

TOM Design

Client	Large Australian University
Background	This University was looking to Transform their Student Administration Service to provide dramatic improvements to the Student Experience (student feedback was currently very poor) whilst significantly increasing efficiency and reduce costs.
Our Role	To develop a new University Administration Target Operating Model <ul style="list-style-type: none">• Performed a diagnostic of the current state organization, processes, technology, infrastructure, services and service delivery standards• Designed Future State Operating Model including detailed process maps, target organizational structure, infrastructure and technology needs• Prepared high level benefits statements• Prepared Transition Roadmap
Duration & Resourcing	Project was conducted over 8 months and involved 3-4 Consultants
Outcome Achieved	The future state TOM was endorsed by the Universities Senior Executive Group and Transition planning has commenced.



Workforce Transition

Client	Large Australian University
Background	This University was looking to establish a new Professional Services Unit (PSU) to provide centralized Student recruitment and Admission Services. These services had been historically provided via Faculty Professional staff de-centrally and as a result service quality varied from faculty to faculty.
Our Role	<ul style="list-style-type: none">• Review the organizational design, staffing levels and proposed resources• Oversaw the ensuing change and consultation process• Managed the Transition of staff to the new organization• Designed and implemented Operational Governance Forums for the new PSU
Duration & Resourcing	Project was conducted over 6 months and involved 2-3 Consultants
Outcome Achieved	<ul style="list-style-type: none">• More than 100 resources successfully transitioned to the new organization• Establish service descriptions and agreed service levels between PSU and Faculties• Establish Operational Governance <p>The ultimate outcome was a demonstrable increase in service levels, service consistency and service quality</p>



Project Review

Client	Large Australian University
Background	<p>This University had embarked on a major project to replace the University's in-house developed student administration software with a global package. The project was running late and there was some concern that project might not meet its objective in particular that of delivering a significant enhanced student experience. Mozaic was engaged to:</p> <ul style="list-style-type: none">•Assess the project schedule•Assess the underlying strengths and weaknesses•Make recommendations how to address any weaknesses and leverage strengths and•Develop a high-level implementation plan to address any weaknesses identified.
Our Role	<p>We conducted a review of the program focusing on a number of key areas & dimensions:</p> <ul style="list-style-type: none">•Strategic Intent , Sponsorship and Program Objectives•Solution Feasibility•Structure and Program Governance•Project Management Practices and Controls•Requirements, Scope and Scope Management•Change Management – including stakeholder engagement•Schedule and Schedule Management•Vendor and Vendor Management•Resources and Budget•Key Issues, Risks and Critical Success Factors
Duration & Resourcing	Project was conducted over 4-6 weeks and was conducted by Michael
Outcome Achieved	“ A detailed QA report was provided detailing a number of recommended actions. This was presented to the University Board and all recommendations were implemented. The project is now back on track.

Strategy Mobilisation

Client	Australian Tertiary Institution
Background	A key element of this University's three year strategy was the design and implementation of a new administration operating model. However the project had stalled. Mozaic was engaged to help mobilise the strategy.
Our Role	Mozaic helped mobilise the strategy which included: <ul style="list-style-type: none">•Re-establishing Sponsorship at the Vice Chancellor level•Documenting the programs strategic intent, Future State Vision and Guiding Principles•Defining Benefit Realisation Measures•Re-sizing the project effort•Identify and Committing resources including a PMO manager
Duration & Resourcing	Project was conducted over one to two months and involved a number of consultants including a Mozaic Principal
Outcome Achieved	Program successfully moved into the design phase and is back on track to deliver the forecast benefits

