

Support Service: Financial Resources Management (FiRM)**Updated Report: 31 January 2007**

All feedback on the KPIs contained within this report are welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to David Pawley, Quality Adviser (SLAs), Centre for Higher Education Quality.

Service: Provide services, systems and specialist advice to effectively manage financial resources

Service description.

Provide services, systems and advice to assist Monash staff to grow revenue, effectively manage their resources and understand the financial returns and contributions they make to the University. Specific services include accounting & reporting, procurement

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% of end users report that they are very satisfied, or better, with services provided.	84% of end users reported that they are very satisfied, or better, with services provided.	September 2003	Year to date 2005	Bi annual	Customer satisfaction survey managed by CHEQ

Further information

Sub Service: Manage and co-ordinate the University budget process
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Service description.

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	2007 Budget process concluded with formal Council approval of budget in December 2006.	December 2006	N/A	Annually	Date of budget document approval

Further information. **Budget approved December 2006; Budget booklet published January 2007 and available on the web...**

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	99.7% of orders processed within 24 hours. Total orders for 2006; = 605	December 2006	Year to date 2006	Every six months.	Date stamp on IT leasing orders and date of action completed as recorded in orders database.

Support Service: Financial Resources Management (FiRM)**Updated Report: 19 April 2006**

All feedback on the KPIs contained within this report are welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to David Pawley, Quality Adviser (SLAs), Centre for Higher Education Quality.

Service: Provide services, systems and specialist advice to effectively manage financial resources

Service description.

Provide services, systems and advice to assist Monash staff to grow revenue, effectively manage their resources and understand the financial returns and contributions they make to the University. Specific services include accounting & reporting, procurement

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% of end users report that they are very satisfied, or better, with services provided.	84% of end users reported that they are very satisfied, or better, with services provided.	September 2003	Year to date 2005	Bi annual	Customer satisfaction survey managed by CHEQ

Further information

Sub Service: Manage and co-ordinate the University budget process
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Service description.

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	2007 Budget process commenced by meeting with Faculty rep to discuss issues.	December 2006	N/A	Annually	Date of budget document approval

Further information. **Budget approval scheduled for December 2006...**

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	92.9% of orders processed on the same day, 6.8% of orders processed the next day Total orders for 2005; = 851 and 99.8% processed within 24 hours	December 2005	Year to date 2005	Every six months.	Date stamp on IT leasing orders and date of action completed as recorded in orders database.

Support Service: Financial Resources Management (FiRM)**Updated Report: 12 December 2005**

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to David Pawley, Quality Adviser (SLAs), Centre for Higher Education Quality.

Service: Provide services, systems and specialist advice to effectively manage financial resources**Service description.**

Provide services, systems and advice to assist Monash staff grow revenue, effectively manage their resources and understand the financial returns and contributions they make to the University. Specific services include accounting & reporting, procurement

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% of end users report that they are very satisfied, or better, with services provided.	84% of end users reported that they are very satisfied, or better, with services provided.	September 2003	Year to date 2005	Bi annual	Customer satisfaction survey managed by CHEQ

Further information**Sub Service: Manage and co-ordinate the University budget process****Service description.**

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	2006 Budget completed and approved by the University Council on 12 th of December 2005.	December 2005	N/A	Annually	Date of budget document approval

Further information. **Budget approved on 12th December 2005 and will be published early 2006 on web page and in print.**

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	92.9% of orders processed on the same day, 6.8% of orders processed the next day Total orders for 2005; = 851 and 99.8% processed within 24 hours	December 2005	Year to date 2005	Every six months.	Date stamp on IT leasing orders and date of action completed as recorded in orders database.

Support Service: Financial Resources Management (FiRM)**Updated Report: 22 December 2004**

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to Melany Blackwell, Quality Adviser (SLAs), Centre for Higher Education Quality.

Service: Provide services, systems and specialist advice to effectively manage financial resources**Service description.**

Provide services, systems and advice to assist Monash staff grow revenue, effectively manage their resources and understand the financial returns and contributions they make to the University. Specific services include accounting & reporting, procurement

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% of end users report that they are very satisfied, or better, with services provided.	84% of end users reported that they are very satisfied, or better, with services provided.	September 2003	Year to date 2004	Bi annual	Customer satisfaction survey managed by CHEQ

Further information**Sub Service: Manage and co-ordinate the University budget process****Service description.**

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	2005 Budget completed and approved by the University Council on 13 th of December 2004.	December 2004	N/A	Annually	Date of budget document approval

Further information. **Budget approved on 13th December 2004 and will be published early 2005 on web page and in print.**

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	79% of orders processed on the same day, 21% of orders processed the next day Total orders for 2004 + 663 and all processed within 24 hours	December 2004	Year to date 2004	Every six months.	Date stamp on IT leasing orders and date of action completed as recorded in orders database.

Support Service: Financial Resources Management (FiRM)**Updated Report: 30 June 2004**

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to Melany Blackwell, Quality Adviser (SLAs), Centre for Higher Education Quality.

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Service description.

