Attracting, developing and retaining talented IT professionals

Presenters:
- Peter Nissen, CAUDIT
- David Munro, University of Adelaide
- Sophie Kysil, consultant

Today’s agenda

- Background: why is this relevant to ICT in the University sector?
- Understanding the CAUDIT network’s needs
- Project overview and outcomes
- A unique selling point for the Sector?
Background

Why is this relevant to ICT in the University sector?

Understanding the CAUDIT network’s needs

• Conducted a diagnostic with 9 CIOs / heads of ICT

• Diagnostic covered:
  
  ➢ Vision for the CAUDIT career mapping initiative
  
  ➢ What the University sector and the University ICT world will look like in 1, 3 and 5 years
Summary of findings ... ‘what people said’

**Vision for the career mapping initiative**
- To implement a University sector-wide IT career mapping framework for IT staff to work towards

**What the University sector IT world will look like in the future (3-5 years time)**
- Mix of in-house services (more complex systems) and outsourced services (commodity services)
- Structured / defined services
- Centralised / shared services
- Utilising technology to assist the university in doing a better job
- Partnering (eg. with faculties, vendors)

**What the University Sector will look like in 3-5 years time**
- Specialising in areas of expertise (eg. teaching, research)
- Focus on sustainability (eg. financial, environmental)
- Global competition for students
- More collaboration across the sector (centred around use of research funding)

**What the staff profile will look like in 3-5 years time** (to bridge the gap – combination of recruitment and / or developing current staff)
- Mix of staff with deep technical IT skills (eg. architecture) & broad IT knowledge / skills
- Less people with more capability:
  - Hard skills, eg. contract negotiation and management, risk management / corporate governance
  - Behavioural competencies, eg. customer focus, commercial acumen, communication, building and maintaining effective relationships, negotiation skills, managing organisational change

Recommendations ... planning for the future
(from an organisational & individual staff member perspective)

The organisation … understanding and planning for the future

- What does the organisation look like today?
- What will the organisation look like in the future?

What do our people look now?
What will the people look like in the future?

Workforce planning

Succession and talent management

Individual staff members … providing structured career paths for staff

Career mapping / development & career planning

Activity 1
Activity 2
Activity 3
Activity 4
Activity 5
Project outcomes

Pack containing the following tools / documents:

1. Succession and talent management
   - Workshop / process guideline
   - Pre-workshop actions for senior executives to complete

2. Workforce planning
   - Action plan template (post-workshop)
   - Workshop outline (presentation + facilitator’s notes)

3. Career mapping
   - One document containing:
     - Introduction / overview
     - Career streams containing career paths
     - Position profiles for each position within individual career streams

A unique selling point for the Sector?

- Retention is often more successful if staff feel valued, involved and appropriately challenged

- Universities are unique environments to work in
  - We manufacture graduates and research – not widgets
  - Some unique challenges
  - Significant and interesting diversity

- How can we make the successes of the University relevant to our IT staff?
- How can we ensure our IT staff understand their contribution to the University’s operation and its successes?
- How to instil a sense of partnership over a distanced utility service?
How do I find out more?

Contact Peter Nissen, CAUDIT

Phone:  (08)  8334 3283

E-mail:  peter.nissen@caudit.edu.au