



# **The USQ Contract Management Journey** *more than just a system*

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# Our Journey

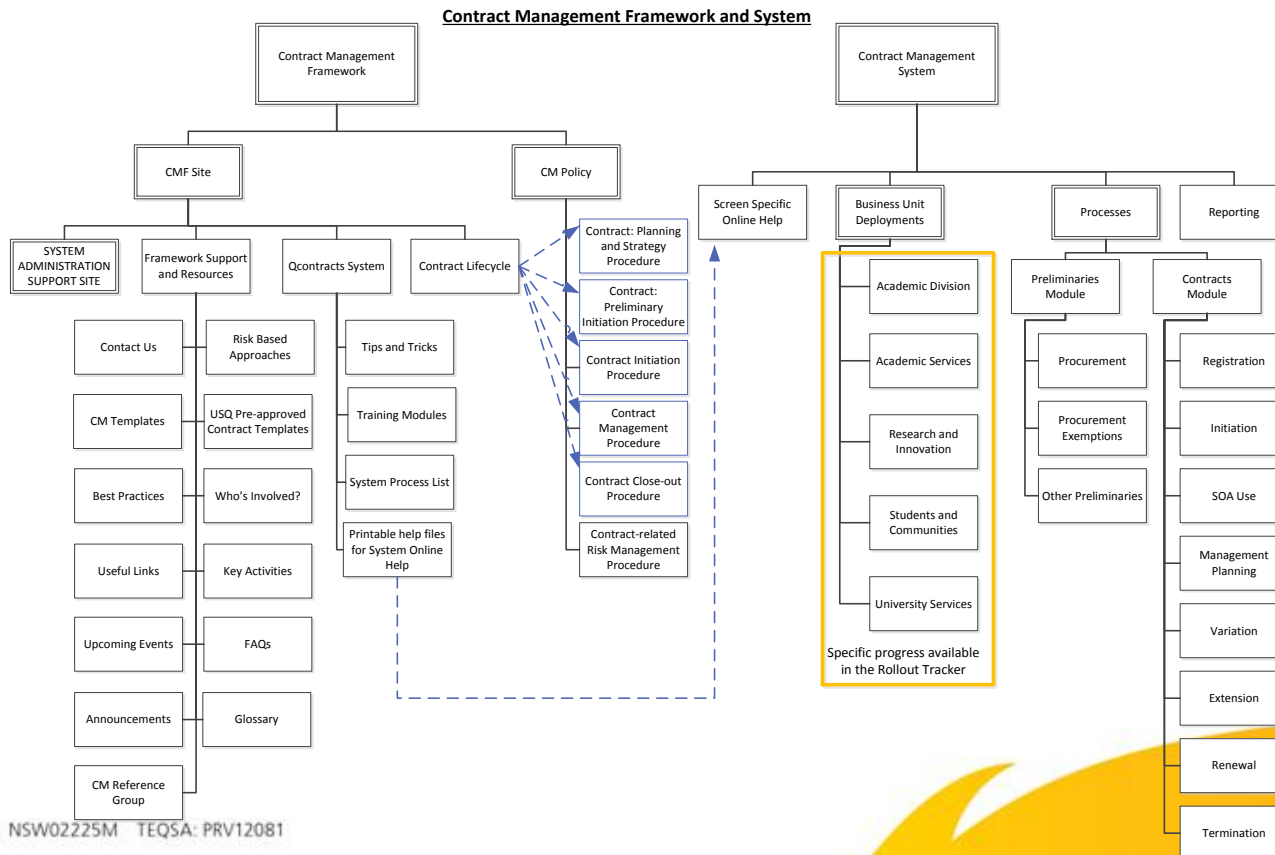
- USQ Background
- Capability Maturity Model
- How we got there
- Challenges + Lessons Learned Summary
- Questions

# USQ Background



- Qld based regional university
- Less than 2000 staff
- 29000 students worldwide
- 5 major divisions
- Budget \$300M (\$90M non-salary)

- Contract Management Framework
- Policy & Procedure
- Contract related business processes embedded in Open Windows (QContracts) PROCESSES



# USQ Contract Management Capability Maturity Model



Rating	Risk	Policy	System	People	Volumes	Process Time
5 High						
4	Known/ managed		Known/ managed		≈ 4000 entered	Days from weeks
3		Under development		Growing knowledge		
2						
2012 1 Low	High Unknown	High Unknown	Manual/ spreadsheets	No training	Unknown	Unknown

2017

2012

# Our approach

- Project based and staged approach
- Regular communication and feedback channels
- Using the solution
- Change Management



