



## What We Do

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Mosaic delivers a range of services to our clients, depending on the requirements of the individual institution. Strategic planning, policy development, space management, classroom scheduling and business process reengineering associated with academic management – all comprise elements of an integrated package of services provided in response to our clients' needs.

### Strategic Planning                      Project & Change Management

Mosaic has developed a range of skills and tools applicable to the modelling of academic program delivery. These have been applied in a range of projects, such as modelling campus or building space requirements, analysing enrolment data or developing enrolment projections. At the business level, Mosaic's principals have brought a strategic perspective to the provision of advice on the best negotiating strategy for a client to adopt in relation to collaboration with partnering academic institutions.

Mosaic can also offer expertise in project planning and management to scope and initiate projects, to ensure that adequate resources are identified at an early stage, and/or to manage the ongoing operation and successful completion of a project. Mosaic currently uses PRINCE2 for its own internal development projects; we have used PMBOK previously, and we are comfortable working with other approaches and methodologies.

Since the introduction of new business systems is typically problematic, Mosaic offers its change management services to help staff understand the new procedures and systems so that they can contribute in an effective manner.

### Teaching and Learning                      Educational Technologies

The days when a piecemeal approach was acceptable when designing and implementing education technologies are past. Mosaic brings an extensive knowledge of the strengths and weaknesses of a variety of differing technologies that can support the delivery of teaching and learning – face-to-face, distance or flexible. We are conscious of the necessity of comprehensively linking a wide range of systems, and using clear, coherent and transparent business processes, to ensure technologies are made easy-to-use for staff and easy-to-access for students.

### Systems Architecture                      Interface Design

To better integrate information systems, to manage data flow, and to provide better information for students and staff, we can assist with the tighter interfacing of corporate information systems (human resources, student management, learning support, space database, timetable, tutorial allocation, etc). This reduces the need for data entry to occur independently on multiple systems, thereby reducing errors arising from inconsistent data, and also reducing the resources devoted to data entry.

From experience at clients' sites, Mosaic is familiar with a wide range of systems in use at educational institutions around the world. Based on user requirements, we have prepared business requirements specifications and proposed plans for, or changes, to system architectures. Mosaic's principals have specified, designed, constructed or consulted on interfaces between many different systems. In addition to the proprietary software products that are developed and marketed by Mosaic, other work on custom software is also undertaken to meet client requirements.

### Space Utilisation                      Space Management

There is a world-wide drive to achieve higher levels of efficiency in the operation of public institutions. Mosaic has enhanced its capabilities in the analysis of problems of space utilisation and ongoing space management, particularly in regard to learning and teaching space.

Mosaic's principals approach these issues from a broader perspective of higher education management than many other consultants in the field. Our particular contribution has been from a background in timetabling, business process change, systems integration and space utilisation. With this broader perspective, our approach differs from that of traditional architects or facilities managers. Our approach to space management is to focus initially on the

optimisation of teaching space, since this is frequently the element of a university's total space envelope (a) that has sections that are significantly under-utilised, (b) that can be more immediately reconfigured and optimised, (c) that is partially under the control of central managers who already see the benefits of optimisation and (d) where changes of use can be effected with a minimised impact on, and interruption to, the normal activities of academic departments.

Depending on the needs of your institution, Mosaic can offer a range of consulting services:

- ❖ Review your institution's current policies in the areas of space management, classroom scheduling and academic administration in order to identify areas where changes can bring about improved services to students and staff as well as enhanced operational efficiencies.
- ❖ Review your site on both a macro and micro level to determine the attributes of your institution, focussing on options for space reconfiguration and / or the purchase, installation and implementation of a scheduling system.
- ❖ Implement a comprehensive scheduling / timetabling / room booking system. In addition to setting up the system for timetabling, we also put in place a regimen of knowledge transfer as well as training programs to ensure ongoing efficient operation.
- ❖ Undertake a comprehensive space audit to identify those areas where problems exist and where efficiencies can be achieved. Mosaic has developed its own software (RUIS) to undertake the specialised task of classroom utilisation reporting.
- ❖ Build or specify web interfaces that allow timetable and space information to be made available on other systems for purposes such as the provision of timetable information to students, tutorial allocation, security reporting, etc., all provided on a '24 by 7' basis.

Mosaic's principals can identify key elements of scheduling, timetabling and space management that many others miss. These include the integration of scheduling / room booking systems with other administrative systems such as space management, student services and human resources and information technology. Such integration allows your institution to take control of classroom space, and encourage the sorts of practice and behaviour that will result in optimal space use and improved service to students and staff. This approach will also create the flexibility that will be needed to meet both the immediate and long-term needs of your institution – our approach is both strategic and tactical. Our satisfied clients have benefited from an improved level of service to students and staff, with significant cost savings in the area of classroom space provision.

## Clients

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*Mosaic's principal consultants have extensive experience in the higher and further education sector over many years, working together within Mosaic or individually within their own consulting practice or for other firms. Institutions to which they have provided services or software include:*

### **Australia**

Adelaide Central School of Art  
 Australian National University  
 Charles Sturt University  
 Curtin University  
 Deakin University  
 Flinders University  
 Griffith University  
 James Cook University  
 Macquarie University  
 Monash University  
 Queensland University of Technology  
 RMIT University  
 Swinburne University of Technology  
 TAFE New South Wales  
 University of Adelaide  
 University of Ballarat  
 University of Canberra  
 University of Melbourne  
 University of New South Wales  
 University of New South Wales at ADFA  
 University of South Australia  
 University of Technology Sydney  
 University of Western Sydney

