

A quick guide to the services of the

Quality, Planning & Analytics Directorate

Division of Services & Resources

Director: **Vicki Hamilton**
vicki.hamilton@jcu.edu.au
 4781 6241 or 0457 503 596



The Quality, Planning and Analytics Directorate is a key resource to the senior management of the University, providing accurate and timely management information, business insight and analytics to support evidence-based decision making. The Directorate is the key contact for the University's relationship with TEQSA, and the coordination of compliance with TEQSA's Threshold Standards. The Directorate has oversight of the University's quality framework and process improvement activities, management of the University's planning and performance measurement processes and policy library.

Service Areas	Reporting & Analytics	Planning & Performance	Quality, Standards & Policy
Head and key email contact	Daniel Zamykal, Manager, Reporting & Analytics daniel.zamykal@jcu.edu.au Statistic requests to: statistics@jcu.edu.au	Laurence Tapp, Manager, Planning & Performance laurence.tapp@jcu.edu.au	Glenn McMahon, Manager, Quality, Standards & Policy glenn.mcmahon@jcu.edu.au
Services	The Reporting and Analytics (R&A) team will add value by enhancing our analytics capability and further driving a change in culture towards evidence-based decision-making. Services include: <ul style="list-style-type: none"> Continued implementation and development of Cognos business intelligence solution (I2A Project) Student Load and income forecasting and monitoring (TM1) Provision of timely, accurate and relevant information, analytics and insight Management of student-related compliance reporting and other statistical returns 	The Planning and Performance (P&P) team will add value by supporting JCU's annual Planning, Budgeting and Performance Measurement framework and process. Services include: <ul style="list-style-type: none"> Managing the University's Planning framework and process Managing the University's Performance measurement (KPIs, PIs, and OPTs) framework and processes Coordinating and preparation of the University's Annual Report and Performance Report Development and Publication of The Facts and Figures Booklet 	The Quality, Standards and Policy (QS&P) team will add value by implementing integrated frameworks for University wide internal monitoring of quality enhancement, policy and business improvement. Services include: <p>Quality Enhancement</p> <ul style="list-style-type: none"> Management of the Quality Enhancement Framework and processes Professional Accreditation coordination. Design and coordination of cyclical course reviews Manage and facilitate the IRU Calibration Project Refine and coordinate assurance processes for TEQSA and AQF compliance <p>Policy</p> <ul style="list-style-type: none"> Management and implementation of the Policy and Delegation Framework Review and support for development of policies and procedures and delegations Management of the Policy library <p>Business Improvement</p> <ul style="list-style-type: none"> Development and implementation of a Business Improvement Framework Process mapping, analysis and improvement Internal and external benchmarking activities
Key resources	<ul style="list-style-type: none"> Cognos Business Intelligence System Ah hoc queries and analytical services 	<ul style="list-style-type: none"> Key Performance Measures (KPIs) and Performance Indicators (PIs) Operational Performance Targets (OPTs) Annual Report Facts and Figures publications Triennium planning documentation templates 	<ul style="list-style-type: none"> Policy Library Policy Database Professional Accreditation Register Benchmarking Resources Quality Enhancement Framework Policy and Delegation Framework Business Improvement Framework