

Review of activities

5. Building an agile, responsive and efficient university operation

UQ is committed to ensuring that our operations and professional services are responsive to the needs of the University, built on a One UQ approach that drives service improvements and creates efficiencies—particularly in the student administration area. Streamlining and automating business processes, and building professional, advisory and technical skills in our workforce are key priorities.

5.1 Professional services

Efficient operations
With the aim of better governance and improved discipline on strategic and operational matters, by year's end the majority of UQ governance policies and a significant number of operational and research policies had been reviewed and updated to enable clarity of objectives, roles, responsibilities and accountabilities. This review also extended to teaching and learning policies as part of the Program Architecture 2 Project.

being done to further develop the tool to cover secondary employment and sensitive research. An effective disclosure and management of interest framework will benefit staff and the University in aligning individual choices with the public good.

Confidentiality
UQ conducted a major review of internal policy and procedures to align its Responsible Conduct of Research

Key Performance Indicator	2019	2020
1.2 Student Services	1	
1.3 UQ2U	1	
1.6 Professional Services	2	1
2.1 Research		

Confidentiality
At UQ, we are committed to upholding the highest ethical standards in relation to integrity, transparency and accountability. In accordance with these values, in 2019 the University built and successfully piloted a Conflict of Interest online disclosure tool that staff will be required to complete in early 2020. The new policy and procedures enable supervisors to have a clear line of sight to effectively manage one of the University's significant risks. Work is now

Key performance indicators Agile operations

Professional services

Professional services	2011	2015	2019 ³
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¹ Source: Staff survey.
² Average results for all Australian and New Zealand Universities is 30 per cent.
³ Average results for all Australian and New Zealand Universities is 38 per cent.