

Griffith-QUT Mobile Staff Productivity project

An overview

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QUESTnet 2008

Introduction

- MSP Facts, Objectives and Project Approach
- Stage 1: Project Trials
- Stage 2: Project Mainstreaming

Mobile Staff Productivity (MSP) project

The bare facts..

- An initiative under the QUT-Griffith Collaboration program
- Funded through a DEEWR (ex DEST) workplace productivity program
 - 2006 \$1.36m
- With a goal to boost staff productivity through improved use of mobile technologies and practices
 - The project does not address teaching and learning activities or research practices.
- By February 2009
- Emphasis is on lifting ROI in existing mobile infrastructure (vs implementing a range of new technologies)
- Priority will be given to addressing people, policy and process issues

Specific Objectives

- Innovative models of equipment ownership e.g. shared employer - employee ownership.
- Personal Productivity Training Packages covering technical literacy and work practice reform.
- An evaluation tool for determining the impact of new practices on individual productivity and committee performance.
- The development of a set of selection criteria for mobile device procurement (including Smartphones) that enhance individual and committee productivity.
- A mobile technology Standard Operating Environment (SOE) and Preferred Supplier Arrangements.
- An Eduroam solution for the two universities.
- A softphone solution using VoIP and video over IP.
- A range of support models for a flexible workforce service, including a shared services model.

Project approach – three streams

Research

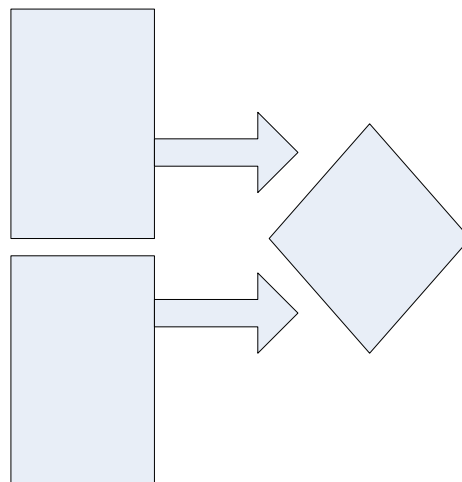
- Literature search of best practice
- Snapshot of current mobility levels at both universities - survey
- Development of a mobile productivity model
- Ongoing publications

Mobility framework

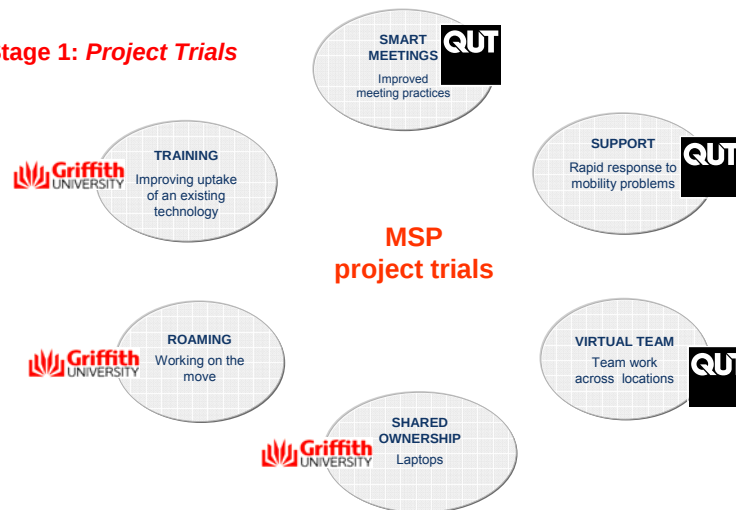
- Analysis of staff mobility needs & the development of a set of mobile profiles
- Creation of a corporate framework to manage mobile devices, application portfolio, security, support and training
- Mainstreaming of the new framework across both universities and measurement of gains
- Transfer of knowledge to other universities

Mobility trials / mainstreaming

- Conduct trials of new mobile work practices and technologies
- Implementation of the most successful outcomes



Stage 1: Project Trials



Roaming – working on the move (GU)

- **Purpose:** Achieve productivity gains in a team whose main work involves moving around campus, from job to job.
- **Results:** Gains in individual productivity through reduced integration group's

B.E.I.M.S

integratic
group's \



Employer / Employee Shared Ownership of Laptops (GU)

