

**Monash University Sunway Campus
Planning and Research Management
2012 Service Level Statement**

Description of the unit

Unit name	Planning and Research Management	Effective number of full-time staff measured in multiples of 0.25 (EFTs)	6.0
	Planning– sub-unit		3.5
	Research Management – sub-unit		2.5

Major Service (Consumes 0.25 EFT or more or is considered critical even though it consumes less than 0.25 EFT on average)	Service frequency	EFTs allocated	How activity level is measured and reported	How service quality is indicated	How service quality is reported
PLANNING					
Coordinate the development of key objectives and Campus Operational Plan for the next triennium	Once a year	0.25	<ul style="list-style-type: none"> Within the University's timeline 	Accurately reflect the outcome of the University's Annual Plan and other relevant documents	The outcome is submitted to VCG via UPS
Preparing of Campus Performance Review	Bi annual	0.5	<ul style="list-style-type: none"> Timely analysis based on COPRS reports 	Data consistency with official definitions / measurement units "Progress Towards Targets" COPRS estimations are reasonable	The report is presented to SMG for endorsement and submitted to PRC for review The outcome is submitted to UPS at the beginning of the following year.
Perform statistical data analysis of campus reports such as Setara, MyRAetc – provide information to support effective strategic decision making.	Ongoing	0.5	<ul style="list-style-type: none"> Information used in decision making 	Adopt appropriate analytical method that derive significant outcome. Purposeful analysis with reliable and well-defined data.	The outcome of the analysis is presented to SMG by PVC.
Student load planning	Bi-annual	0.25	<ul style="list-style-type: none"> On time 	Develop forecast model	Specification of

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– Course load and taught load forecast. – Derive targeted enrolment from the load plan.			submission. <ul style="list-style-type: none"> Planned load recorded in KRONOS production 	with high accuracy.	forecast methods and the assessment of precision is documented and presented to SMG.
		0.25	<ul style="list-style-type: none"> Effective two-way communication. Consultative process is recorded in the load planning documentation. 	All planning activities are undertaken via consultative mechanisms and the final load plan is endorsed by Schools.	All the adjustments requested by Schools are documented.
		0.25	<ul style="list-style-type: none"> Up-to-date load plan. Load plan available for following budget timeline. 	The load plan is aligned with COP targets. Discrepancy between total planned load and total actual load not more than $\pm 5\%$.	
Maintain and update Planning Unit databases – Store load plans and all relevant documents.		0.25	<ul style="list-style-type: none"> Regularly review and update. All the relevant documents are uploaded onto the planning intranet. When necessary, stakeholders are informed immediately. 	Appropriateness and accessibility of data. Databases are updated and current. Databases are user friendly. Databases measurement units and definitions are consistent with official requirements	From the feedback of users.
Perform risk analysis on campus	At the time of	0.25	<ul style="list-style-type: none"> Evaluation of risk 	Campus risk registers	Campus risk register

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initiatives	COP development and as & when needed		rating as and when needed, especially if there are significant changes to the business environment where MUSC is operating. <ul style="list-style-type: none"> Supervision of the consultative process and analysis of feedback received. 	(key risks) is developed / reviewed in conjunction with the Campus Operational Plan. Current and updated risk rating.	is attached to the Campus Operational and Key Risks Plan and published online. Campus risk register is forwarded to MUA Risk and Compliance Unit for compilation
Compile school achievement, RS evaluation and TRS performance for academic staff research activities	Bi-annual	0.50	<ul style="list-style-type: none"> Complete collection, compilation and analysis of data 	Performance evaluations are conducted based on approved methodologies Accuracy and timeliness of report Audit process is implemented	Report the Research Strengths performance evaluations results to CRC
Coordinate / collaborate with relevant parties in data collection/audit activities	Setara – Yearly MyRA – Yearly Data for PHEI – 2 times a year AUQA audit – tentatively July 2012	0.25	<ul style="list-style-type: none"> Development and confirmation of events / audits schedules Stakeholders are aware of the confirmed schedules Adequate administrative 	Satisfactory participation by stakeholders Stakeholders' satisfaction level on event qualities Smooth operations of audit activities based	Report of audit exercises / events outcomes to the Management.

