



TWIN PEAKS

Climbing the cost efficiency and service excellence mountains.
A look backwards and forwards.

Ian Callahan, Vice President Corporate Services
15 October 2015



Curtin University

Universities facing tough global competition

iTunes U

coursera

**Higher ed
deal a \$2bn
budget hit**

Sydney Uni staff brace for jobs fight

**Melbourne University to cut 540
administrative jobs**



*Australian Scientists lament
research cuts in Budget*



Universities face hard choices



University sector hit by ad hoc fund cuts



Curtin University





**SERVICE
EXCELLENCE**

**COST
AND
EFFICIENCY**

Spans of control
Clusters Simplify processes & org structures
Productivity
Reduce duplication Corporatisation
Centralisation & consolidation
Cost cuts **Less Bureaucracy**
Automation **Outsourcing**
Shared services Standardisation





**SERVICE
EXCELLENCE**

**COST
AND
EFFICIENCY**

CLOUD COMPUTING
JOINT UNIVERSITY INITIATIVES & SHARING **ANYWHERE ANYTIME**
FLEXIBLE WORKING
OFFSHORING
CUSTOMER: CUSTOMER: CUSTOMER:
IMPLEMENTING DIGITAL TECHNOLOGY
DATA ANALYTICS **BIG DATA**
WORKFORCE OF THE FUTURE
PERSONALISED SERVICE
SUPPORTING NEW TEACHING PEDGOGY
PARTNERING **365 : 24/7 SERVICE**
GENUINE INNOVATION **CHALLENGING THE NORM**



**GREAT service is the
GREATEST innovation.**

So why don't more organisations
OBSESS on service?*

*Beats the hell out of me!





*Nicholas Negroponti,
MIT Media Lab*

INCREMENTALISM

is innovation's worst enemy

Be Bold! Be Provocative!

Sense of Urgency

Passion and Enthusiasm

Embrace incrementalism as the enemy of innovation

Revolution not evolution

Transformation the catch cry!

Embrace Curtin time!



Innovation
=
Organised Forgetting





I WORK BECAUSE

I LOVE THIS SHIT.