The design principles were defined collaboratively as part of the Project Kick Off Workshop on Tuesday 2 February and refined based on input from Faculty General Managers and Service Division leads on Friday 5 February:

What are design principles?

- Define the characteristics/attributes to be incorporated in a future support service model
- Provide the framework for decisions across the key elements of the support service model
- Reflect the strategic intent by outlining what the University will/will not do

...we need design principles because they:

- Directionally guide the project team as the key elements of the support service model are developed and form a reference point to which the team can refer throughout the design process
- Drive a shared and consistent understanding of what is (and is not) to be incorporated in the support service model
- Provide a way of ensuring that the support service model is aligned to and enables the University’s strategic priorities
Design Principles

Put the customer at the centre
► Provide a self-service (*help them, help themselves*) model where possible
► Deliver services that are easy and ‘seamless’
► Create a consistent quality of experience across all services

Empower and equip our staff
► Assign clear process ownership to empower staff
► Align staff behaviours to the desired culture
► Become a ‘destination of choice’ for staff

Challenge the status quo
► Be willing to take risks where appropriate, and push beyond conventional boundaries.
► Continuously challenge existing policies, process and systems to unlock value for students and staff

Be fit for the future
► Deliver a model that is sustainable, and results in overall reduced costs to serve
► Reduce effort on non-value add activities
► Run an agile, lean model