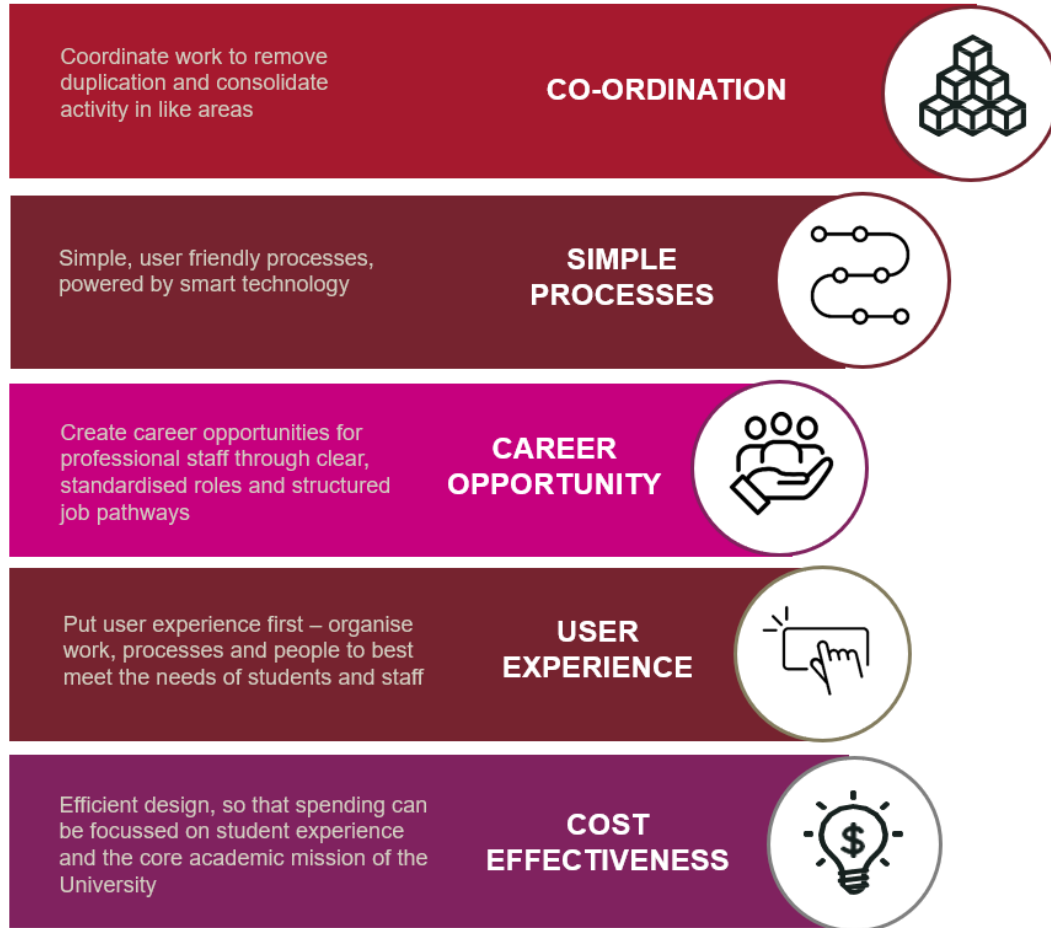


Professional Services Transformation

OBJECTIVES AND DESIGN PRINCIPLES



A more service oriented model and service focussed culture, measured

Standardised processes and structure to enable better use of technology

Better career pathways, more standardised roles and structures

A sustainable, financial model to allow investment in the academic mission