# Project Based and Staged Approach

- **Strategic intent: risk based approach**
- **Executive Support**
- **Project Sponsor**
- **Strategic Project Funding**
- **Decision to implement based on USQ specific processes**



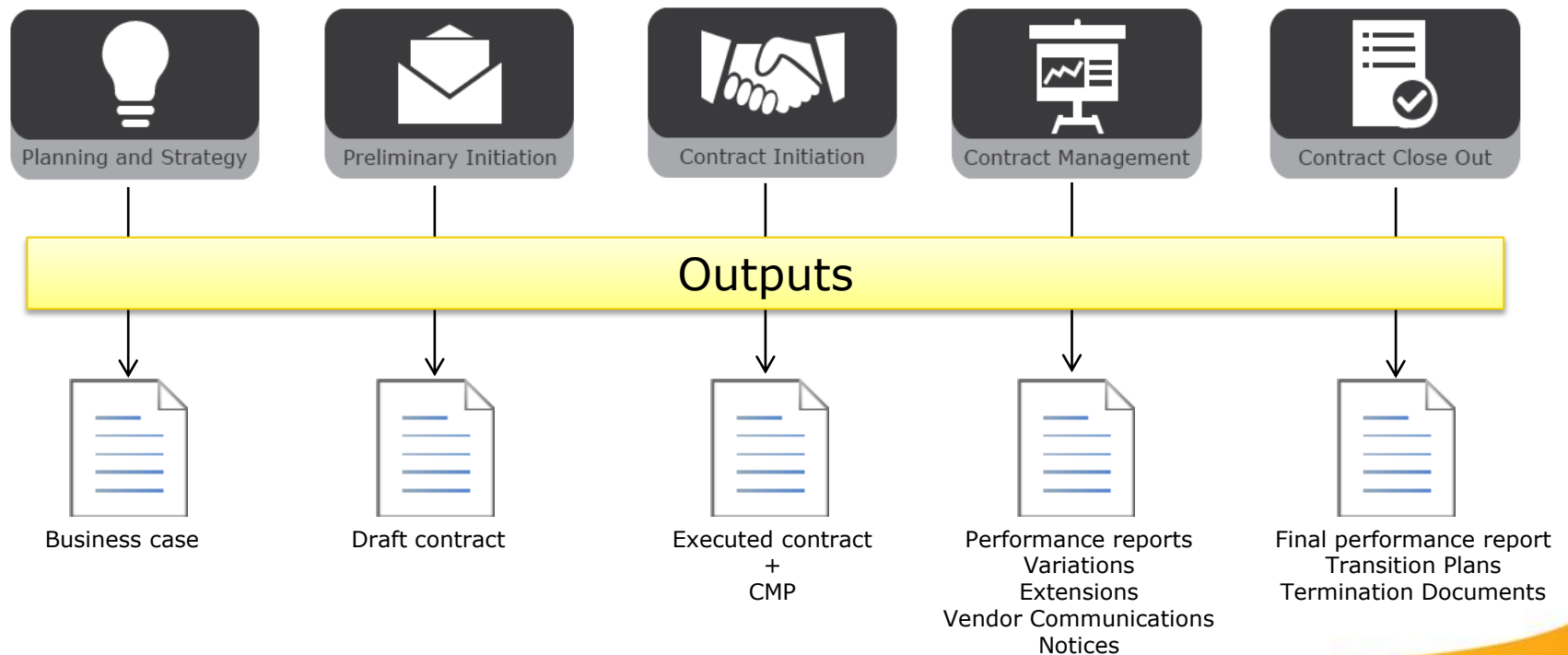
# Regular Communication and feedback channels

- **Project Board (*strategic*)**
  - *Including representative from Open Windows*
- **Reference Group (*operational*)**
- **Catch-ups with Open Windows**
- **Workshops/Relationship Meetings with key Divisional stakeholders**



# Using the solution

- **Implementation based on use of PROCESSES Module**





# Change Management Process

- **New work**

- Business unit deployment plans
  - Business unit/contract type matrix
  - Impact assessments
  - Analysis papers
  - Design papers
- } System rollouts
- } Process Design

Contract Type	HR	Library Services
Subscription Agreement		✓
Software Agreement	✓	✓

- **Existing work changes**

- Structured and documented approach to approving changes
- Depending on complexity of change – review by Project Board may be required
- Updates published on CMF Intranet Announcements list for all to view



# Challenges/Lessons Learned Summary

- **Contract management knowledge and skill gaps**
- **New roles and responsibilities**
- **Locating existing records**
- **Restructures and ongoing turnover**
- **QAO Findings**
- **Financial Delegations**
- **'what is a contract?'**

# Questions?