

Hub and Spoke Delivery Model

The 'Hub and Spoke' model is the standard service delivery model for corporate support services across the University. Corporate support services are defined as services related to Information Technology, Finance, Human Resources, Procurement and Marketing and Communications.

The key components of the hub and spoke model are:

- Central Office (Hub)
- Client service from the Central Office (Spoke)
- Client Office (End User - recipient of the services)

The Central Office and Client service from the Central Office are both defined as 'central' activities. Therefore the Central Officer is responsible for staff employment, costs and additional resources associated with the delivery of corporate support services to Client Offices within the University.

The following table outlines some of the key responsibilities for each area as part of delivering or receiving a service. These functions are performed centrally by the Central Office (Hub) or through a dedicated service (Spoke) to a specific Office/School/Institute (End User).

Description	Examples of functions performed centrally		Examples of functions performed in Client Office
	'Hub' This Central Office function supports the University overall	'Spoke' This Central Office function supports a specific Office/School/Institute via a dedicated client service staff member (e.g. Client Services Accountant)	'End User' Recipient of the services and support functions deployed by the Central Office
Type of function or activity	<ul style="list-style-type: none"> • Develop systems/processes, policies and procedures; • Undertake systems/process development; • Undertake infrastructure/systems maintenance; • Define inquiry/issue escalation mechanisms; and • Track and manage major incidents and problems. 	<ul style="list-style-type: none"> • Linking and liaising between central Office and the client Office; • Understand high-level business requirements of the client Office; • Respond to client requirements by facilitating the provision of central Office functions; • Provide strategic advice to client Office regarding the delivery of key central functions; • Facilitate and help client Offices to provide input into central Office processes; and • Monitor ongoing problems to identify issues requiring corrective action. 	<p>Usage of systems and processes deployed. This would include the following:</p> <ul style="list-style-type: none"> • Determine user requirements for the central Office to support; • Propose improvements to systems/processes that would create efficiencies; • Input data and manage data records; • Extract, analyse and report on data; • Report issues with system performance; and • Raise specific requests to assist staff members to appropriately utilise the systems/processes.