

## EDUCATION, SCIENCE AND TRAINING

### SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2006-2007 BUDGET ESTIMATES HEARING

**Outcome:** CSIRO

**Output Group:** CSIRO

#### **DEST Question No. E238\_07**

Senator Webber provided in writing.

#### **Question:**

Have any lessons, been learned from OneIT, in implementing the RSS initiative?

#### **Answer:**

*CSIRO has provided the following response.*

#### *Research Support Services (RSS)*

There were a number of learnings from the OneIT project which have led to improvements to the RSS process. These include:

- Integration of the RSS project with the other change projects;
- Establishment of a sub-committee of the Executive Team as a governance body for all change projects including RSS;
- Use of a Change Partner network with representatives in all business units to facilitate communication regarding RSS and the other change projects throughout CSIRO;
- Establishment of a dedicated team of HR professionals to advise management and consult with staff throughout the recruitment and outplacement processes; and
- Putting in place a Service Charter and Services Catalogue before implementation of the RSS process.