Service Improvement and Innovation in Universities
Conference
11 - 12 August 2016, Brisbane
Keynote Presenter Biographies
(in no particular order)

Dr Michael Rosemann is Professor
Head of the Information Systems School, Science and Engineering Faculty, Queensland University of Technology

Dr Michael Rosemann is Professor and Head of the Information Systems School at Queensland University of Technology, where he established three Innovation Chairs funded by Woolworths, PricewaterhouseCoopers and Brisbane Airport. Dr Rosemann is a disruptive thinker with a passion for foresight innovation, process design and research management. His work is focused on creating exciting future worlds with today’s possibilities making current practices obsolete.

As part of QUT’s REAL difference project, Rosemann headed the development of a rapid process redesign capability for QUT.

Dr. Rosemann is the author/editor of seven books, more than 250 refereed papers, Editorial Board member of ten international journals and co-inventor of US patents. His publications have been translated into Russian, Mandarin, German and Portuguese. His research projects received funding from industry partners such as Accenture, Australia Post, Infosys, Rio Tinto, SAP, Suncorp and Woolworths. Michael is a frequent, global keynote speaker (Gartner, Cisco, etc.) and provides advice to organisations from diverse industries such as telecommunication, finance, insurance, utility, retail, public sector, logistics and the film industry.

Mr Anthony Arundel
Vice President, Corporate Services, Curtin University

Anthony Arundel is a Professor of Innovation at the Australian Innovation Research Centre (AIRC) at the University of Tasmania and concurrently a Professorial Fellow at UNU-MERIT, a joint research institute of the United Nations University and the University of Maastricht in the Netherlands. His research interests include the innovative activities of firms and public administrative agencies, including university administrations. He has been involved in the design and statistical analysis of several large-scale questionnaire surveys including the Community Innovation Survey (CIS) in Europe, several European Innobarometer surveys, the Canadian SBS survey, the Australian Public Sector Innovation Indicators (APSII) survey, the Tasmanian Innovation Census and a recent survey of management and service innovations in Australian and New Zealand universities.
Associate Professor Ian Marshman  
Honorary Principal Fellow, Melbourne Centre for the Study of Higher Education and former Senior Vice-Principal, The University of Melbourne.

Ian Marshman joined the University of Melbourne in 1990 and was appointed Senior Vice-Principal (‘Chief Operating Officer’) in March 1999. In that role he was accountable to the Vice-Chancellor and Council for the overall administration and operational management of the University. Ian’s specific responsibilities included coordinating the management of the University’s financial and physical resources, its staff programs, University compliance, planning and quality assurance activities. Ian has played major roles in reform of the University’s administration, the implementation of new administrative systems and processes, budgetary and planning reform, the development of the Melbourne Scholarships program and student-facing aspects of the Melbourne Model, the planning and implementation of major University projects and the management of University’s quality assurance and improvement activities. Ian retired from that role in July 2015 and now serves as an Honorary Principal Fellow at the Melbourne Centre for the Study of Higher Education.

Professor Dawn Freshwater  
Senior Deputy Vice Chancellor, University of Western Australia

Dawn Freshwater is Senior Deputy Vice Chancellor at the University of Western Australia and Professor of Mental Health. She began her career as a health professional in the NHS (UK) in 1980. Dawn was awarded her PhD at the University of Nottingham in 1998, having received her undergraduate degree at the University of Manchester. She became Professor of Mental Health in 2000. Following a period of developing and leading strategic change at the University of Leeds in the Faculty of Medicine and Health, she took up post as Pro-Vice Chancellor for Organizational Effectiveness. Having a research track record in working with marginalized groups, including offenders and those experiencing severe and enduring mental health problems, Dawn has developed creative and imaginative approaches to inclusivity and to understanding how large organizations use social systems as defence mechanisms as a proxy for managing uncertainty and anxiety.

Leading the recruitment of 50 leadership Chairs, Dawn has implemented a zoning approach to professorial careers, has been responsible for the successful achievement of a University Athena Swan award and for creating a strategy for equality and inclusion. She is an active researcher, editing the Journal Mixed Methods Research, and supervising a number of HDR students. She has published 15 textbooks and over 70 academic papers.

Her most recent research in the area of women’s leadership was funded by the British Council and led to a Global Education Dialogue in Hong Kong.