### **Hong Kong**

Hong Kong Polytechnic University

### **The Netherlands**

Leiden University

### **New Zealand**

Manawatu Polytechnic  
 Otago Polytechnic  
 UNITEC Auckland  
 University of Canterbury  
 Waikato Polytechnic  
 Waikato University

### **Singapore**

UNSW Asia

### **United Kingdom**

Ayr College  
 Annesland College, Glasgow  
 Cardonald College, Glasgow  
 Chester College of Higher Education  
 Exeter University  
 Lewisham College  
 Moray College  
 Newcastle University  
 Paisley University  
 REME College, Royal Army  
 Roehampton Institute  
 Stirling University

Sunderland University  
 Surrey Institute of Art and Design  
 University of Central Lancashire  
 University of Glamorgan  
 University of Greenwich, London  
 University of Hull  
 University of Leeds  
 University of London, Goldsmiths College  
 University of Manchester  
 University of Northumbria, Newcastle  
 University of Teesside  
 University of Sheffield  
 University of Southampton  
 University of Sussex  
 University of the West of England, Bristol  
 University of Wales, Cardiff  
 University of Wales, Swansea  
 University of Warwick  
 University of Wolverhampton  
 University of York  
 Westminster College, Oxford

### **United States of America**

California State University Long Beach  
 University of California  
 University of Southern California



## How You Benefit

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Our consultants offer you a wide range of skills and experience developed and applied specifically in the fields of higher education and further education. These include strategic planning and academic program modelling, project management and change management, academic and student administration, lecturing and training, production of education resources, system architecture and interface design, space management and scheduling, communications and marketing.

In addition to its principals, Mosaic draws on relationships with our extensive network of international consultants with skills and expertise in related areas of higher education. Specialist and technical skills are sourced from outside the company as required, with performance guaranteed by Mosaic's principals.

## Company Directors

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### *John Pryzibilla*

### *Executive Director*

Joining Mosaic in July 2001, John has an extensive background in communications, educational technology, higher education and computing. In the early 1990's he worked as Executive Vice-President (Marketing) at a US high-tech start-up company, where he was involved in the development of a range of RISC co-processor hardware and software products. His university roles have included positions at the University of Adelaide as Director of Continuing Education, and Quality Manager. As Senior Assistant Registrar (Systems) at the University of South Australia he initiated a number of innovative student-related systems developments. He has chaired several sector-wide committees in Australian higher education. Previously, he had played a major role in the development of educational and community broadcasting in Australia, and was an award-winning educational radio producer.

### *Tom Sankey*

### *Managing Director*

Tom arrived in Australia in 1974 after studying engineering at the University of Wisconsin. While working for engineering firms in Australia, he completed an Honours degree in Music at the University of Adelaide and postgraduate study at the Istituto di Studi Verdiani in Parma, Italy. This was followed in 1981 by teaching appointments at the South Australian Institute of Technology, the University of Adelaide and the University of South Australia. Over the next fourteen years he became increasingly involved in educational management activities, overseeing university-wide enrolment in general education programs and implementing various IT systems, also becoming academic staff support coordinator specialising in the development of IT skills. In 1996 he formed his own consulting business before forming Mosaic Software Development in 1998.

### *Andy Guest*

### *Technical Director*

After graduating with a B.Sc (Hons) Information Systems from Middlesex University, England, Andy was Resources Planning Officer for the University of the West of England, with responsibility for MIS systems development. After two years he was seconded to the university's Faculty of Computer Studies & Mathematics, with responsibility for coordinating university administrative systems development between the University and software suppliers. This role led to in-depth involvement in the specification of Syllabus Plus timetabling software. After five years at the University (1988-1993), Andy joined Scientia Knowledge Computing Ltd (the makers of Syllabus Plus) as Senior Consultant, Higher Education Systems, a role that brought him to Australia. He left the company in 1997 to become an independent consultant, and formed Mosaic Software Development Pty Ltd in 1998. Andy's detailed knowledge of education administrative systems requirements and development, combined with a strong technical knowledge, software design flair and PRINCE2 project management qualifications ensure the ongoing development strengths of the company.

## Company Background

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Mosaic was formed in South Australia in 1998 by Andy Guest and Tom Sankey to address computer software-related problems of optimisation, data analysis and reporting. Today Mosaic's principals are increasingly engaged in a wide range of projects in fields related to the advancement of teaching and learning. These entail the complex issues of policy development, systems architecture and interface design, strategic planning and modelling, academic program planning, project management and change management, and business process planning.



The company retains a focus on the provision of consultancy services and software that:

- ❖ aid in strategic planning,
- ❖ make more efficient use of existing resources, and
- ❖ enable organisations to better realise their goals

The company remains committed to creating solutions that have international relevance in the higher education sector world-wide.

Mosaic applies advanced analytical and technical skills together with expertise in educational and corporate administration to develop innovative and cost effective solutions for entrenched or emerging problems. Techniques we have developed and applied assist the automation of administrative tasks to enhance the quality of service delivery. These include the development of expert system structures, and reporting and analysis software tools. Mosaic brings together experts with skills in areas such as optimisation, data analysis, communication and reporting, as well as technical expertise and experience with a range of computing platforms and software solutions.

## **Mosaic Software Development - Higher Education Products**

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Mosaic's software development activities revolve around a strategy of exploiting the strengths of its current staff, together with a commitment to delivery of cost effective solutions to an educational sector which, in most countries, is less well resourced than the corporate sector.

The company's software development activities leverage:

- ❖ knowledge of the requirements of post-secondary educational institutions, primarily in OECD countries;
- ❖ familiarity with a range of technologies and software approaches; and
- ❖ a realistic approach to the design of software that needs to be customisable in order to work in a variety of institutional settings.

