

Operational Continuity Transition Readiness Guide: Faculty of Arts and Education

This guide aims to provides ease of reference on operational continuity activities for professional and academic staff transitioning into the new faculty.

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1. Overview of the transition process

The transition to new faculty arrangements will be managed to ensure minimal disruption to staff and operations. Most processes and roles will continue as normal for the initial period, with a phased approach to changes.

Two-phased transition approach

Phase 1: 1 January – 3 April 2025

- Establishment of the New Faculty and academic leadership.
- Continuation of existing processes: For the initial phase, most workflows will continue unchanged.

- Professional staff structures for Student Support and Engagement Teams (SSE) and Academic Services Teams (AS) will run parallel to existing structures.
- Existing Associate Deans in roles that carry into both the Faculty of Arts and Education and Faculty of Engineering and Design will remain in place until 28 March 2025 to support handover and ease of decision-making.

Phase 2: From 4 April 2025

- Full implementation of new professional staff structures.
- SSE and AS Teams transition fully into the new faculty arrangements.
- Acknowledge that some processes will evolve in 2025, with a plan to parallel test any significant changes before full implementation.
- Identify known processes likely to change over time and how feedback on transitional challenges will be gathered and managed.

Key principle: Most activities will continue as usual, with minimal disruption to core processes.

2. Structure, reporting lines, and academic design makers

Faculty of Arts and Education structure - Parallel structures

- Student Support and Engagement (SSE): Current teams will collaborate to run structures in parallel until 4 April, to maintain BAU activity focussed on supporting students.
- Academic Services (AS): Current teams will collaborate to run structures in parallel until 4 April, to maintain BAU activity to support admission, enrolment and concessions.

Reporting lines

- Reporting lines for management roles during the January to March period is being considered by Claire Philipson (DFO, AED) and Sharon Peace, Transition Lead Operations Continuity), with final decisions to be made before end of 2024.
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Decision makers

- Academic decision makers (incl. ADs Academic, ADs L&T) will remain in place until 28 March to ensure continuity.
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3. Key contacts

[Key Contacts Transition.xlsx](#)

- Professional staff
 - Academic Decision-Makers
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4. Transition triage

Purpose

- To identify, triage, and resolve transition-related issues efficiently.

Issue escalation:

Establish a triage system for addressing transition-related issues. This could involve dedicated points of contact or a working group to manage and resolve queries promptly. A stand-up has been set up through the Strategic Initiative calendar to support any CS9 or other system issues that may arise as a result of the transition. Issues will be recorded in this register: [2025 Issue Tracker](#)

The standups are being held at 10am Tuesday and Thursday, stakeholders included are:

Name	Email	Role	Faculty
Chris Rollins	chris.rollins@auckland.ac.nz	Academic Services Manager	CAI
Larissa Isted	l.isted@auckland.ac.nz	Academic Services Manager	E&D
Michael Willimott	m.willimott@auckland.ac.nz	Director of Faculty Operations (DFO)	E&D
Mamere Takoa-Bare	m.takoa-bare@auckland.ac.nz	Academic Services Manager	ED&SW
Samantha Lafaialii	s.lafaialii@auckland.ac.nz	Acting-DFO	ED&SW
Claire Philipson	c.philipson@auckland.ac.nz	DFO	A&ED
Nadia Huertas-Lopez	n.lopez@auckland.ac.nz	Group Services Manager	A&ED
Sushila Pinto	s.pinto@auckland.ac.nz	Group Services Manager	Arts
Chris McClymont	chris.mcclymont@auckland.ac.nz	DFO	Arts
Leanne Tamaki	leanne.tamaki@auckland.ac.nz	Kaiārahi	A&ED
Rebekah Williams	r.williams@auckland.ac.nz		A&ED
Lesley Ruki-Willison	l.ruki-willison@auckland.ac.nz	Acting-DFO	CAI
Aruna Sundar	a.sundar-lal@auckland.ac.nz	Group Services Manager	E&D

