# Program at a glance

## Planning workshops
To kick-off the project, we’ll establish shared ways of working, align on project goals and objectives, as well as confirm this timeline.

## Stakeholder engagement strategy
To ensure we are working with the right UNSW folks at the right time, we’ll map out all of the project touchpoints together.

## Review existing materials
In order to get an understanding of what we know (and what we don’t), we’ll review all existing audits and materials. This includes an in-depth review of the current DIAP.

## Internal stakeholder workshops
In order to fill gaps in our collective understanding around the DIAP priorities, as well as engage key stakeholders, we’ll hold six workshops (one per focus area). This will also help us prioritise efforts.

## Site walk-throughs and interviews
We’ll do an expert assessment of the current state by conducting site walk-throughs and interviews with internal experts.

## Industry best practice
To develop a world-class experience, we need to know what the world is doing. We’ll review industry best practice to understand the global benchmark.

## Gap analysis
Based on where UNSW is currently performing on the DIAP and the self-identified gaps in delivery, we will prioritise efforts for this project’s focus.

## Draft prioritisation framework
To help facilitate decision-making on this project (and beyond), we will summarise our findings to date into a prioritisation framework that sits alongside the DIAP.

## Student and staff consultation
To understand the gaps in service from both the staff and student perspective, we will conduct a range of research activities to benchmark performance and identify quick wins.

## On-campus learning lab
To showcase learnings as we go and encourage ad hoc participation from students and staff, we will set up an ‘learning lab’ on campus.

## Future state experience mapping
Findings will be summarised into an ‘ideal’ future state map of what an inclusive UNSW could look like.

## Co-design workshops
Once we have roughly mapped the staff and student experiences, we’ll have a foundation from which to ideate new solutions to deliver on DIAP priorities.

## Horizon planning and quick wins
In a series of eight co-design workshops, we’ll explore (and even test) innovative possibilities to improve the current state to see what resonates.

## Test and validate prioritisation framework
In these workshops, we’ll add input from staff and students into the prioritisation framework – highlighting where the biggest opportunities in delivering the DIAP exist.

## Prioritise opportunities
We’ll take the ideas and priorities from our research and exploration back to stakeholders to prioritise actions and next steps. We’ll also discuss how we might operationalise the ideas.

## Innovation workshops
Ideas will be categorised into horizon states – from quick wins, to longer term initiatives and incorporated back into the DIAP roadmap.

## Future state service mapping
To summarise what we’ve prioritised, we’ll create ‘future state service maps’ that illustrate not only the end-user experience, but the UNSW service model that sits behind it.

## Costing workshops
The service maps will allow us to confidently go to relevant UNSW experts to cost out the delivery of our innovative ideas.

## Strategic recommendations
Alongside these costs, we’ll provide commentary around the prioritisation framework, as well as next steps to implementation.

## Summary documentation
All of our research, insights and recommendations will be summarised into actionable implementation roadmap for DIAP stage 1, and presented in a final workshop with stakeholders.

## Stakeholder touchpoint: Project kick-off workshop
**Weeks 1-3**  
**Week commencing:** 18/06/2018

## Stakeholder touchpoint: Progress showcase
**Weeks 4-6**  
**Week commencing:** 02/07/2018  
**Week 7**  
**Week commencing:** 23/07/2018  
**Weeks 8-16**  
**Week commencing:** 30/07/2018  
**Weeks 17-20**  
**Week commencing:** 08/10/2018  
**Weeks 21-23**  
**Week commencing:** 05/11/2018

## Stakeholder touchpoint: Handover workshop
**Weeks 24-29**  
**Week commencing:** 26/11/2018