



TITLE (20 words maximum)

Implementing a Large Scale Organisational Change – A View from the Front

ABSTRACT CONTENT (300 words)

Largely in response to the changing higher education landscape as a result of the COVID 19 pandemic, QUT embarked on a program to reposition the organisation for efficiency and to better respond to future changes. This resulted in a formal, organisation wide, change proposal that reduced the number of faculties from six to five through a mixture of mergers and demergers as well as reorganising the supporting services of the university. The change required the new organisation structure and processes to be reflected in academic, research and corporate systems. It also required the realignment of all staff into the new structure all without disrupting the operations of the university. This presentation describes the process the IT, HR, Finance and Student Support teams undertook to analyse the impact and changes required and then implement them in a complex, inter-connected environment whilst keeping the university running. The presentation will provide an overview of the approach including co-ordination across the multiple teams involved, analysis, governance, staging, testing, change management, implementation, clean up and lessons learned.