She is Chair of the Understanding Cultures Steering Group, and has been an active member of WUN for over 5 years.
Dr Craig McInnes
Director, PhillipsKPA

Dr Craig McInnes is a Director of PhillipsKPA. Prior to joining PhillipsKPA in 2004 Craig was Professorial Fellow at the University of Melbourne (2006-2007), Professor of Education (2000-2006), and at the Centre for the Study of Higher Education for almost 15 years, including six years as Director (1998-2004). He has led many high-profile policy projects and initiatives promoting national and institutional change for government and universities across all Australian jurisdictions, as well as internationally. Craig has more than 80 publications in education including landmark national policy and research reports on the first year student experience, academic work roles, the impact of part-time work on student outcomes, and non-completion in vocational and higher education. His most recent publications concerned with leading and managing change in universities include a Handbook for Leadership for Excellence in Learning and Teaching in Australian Universities (2012), and a Handbook for Executive Leadership of Research Development (2014) co-authored with Paul Ramsden and Don Maconachie. Craig’s consultancies at PhillipsKPA cover a wide range of higher education policy and organisational issues and include program evaluations, strategic reviews of universities and faculties, and due diligence assessments of institutional performance.

Mr William Confalonieri,
Chief Digital Officer, Deakin University

William Confalonieri is Chief Digital Officer and Vice-President with Deakin University Australia, originally being appointed first Deakin’s Chief Information Officer (CIO) in January 2012. William has been awarded Australian Chief Information Officer of the Year by ITNews at the Australian CIO Strategy Summit in February 2014.

William is representative of the new breed of Digital Leaders who are focused on digitally driven enterprise strategy, with special emphasis on creating competitive advantage through the orchestration of digital ecosystems and organisational change to deliver premium experiences to stakeholders.

He has a blend of public and private sector experience, strong technical and business skills, experience in managing large dispersed teams in different countries and cultures, and a track record of large scale transformations.

Having passion for the application of emerging technologies, he believes that digital innovations and changes in technological paradigms will substantially transform organisations and industries over the next few years, with the evolving expectations on rich digital experiences being the enablers of that transformation.

William is elected President of McKinnon Secondary College after serving many years as a Council member, and advisor to the Victorian Government – Victorian Public Sector Commission. He is also non-executive Director of VERNet Pty Ltd, member of the Editorial Advisory Board of ITNews Australia and member of the Advisory Board of Code for Australia.

William has postgraduate qualifications in Computer Science, Business Administration, Negotiation and Economics, he is a certified Enterprise Architect and a graduate from the Australian Institute of Company Directors.
Dr Kristin Alford
Director - Science Creativity & Education (Sci.C.Ed) Studio, University of South Australia

Kristin is a futurist and the inaugural Director of the Science Creativity Education (Sci.C.Ed) Studio. This new cultural institution at the University of South Australia aims to inspire young adults about the potential of science in creating futures.

Prior to this role, Kristin was the founding director of foresight agency Bridge8, facilitating futures and engagement on water sustainability, nanotechnology, health, advanced manufacturing, clean technologies and climate futures for clients including Federal Government, State Government of South Australia and local councils, as well as corporates, arts organisations and not-for-profits. She holds a PhD in process engineering and a Masters of Management in Strategic Foresight.

Mr Dorjee Sun
Serial Social Entrepreneur

Dorjee is a serial social entrepreneur who has founded 15 companies with 2 acquisitions and 4 exits and assets sales. Dorjee is a founder and director of the Home Group which owns equity in companies that work in the areas of conservation, agriculture, philanthropy, technology and financial innovation. Dorjee is also a founder and director of Carbon Conservation which owns equity in large scale sustainability and carbon conservation projects globally with project partners and clients such as Rio Tinto, Bank of America Merrill Lynch, Olam and Twitter. One such project in Aceh, Indonesia, won the Carbon Finance Deal of the Year award and was also the subject of an award winning documentary, “The Burning Season”, narrated by Hugh Jackman which explained how orang-utan conservation and avoided deforestation could be tied in to generate alternative monetary incentives. The African Rainforest Conservancy honored Dorjee with an Earth Day Award and by naming a newly discovered blue spotted species of chameleon from the Tanzania rainforest – the “Kinyongia dorjeesuni”.

Dorjee has also been named one of TIME Magazine’s Heroes of the Environment, a World Economic Forum Global Leaders of Tomorrow, CPA Top 20 Business Leaders, one of Esquire Magazine’s 5 Gentlemen of Philanthropy, one of the Young Leaders by The Australian newspaper, he has won the Asalink Leaders Program Alumni Award, was named an Asia Society 21 Fellow, a World Cities Summit Future Leader, is the Chairman Nexus Youth Philanthropy Singapore Conference, on the board for the Nexus Youth Philanthropy Australia Conference and his work has been covered in Wall Street Journal, Fortune, TIME, Esquire, ABC, PBS, BBC, Discovery, CNBC, Sydney Morning Herald, The Australian and other media outlets.

