



About the ICE Reference Group

The ICE Reference Group is an advisory group of staff representing business interests across the University.

Membership to this group is limited.

Members are nominated by Faculty/Divisional heads and receive ongoing support in order to fulfil their roles and responsibilities.

Roles and Responsibilities

ICE Reference Group

Members of the ICE Reference Group have the following roles and responsibilities:

- Attend regular meetings (typically monthly) and provide liaison between ICE Program and the business area they represent. Meetings are rotated between the Clayton and Caulfield campuses
- Where agenda items necessitate, coordinate the attendance of additional representatives at meetings to enable specific issues to be appropriately considered. The support of Faculty and Divisional Heads has also been sought to encourage such participation on an as-needs basis
- Provide specific local information to inform the design of products and services, and if requested, provide appropriate representatives to:
 - validate/provide feedback on services
 - check/validate sources of data
 - check/test processes as required
- Liaise with members of their Faculty/Divisional area about the development and implementation of new services in order to:
 - ensure the effective implementation of change action plans as required for their area
 - provide a first point of contact for program-specific issues raised by users in their area
 - assist in the appropriate scheduling of user activities such as user analysis, testing, training, information sessions or focus groups
- Work with ICE Business Change Team and ITS service owners to ensure operational interactions are appropriately planned and executed, as outlined in the Information Technology Infrastructure Library (ITIL) framework of best practice. (This includes consideration of areas such as Service Management, Change Management, Release Management, and Service Level Management)

ICE Business Change Team

In supporting members of the ICE Reference Group to fulfil their roles and responsibilities, the ICE Business Change team will:

- Coordinate regular ICE Reference Group meetings to address and resolve issues and, where required, involve Project Managers to influence issue resolution
- Develop regular communication packs for ICE Reference Group members to distribute to users

- Suggest communication channels and mechanisms to facilitate ongoing dialogue during the implementation phase
- Develop suggested action plans
- Provide communications targeted to specific user groups.