

Concurrent Session G
Tuesday 13 September 2016
1:50pm – 2:40pm



Session 4
Up from the Ashes Grow the Roses of Success Making a Positive Difference using SharePoint
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The SharePoint group is made of professional staff members from different functional areas and of varying levels ranging from level 3 to level 6

In late 2014 after a year of consultation, the University of Auckland implemented a major restructuring called the Faculty Administrative Review or FAR. In the aftermath of this restructuring a group of professional staff members from different functional areas and of varying levels got together to make a difference. Using SharePoint, they shifted many processes on line, reduced workloads for professional staff and helped reduce the administrative load of academic staff. The impact of this restructuring has been discussed at previous TEM conferences and this paper discusses the effect on some of the staff from the Faculty of Arts who went through the restructuring, their concerns and the positive outcome they worked on.

When FAR passed through the Faculty of Arts the number of staff directly supporting academics in Departments was halved. Academic engagement was low in the beginning and their concerns were more focused on the small items such as tea rooms, printers and photocopiers. The professional staff had a different point of view. They knew that at the start of semester 1 2015, academic staff would come back from leave and still expect the same level of support even though there were less staff. Anxiety levels were high and there was a general feeling of “how are we going to cope”. We did cope, but an immediate response was to start looking inwards and remove some of low value, time consuming processes and put them on line. A business plan was put together, a SharePoint technician was hired on a short term casual contract and a committee consisting of staff from varying levels was established. They started small, with a SharePoint form that gathered all the information required to setup a casual contract. Instead of emailing back and forwards, the form allowed the academic to work out rates, hours all in one place and allowed them to track the expenditure. The form significantly reduced the process time for casual contracts, was a big success in the Faculty and motivated them to do more.

Apart from the SharePoint technician, experience in process mapping and working with SharePoint was minimal but through development opportunities, training and hard work, within one year the group has successfully developed and implemented over 10 online processes.