Dorjee has a law degree, commerce degree and diploma of Asian Studies (Mandarin) from the University of New South Wales, studied at North Sydney Boys High. Growing up in Sydney he now shares his time between Singapore, San Francisco, Sydney and other project locations.
Steering Committee Members

Ms Karen Hill

Director, Information Technology Services, Australian National Universities

Karen Hill joined the Australian National University (ANU) in 2000, and has since worked across many disciplines and functions such as mental health, aboriginal economic policy research, music and research. She became Acting CIO in April 2014, and was subsequently confirmed as Director, Information Technology Services (ITS).

ITS delivers IT services to the Service Divisions, Teaching and Learning venues, and some academic Colleges of the ANU. Having developed the ANU IT Strategy 2015-2017, Karen is now working with key stakeholders to transform the provision and delivery of IT services at the ANU.

Karen has held several management positions across the University, including as inaugural General Manager of the College of Asia and the Pacific; and Director, Service Improvement Group.

Karen holds a Bachelor of Management, Public Policy Analysis and Community Development; a Graduate Certificate in Management, Business Administration and Management; and a Master’s Degree of Management, Business Administration and Management.

Dr Stephen Weller

Chief Operating Officer and Deputy Vice-Chancellor, Australian Catholic University

The Chief Operating Officer & Deputy Vice-Chancellor is a member of the Senior Executive Group at Australian Catholic University. In this role Dr Weller leads the Corporate Services Portfolio which is critical to the achievement of the strategic and operational priorities of the University. The Portfolio includes infrastructure; information technology; property; marketing and external relations; student recruitment & client services; student administration; human resources; finance; planning & strategic management; and governance & corporate services. Dr Weller is also responsible for providing effective corporate governance through the University Senate and Company in his role as Company Secretary.

With more than 20 years’ experience in tertiary education across five universities in three states, Dr Weller brings a wealth of experience to ACU. He holds a PhD in Organisational Justice from Victoria University, a Master of Business Administration from the University of Technology, Sydney, a Master of Commerce, Employment Relations from the University of Western Sydney, and a Bachelor of Arts, Government and Public Administration from the University of Sydney.
Mr Mark Williams

Strategic Projects Director, University of South Australia

Mark has nearly 20 years’ experience within the education sector, and has held senior management roles across ICT, Service Improvement and Project Management.

During this time, Mark has driven significant improvements to services and business spanning administration and academic programs. Mark is currently establishing a One Team Project Framework which will be used to support, guide and deliver successful projects across the university.

Most of all, Mark is passionate about improving the effectiveness and efficiency of business services and increasing customer satisfaction, and he has successfully achieved this at two Universities across countless projects.

Mark also recently reviewed a state government transport department and identified ways to increase the quality of train and tram track maintenance services whilst achieving a 20% efficiency dividend.

Ms Janet Beard

Director, Integrated Administration, University of Melbourne

Janet Beard is an experienced senior manager and leader with demonstrated capacity to design and implement improved organisational arrangements and services in the education sector, facilitate discussions to bring peoples’ views together, and take people through major change.

Janet has a deep knowledge and understanding of all aspects of university management and administration from more than 30 years of experience in three Australian universities (Melbourne, La Trobe and Sydney). Her business improvement and change management expertise is informed by a successful track record in managing large and complex faculties as well as university-wide change programs.

She works as a consultant in the sector and has undertaken consultancies and reviews of administrative, technical and academic support services in universities, nationally and internationally including the South Pacific, New Zealand and Indonesia.
Professor Leo Goedegebuure

Director, LH Martin Institute

Director at the LH Martin Institute, Professor Leo Goedegebuure is active in the field of higher education policy research and management. Prior to his move to Australia in 2005 (University of New England, Centre for Higher Education Management and Policy), Leo was Executive Director of the Center for Higher Education Policy Studies (CHEPS), at the University of Twente, Netherlands, Europe’s largest research centre in this field.

Leo’s research interests are in the areas of governance and management, both at the systems and institutional level, system dynamics including large scale restructuring policies, university-industry relationships, and institutional mergers. Most of his work has a comparative focus, both within and outside of Europe, which has resulted in a strong international network. He is an auditor for the Hong Kong Quality Assurance Council and has been a member and rapporteur for the OECD tertiary education review of New Zealand.

Leo has worked as an expert on governance and management in Central and Eastern Europe, the Russian Federation, Africa, South East Asia and South America on projects initiated by the European Commission, the World Bank and UNESCO.

During the period 1997–1999, Leo spent a 3-year term in institutional administration as deputy to the Rector Magnificus at the University of Twente, the Netherlands, with primary responsibility for the teaching & learning portfolio. In this capacity he restructured the university’s education programs. This experience not only furthered his overall management skills, it also equipped him with the project management skills to successfully direct complex institutional change processes.

Over his career, Leo has published some 15 books (both monographs and edited volumes) and over 100 articles, book chapters and papers on higher education policy, mergers, quality assessment, evaluation research, differentiation, system dynamics, engineering education, institutional management and comparative research.