- **Purpose:** Develop a viable model of shared ownership of laptops for use at work and home.
- **Results:** A model was developed that resulted in a high level of staff interest and savings for the university.



ownership
low level
savings

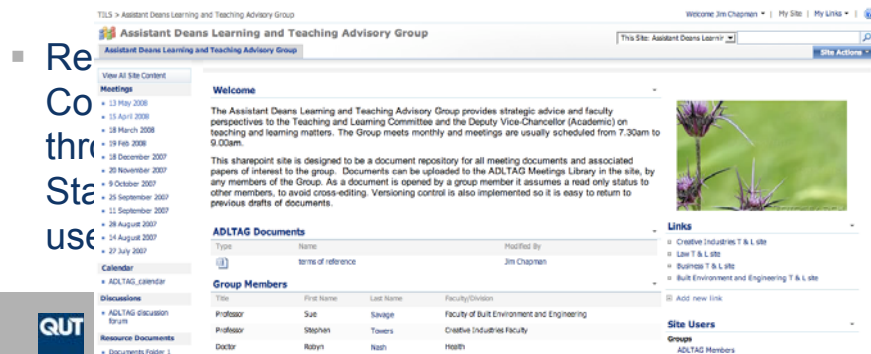
Training (GU)

- **Purpose:** Develop innovative training products to boost uptake of an existing mobile technology.
- **Results:** Some evidence of increased confidence and problem-solving ability in those staff who engaged with the new video training products.
- Strong interest for continued use of the new video training format.



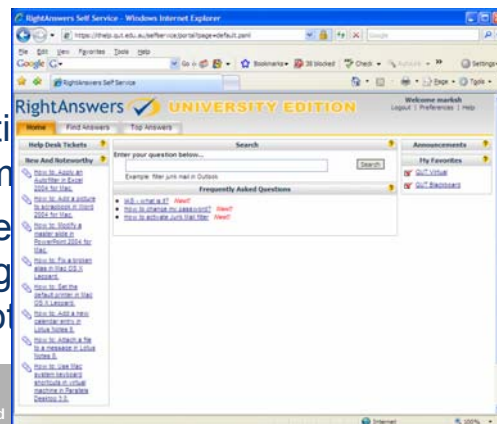
Smarter Meetings (QUT)

- Purpose: Establish electronic meeting practices in a high profile Committee to realise productivity gains.



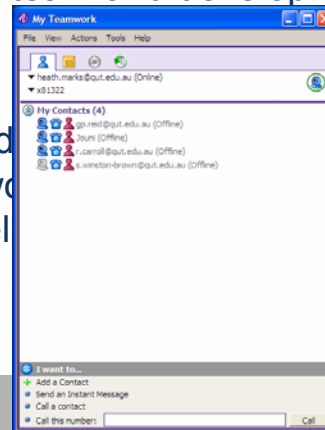
Mobility Support (QUT)

- **Purpose:** Develop a rapid response mechanism to improve the resolution of staff mobility problems.
- **Results:** Productivity improved problem resolution time
- CSO staff have received benefit of opening support areas, not



Virtual Team (QUT)

- Purpose: Test the benefits of virtual team technology in a cross-campus team and develop models of good practice.
- Results: The trial was suspended. Faculty of IT will continue to work with a group to implement the Alcatel software in 2008.



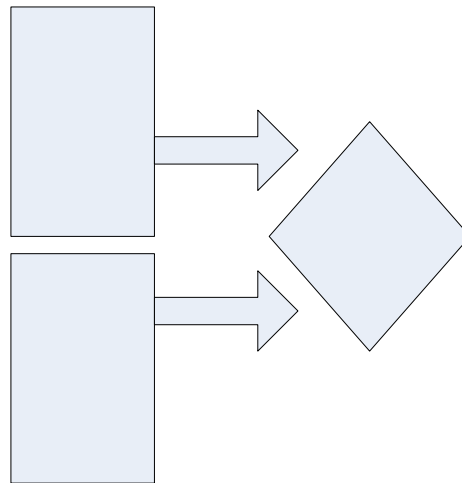
Next.... Mobility Vision

QUT:

Exploitation of existing platforms to deliver increasing levels of staff productivity through mobility.

