Técnico Human Resources Division (DRH)

Mission

The Human Resources Division supports IST's top management in enhancing its human capital by applying the best practices in HR management and providing quality services in administrative processes, ensuring ethical and legal compliance

Vision

Achieve an outstanding performance and get recognition by its competence and professionalism

Strategic Goals (2016-2019)

♦ *Promote improvement of skills and mobility of technical and administrative staff*

♦ *Improve internal and external communication at the HR Division*

♦ *Promote improvement of HRM*

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People

Promoting Educational Organisation through people

*To reinforce **competencies of** top and middle managers of higher education institutions by **developing a human resource (HR) management and staff development strategy***

Strategic Plan Human Resources Division (DRH)

From strategic goals to indicators

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VECTOR	STRATEGIC OBJECTIVES	OPERATIONAL OBJECTIVES	ACTIONS/PROJECTS	INDICATORS
DEVELOPMENT OF IST HUMAN RESOURCES	Promote improvement of skills and mobility of technical and administrative staff	Improve professional skills of technical and administrative staff	Development of training programmes	% of employees who attend at least 30 hours of training
			Conduction of diagnostic tests in English	% of employees who take the test
			Creation and implementation of an online training programme	% of employees who do online training
		Improve intra-service mobility	Proposal for interservice mobility regulations at IST	Regulations adopted
			Dissemination of mobility mechanisms and the platform	No. of visits to platform/ % of mobility that overrides the platform
			Improvement of the platform	Release of new version | Degree of satisfaction with platform
		Encourgae international mobility of technical and administative staff	Participation in Erasmus+ scholarships	No. of applicants to international grants
			Participation in international projects	No. of participants in missions abroad under international projects
COMMUNICATION	Improve external and internal communication at HRD	Develop mechanisms of communication with HRD users	Create a number of FAQs and information flyers	Visits to FAQs and flyers | online FAQ assessment
			Create user guides for computer platforms	
			Create legislation summaries	
			Reformulate the HRD webpage	Voluntary online survey
			Develop welcome handouts/site	Voluntary online survey
			Promote training for users	No. of actions/participants | action assessment surveys
		Strengthen HRD image and visibility	Create minutes with most frequent messages	% of minutes created and used/identified
			Define document standards (letter among others)	% of standardized documents
			Implement norms for communication	Norms implemented
			Newsletter' and relevant news (OJ, new protocols	Release of newsletter | accesses | assessment
			Publicize activity indicators	No. of accesses/ Degree of satisfaction | *SugerIST*
		Internal communication	Carry out periodic interunit meetings and with assistance staff	No. of meetings
PROCESSES	Promote improvement of HRM processes	Monitor and promote continuous improvement of processes	Identification and monitoring of flaws	Decrease in flaws
			Promotion of actions to eliminate constraints identified when interacting with other services	Constraints addressed | % of improvements compared to proposed actions (AssIST)
		Dematerialization and simplification of processes	Definition of requirements and proposal for a research grant platform	Proposal submission deadline