Name	Email	Role	Faculty
Lizzie Luamanu	lizzie.luamanu@auckland.ac.nz	Group Services Manager	CAI
Margaret Crannigan Allen	margaret.allen@auckland.ac.nz	Scholarships & Progression Mgr	Student & Academic Services
Mel Cross	mel.cross@auckland.ac.nz	Assoc Director - Student Serv	Student & Academic Services
Tom Owen	t.owen@auckland.ac.nz	Mgr Student Hubs & Client Svcs	Student Hub
Lynley Pritchard	l.pritchard@auckland.ac.nz	Assoc Director - Academic Serv	Student & Academic Services
Sharon Peace	s.peace@auckland.ac.nz	Transition Lead	Central support
Alice Barry	a.barry@auckland.ac.nz	Associate Director Operations	Student & Academic Services
Ksenia Kiykova	ksenia.kiykova@auckland.ac.nz	Insights Development Manager	Planning and Information Office (PIO)
Claudia Vasquez	claudia.vasquez@auckland.ac.nz	Change Manager	Central Support
Sophie Banks	sophie.banks@auckland.ac.nz	BA	Central Support
Debbie Hollows	d.hollows@auckland.ac.nz	PM	Central Support
Emily Hanna	e.hanna@auckland.ac.nz	PCM	Central Support
Craig Eaton	craig.eaton@auckland.ac.nz	PCM	Central Support
Amanda Walsh	a.walsh@auckland.ac.nz	Senior Digital Product Owner	Product Management
Jayme Tang	jayme.tang@auckland.ac.nz	Snr Data Governance Analyst	PIO
Brenda Aitken	b.aitken@auckland.ac.nz	BA	SDP

Regular updates:

Schedule regular communication to staff to provide updates on any issues raised and their resolution. Messages will be sent directly to impacted groups or through Campaign Manager. Other information will be updated within the respective intranet sites for the A&ED faculty.

5. Key milestones and activities

Activity	Key date/deadline	Description
New faculty arrangements established	1 January 2025	Academic leadership and interim professional structures in place.
Admission, enrolment, concessions	Ongoing through to early April	Continuity ensured with existing teams and professional staff/academic roles.
Finalisation of professional staff structures	4 April 2025	Full transition to new structure.
Orientation and Semester 1 readiness	January – February 2025	Collaborative efforts for smooth Summer School, Early Start & Semester 1

Activity	Key date/deadline	Description
		orientation and start of teaching.
Event plan review	November 2024	Consolidated AED 2025 event plan under discussion with Event Services.
BCP consolidation	Early 2025	Consolidation of existing Business Continuity Plans led by Risk Office.
AED intranet	20 December 2025	New faculty intranet page – will be foundational initially and built up over time.

6. Admission, enrolment and concessions

To ensure continuity:

- Programme Directors, ADs Academic, ADs L&T, and Student Support and Engagement, and Academic Services staff will remain in legacy roles through early April.
 - As an interim approach, EDSW and CAI Oracle Service Cloud queues will be migrated to the Arts structure which will be renamed Arts and Education with no change to profiles or access. Any long-term change can be designed in collaboration with faculty teams in 2025.
 - Existing approaches to Oracle Service Cloud queues are Collaborative readiness measures will support school leaver results processing and Semester 1 planning.
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7. Teaching and research readiness

Teaching and GTA Appointments

- As for the rest of the University, GTA recruitment processes are being supported by workarounds during system closures related to the implementation of Hono.
- Budgets are confirmed, and appointments are being made within BAU processes.

Research support

- Existing technical and operational support for research activity will continue without disruption through the transition period.
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8. System and operational readiness

- Manual mapping of system access and financial delegations is underway.
 - Key staff training for the A&E Visual Management Board will be completed before the transition period. (see [Section 1](#) for two phased transition approach)
 - Orientation and Semester 1 planning are proceeding collaboratively among SSEMs.
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9. Budget dependent processes

- Processes for GTA funding, contestable funds, and special accommodations remain unchanged.
 - Reviews and standardisation are planned for 2025.
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10. Co-location planning

- Co-location needs and opportunities are being considered, with decisions expected to be communicated early January.
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11. Business continuity plan (BCP)

- Current faculty BCPs will remain in effect until a consolidated plan is developed by the Risk Office in early 2025.
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