CAMPUS FOR THE FUTURE

LEADERSHIP & MANAGEMENT

FORMATION MANAGEMENT @ UNIVERSITIES

A MODEL PROPOSAL

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> A RESEARCH DIRECTED TO ...

Portuguese Public Universities

15 entities
> A RESEARCH DIRECTED TO …

University of Porto

at Porto

a city embodying its 3 main sites (Polos)

+ case

29 796 Students
3 942 HR
49 Research Centres
14 Faculties
1 Business School
1 Science and Technology Park
A RESEARCH DIRECTED TO ...

117 services engaged within a secular INSTITUTION which, as an ORGANIZATION, needs to be managed to persist stressing INFORMATION and KNOWLEDGE.
> A SYSTEMIC, CROSS-SECTIONAL AND APPLIED APPROACH WITHIN INFORMATION SCIENCE

Information Management (IM) in permanent integration and crossing with Informational Production (InfP), Organization and Representation of Information (ORI) and Informational Behaviour (InfB) within the framework of the interdiscipline of Communication and Information Sciences facing intersciences such as Information Systems and Cognitive Sciences within the broader framework of Social Sciences.
> **INFORMATION MANAGEMENT (IM)**

**a definition**

“[…] study, conception, implementation and development of processes and services related to the **info-communicational flow**, serving to build **implementation models** for maximum efficiency and profitability” (Pinto, 2015)
Towards an Unique, Dynamic, Flexible and Smart Campus

From the parallel hierarchies (Mintzberg’s Professional Bureaucracy) (Nunes, 2004)

To the University as a Loosely Coupled System (Weick, 1976)
An Bidimensional IM Modeling...

Research

Intervention

Active and Permanent Information System (SI-AP)

The informational result of UNIVERSITY activities, while pursuing and achieving its Mission and goals

Management Model (MGSI-AP)
PRINCIPLES

- Singularity
  - Identity and Flexibility
  - Autonomy and Unity

- Complexity

- Structure and Collaboration

- Systemic Integrity

RECTORATE, FACULTIES, R&D UNITS, AUTONOMOUS SERVICES...
THE INSTITUTION

SYSTEMIC COMPONENTS

- Organizational: mission, structure and management model
- Informational: human and social infocommunicational phenomenon/process
- Technological: Information Systems and IT
COMPETENCES CENTER
formally recognised

+ 

COMMUNITIES OF PRACTICE – (transversal non-organic) built on IM support services
considering **STRUCTURE + RELATIONS**

**ORGANIZATIONAL AND INFORMATIONAL**

**MULTILEVEL, SIMULTANEOUS, FLEXIBLE AND FACETED**

**INSTITUTION, ORGANIC UNITS AND PEOPLE**

BELONG / INTERACT

AND

USE / ARE SUPPORTED BY

VARIOUS SYSTEMS

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**INTERNAL / EXTERNAL STRUCTURES / INFORMATION AGGREGATORS**

**CLUSTERS / SCIENTIFIC AREAS ...**
FOCUSING on:

- the information management cycle that accompanies the institutional / organizational dynamics
- the processes and resources in the organization / institution daily life
- infocommunicational flows and related actors
MGSI-AP @ U

**Infocommunicational Flow Management (2/4)**

**DIMENSIONS**

**D1** - Analysis, Diagnosis and Specification

**D2** - Application/Operationalization

**PROCESSES**

**P1** - IM institutional and organizational analysis and alignment (strategic, tactical and operational)

**P2** - Platforms design, implementation, maintenance and review

**P3** - Transactional information production/creation (and iterations with SI-AP)

**P4** - Information processing and appraisal (transactional and within transactional / SI-AP iterations)

**P5** - Storage and preservation (with integration and maintenance in the SI-AP, as evidence, memory and strategic resource)

**P6** - Communication and use of SI-AP
based on a **SERVICE-ORIENTED APPROACH @ UNIVERSITY**

**S1** - User analysis, profiles and roles, groups and users management

**S2** – Business’ analysis, processes, requirements and info-communicational specification and management

**S3** - Metadata creation and management

**S4** - Intellectual and industrial property, knowledge/competencies management

**S5** - Digitization, records and workflow management

**S6** - Appraisal, selection and disposal

**S7** - Storing, hosting and repositories management (incorporation/deposit /ingest and archive)

**S8** - Search, retrieval, dissemination and discovering

**S9** - Exporting, importing and harvesting (metadata and information)

**S10** - Extension, science communication, publishing

**S11** - Preservation, security and data protection
> APPLIED IM MODEL

MGSI-AP.UP | Infocommunicational Component (4/4)

IM
+
INF Sys / IT
+
PEOPLE / COMPETENCY MANAGEMENT / KM
↓
INNOVATION MANAGEMENT
IM SUPPORT

- Multiplatform aggregation at the SI-AP.UP level:
  
  IM “in app” (1) (traditional)
  
or
  IM “in place” (2) - API’s, Web services ...

- Definition of Support Levels / IM Processes
MGSI-AP.UP | Technological Component: systems structure (2/2)

**N1 - Strategy Support**
Support for top management in terms of strategy, long-term trends, internal context and external contexts/environment, decision making and administrative support activities (including analytical activities / Business Intelligence)

**N2 - Tactical Support**
Support to the intermediate / tactical management of the organization: support to planning, control and monitoring, decision making and administrative activities (Management, Quality and Performance data and applications);

**N3 - Operational/Transactional Support**
Support to the operational management and development of basic and transactional activities in the organization.

**Core Functions:**
- Teaching (data, projects and eLearning applications)
- Research (data, projects and eLearning applications)
- Transfer of knowledge and Innovation (data, projects, contracts and applications of Science and Innovation Management)

**Support/Management Functions:**
Support areas: financial management; administrative management / services; human Resources; logistics (data and management applications) ...

**N4 - Cross-sectional Support**

**N4.1 – SI-AP (Organizational/Institutional Information System) Support**

**N4.2 - ITS (Information Technology Systems) Support**

**N4.3 - PMS (People [and Competency] Management Systems – Clusters / Practice Communities)**

**N4.4 - QPMS (Quality and Performance Management System) Support.**
CONCLUSIONS

MGSI-AP:

1 - a flexible and dynamic model which aims for a balance of the institutional whole within a frame of (moderately) flexible relations which are established between individuals, groups, constituent units and the University and between these and the outside, thus articulating flows and technology, as well as organizational structure and networks, supported by communities of practice which reflect and optimize scientific, technical and administrative areas through IM.

2 – it convenes an institutional engagement in an IM Policy intersecting ITS / IT Policy, in a trans and interdisciplinary basis, crossing traditional and emerging information services and pointing to its effective implementation and, if interesting, the future certification of an organizational/institutional information management system.
Thank you!
AN APPLIED IM MODELING

2016 – a first approach