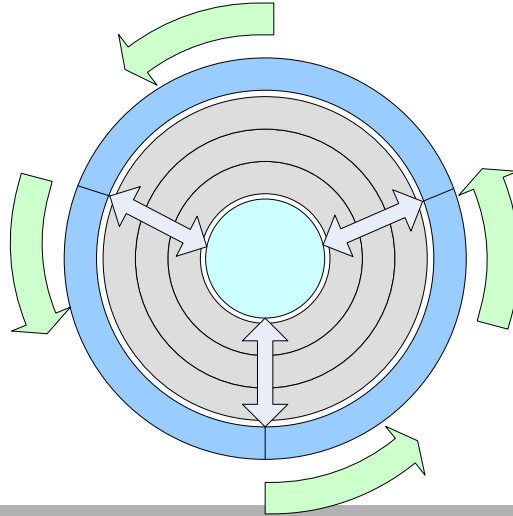
Griffith University:

Access to the people and resources you need anytime, anywhere on the appropriate device



Stage 2: Mainstreaming

- The implementation of mobile work practices in a cross-faculty Research Institute at each university.
- The development and release of an integrated package of mobility offerings, training, support and planning via a staff mobility website.



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MOBILITY VISION: Exploitation of existing platforms to deliver increasing levels of staff productivity through mobility.

mobility news . . .

- *i-phones @ QUT
- *messy video-messaging
- *wireless access for conference attendees
- *students like virtual tutorials

Mobile work at QUT

- ☐ roaming on-campus data security
- ☐ staying connected off-campus mobility and wellness
- ☐ email & calendar on your phone mobility strategies (2008-10)
- ☐ connecting over-seas
- ☐ paperless meetings
- ☐ instant messaging
- ☐ soft phones
- ☐ collaboration tools

Training

- ☐ online video training
- ☐ enrol in a class or book a coach
- ☐ examples of success
- ☐ assess your own productivity
- ☐ productivity tips & tricks

Assistance

- ☐ getting started
- ☐ frequently asked questions
- ☐ recommended devices
- ☐ local experts
- ☐ make a support request
- ☐ mobility support options

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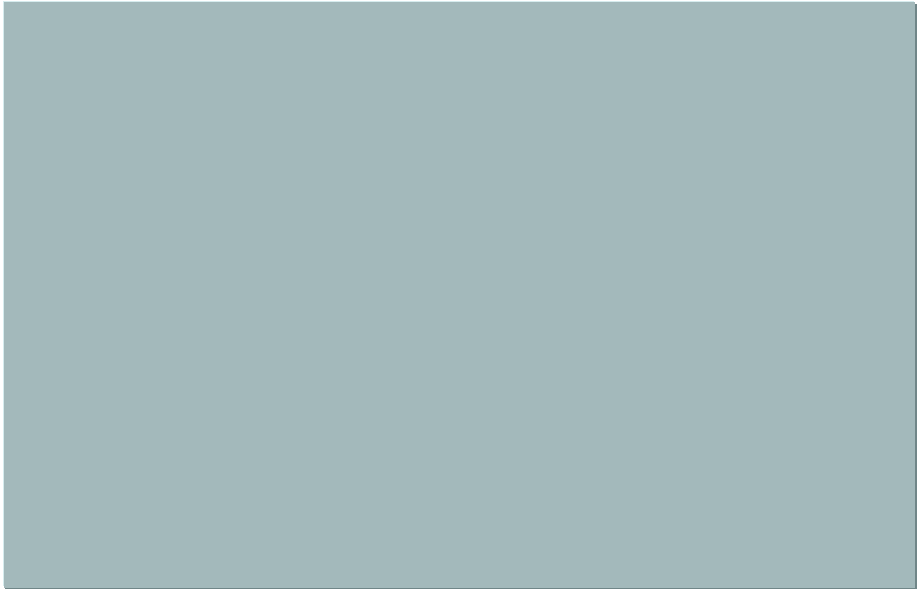
Questions:

Contact:

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Elements of a mobility framework?

- Training – JIT, PON, YouTube like
- Support – real-time, pro-active, open
- Website – one stop shopping for staff
- Standards, policies, shop-front
- Association with productivity – quarterly productivity report
- Mobility Manager
- Productivity coach
- And more.....



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