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	Staff data to UPS for THE and QS World University Rankings – Yearly Staff data to MRO - Yearly		support as and when needed.	on confirmed schedules Data submitted within the stipulated time frame.	
Maintain the Planning sub-unit website	On going	0.25	<ul style="list-style-type: none"> • Information and document is updated and current • Publish all reports and outcomes of meeting and dialogue with school in the appropriate location of the intranet 	<ul style="list-style-type: none"> • Effective communication on any follow up action required • Update website with latest news within 5 working days after receiving information 	<ul style="list-style-type: none"> • On a half yearly basis provide audit report to Deputy President (Strategy)
RESEARCH MANAGEMENT					
Coordinate representation of the campus to Malaysian Government and funding bodies (MOSTI, MOHE, MOH etc)	On going	0.25	<ul style="list-style-type: none"> • Attend meetings as required • Submission of reports to the respective bodies • Identifying and disseminating of external funding opportunities 	<ul style="list-style-type: none"> • After attending each meeting, disseminate information to relevant parties within one week • Timely and accurate reports • External funding opportunities information are published online in timely manner 	<ul style="list-style-type: none"> • Report to Deputy President (Strategy) outcomes of meeting

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Oversee compliance of research policies and procedures,	On going	0.25	<ul style="list-style-type: none"> Disseminating of information from MUA Facilitating the consultative process for new policy and procedure Ensure campus-level representation 	<ul style="list-style-type: none"> Compliance of Policy and Procedures 	<ul style="list-style-type: none"> Timely reporting to CRC on latest updates
Collaborate with MRGS and MRO in organising campus level events such as: Supervisor Accreditation Training, 3MT, Research Administrators Conference	Once a year	0.25	<ul style="list-style-type: none"> Against the objectives of the event 	<ul style="list-style-type: none"> High scores in Evaluation form after workshop Activities are carried out within the planned budget Satisfactory attendance 	<ul style="list-style-type: none"> Evaluation forms Reports to MRGS/MRO and Senior Management COPRS
Reporting research outcomes	Twice a year	0.25	<ul style="list-style-type: none"> Measure against target set in COP and MYRA 	Timeliness and accuracy	<ul style="list-style-type: none"> 1st cycle report 2nd cycle report
Monitoring of Campus research funding and expenditures	Monthly	0.25	<ul style="list-style-type: none"> Monthly Grant Tracking Report Monitoring and reporting of external grants 	<ul style="list-style-type: none"> Timely publication of monthly report in the CRM intranet Timely and accurate balance of funds 	<ul style="list-style-type: none"> Publishing of reports in the CRM intranet Update of balance of campus research fund to Deputy President (Strategy)
Report professionally on key responsibilities and activities, and on the quality of those activities, in relation to the unit's responsibilities	On going	0.25	<ul style="list-style-type: none"> Effective communication by using weekly task list 	<ul style="list-style-type: none"> Completion of task within the required timeframe Timely submission of documents 	Periodic update to Deputy President (Strategy)

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Maintain and service Campus Research Committee (CRC) according to Committee Terms of Reference	At least 6 times a year	0.25	<ul style="list-style-type: none"> Ensure business processes for application of grants, scholarships and TRS are adhered to 	Terms of Reference adhered to	Through Audit report by Policy Management and Compliance Unit
Maintaining of the CRM website and intranet	On going	0.25	<ul style="list-style-type: none"> Weekly audit of Research Strength website Publish all reports and outcomes of RAM meetings in the appropriate location of the intranet Publish monthly research outcomes such as HDR load; HDR profile; HDR completion; internal and external grants spending 	<ul style="list-style-type: none"> Effective communication on any follow up action required Update website with latest news within 1 week after receiving information 	<ul style="list-style-type: none"> On a quarterly basis provide Research Strength audit report to Deputy President (Strategy)
Ensure Research Management sub-unit business processes are adhered to: a. Grant applications (internal & external) b. Scholarship applications c. Application & renewal of research strengths d. Application & renewal of TRS	On going	0.25	Against published business processes	<ul style="list-style-type: none"> Timely submission, completeness 	<ul style="list-style-type: none"> Feedback to the respective stakeholders and campus level committee
Plan and provide training and briefing sessions to existing and newly recruited R & D	On going	0.25	<ul style="list-style-type: none"> Publishing of training details in intranet 	<ul style="list-style-type: none"> Compliance with business processes 	<ul style="list-style-type: none"> Report to HOS upon completion of induction

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managers			<ul style="list-style-type: none"> Submission of completion form after induction program 		program by endorsement on the completion form

Consultative Process

Deputy President (Strategy)	30 November 2011
Chair, Campus Research Committee (CRC)	16 December 2011
Director, Monash Research Office (MRO)	16 December 2011
General Manager, Monash Research Graduate School (MRGS)	16 December 2011
Director, University Planning	16 December 2011