Provide services, systems and advice to assist Monash staff grow revenue, effectively manage their resources and understand the financial returns and contributions they make to the University. Specific services include accounting & reporting, procurement

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% of end users report that they are very satisfied, or better, with services provided.	84% of end users reported that they are very satisfied, or better, with services provided.	September 2003	Year to date 2003	Bi annual	Customer satisfaction survey managed by CHEQ

Further information

Sub Service: Manage and co-ordinate the University budget process
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Service description.

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	2005 Budget process commenced in June with circulation of planning document and briefing sessions.	December 2004	N/A	Annually	Date of budget document approval

Further information. **Process commenced in June 2004 and included regular meetings with Faculty and Central Support Division staff.**

Sub Service; Procurement, IT leasing and Travel related services Updated Report: 30th June 2004 (continued)

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% compliance in use of preferred suppliers	TBA	December 2004	N/A	To be advised when data file completed	Number of orders recorded to preferred suppliers.
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	86% of orders processed on the same day, 14% of orders processed the next day	June 2004	January to June 2004	Every six months.	Date stamp on IT leasing orders and date of action completed as recorded in orders database.

Support Service: Financial Resources Management (FiRM)**Updated Report: 19 March 2004**

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to Melany Blackwell, Quality Adviser (SLAs), Centre for Higher Education Quality.

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80% of end users report that they are very satisfied, or better, with services provided.	84% of end users reported that they are very satisfied, or better, with services provided.	September 2003	Year to date 2003	Bi annual	Customer satisfaction survey managed by CHEQ

Further information**Sub Service: Manage and co-ordinate the University budget process****Service description.**

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	Completed on schedule in November 2003 and approved by Council in December 2003.	December 2003	N/A	Annually	Date of budget document approval

Further information. Process commenced in June 2003 and included regular meetings with Faculty and Central Support Division staff.

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% compliance in use of preferred suppliers	TBA	June 2004	N/A	To be advised when data file completed	Number of orders recorded to preferred suppliers.
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	74% of orders processed on the same day, 26% of orders processed the next day	March 2004	January to December 2003	Every six months.	Date stamp on IT leasing orders and date of action completed as recorded in orders database.

Support Service: Financial Resources Management (FiRM)**Updated Report: 18 December 2003**

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to Elenore Videon, Quality Adviser (SLAs), Centre for Higher Education Quality.

Service: Provide services, systems and specialist advice to effectively manage financial resources**Service description.**

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KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% of end users report that they are very satisfied, or better, with services provided.	84% of end users reported that they are very satisfied, or better, with services provided.	September 2003	Year to date 2003	Bi annual	Customer satisfaction survey managed by CHEQ

Further information**Sub Service: Manage and co-ordinate the University budget process****Service description.**

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	Completed on schedule in November 2003 and approved by Council in December 2003.	December 2003	N/A	Annually	Date of budget document approval

Further information. Process commenced in June 2003 and included regular meetings with Faculty and Central Support Division staff.

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% compliance in use of preferred suppliers	TBA	December 2003	N/A	To be advised when data file completed	Number of orders recorded to preferred suppliers.
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	69% of orders processed on the same day, 31% of orders processed the next day	December 2003	January to October 2003	Every six months.	Date stamp on IT leasing orders and time of action completed.

Support Service: Financial Resources Management (FiRM)**Updated Report: 21st October 2003**

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to Elenore Videon, Quality Adviser (SLAs), Centre for Higher Education Quality.

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Further information

Sub Service: Manage and co-ordinate the University budget process
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Service description.

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	Process commenced in June 2003	December 2003	N/A	Annually	Date of budget document approval

Further information. **Estimated completion is November 2003.**

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% compliance in use of preferred suppliers	TBA	December 2003	N/A	To be advised when data file completed	Number of orders recorded to preferred suppliers.
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	69% of orders processed on the same day, 31% of orders processed the next day	December 2003	January to October 2003	Every six months.	Date stamp on IT leasing orders and time of action completed.

Support Service: Financial Resources Management (FiRM)**Report Date: 13th October 2003**

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Terry Masocco, SLA Coordinator, FiRM and to Elenore Videon, Quality Adviser (SLAs), Centre for Higher Education Quality.

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Further information**Sub Service: Manage and co-ordinate the University budget process****Service description.**

Assist users to prepare and finalise budgets for Faculties and Central Support Divisions.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
On time delivery of the University budget	Process commenced in June 2003	December 2003	N/A	Annually	Date of budget document approval

Further information. **Estimated completion is November 2003.**

Service description.

Provide timely, accurate advice and accounting support in relation to IT leasing, Travel policy and contract matters. Process leasing orders for IT equipment in a timely manner.

KPI	Result	Date reported / Date to be reported	Period covered by statistics	Frequency to be reported	Measured by
80% compliance in use of preferred suppliers	TBA	December 2003	N/A	To be advised when data file completed	Number of orders recorded to preferred suppliers.
95% of IT leasing orders received are actioned by the same time next business day. (Response time measure)	TBA	December 2003	N/A	Every six months from June 2003 when data file is completed.	Time/date stamp on IT leasing orders and time of action completed.