weekly Steering Committee meetings and feedback sessions.

#### **RESULTS**

A new Institutional Operating Plan was approved and sent to the Department of Higher Education and Training.

The IOP process ensured alignment of the vision with all of the departmental plans, targets and goals. The project methodology used by PSP Icon resulted in the Plan being well communicated to all stakeholders.

The IOP project produced a high level of acceptance and buy-in for the Plan from the University community.

The project was completed on time and within budget.