



Australian
National
University

Information Technology Services

Building Guide

W.K. Hancock – West Wing

29 January 2016

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W K Hancock

The building is named after the Australian historian, Sir (William) Keith Hancock, one of the four academic advisers charged with shaping the ANU in 1946. A full biography is available here: <http://adb.anu.edu.au/biography/hancock-sir-william-keith-460>.

General logistics

Bicycle storage

There are two bicycle enclosures close to the Hancock West building (see Appendix A), the closest being the one attached to the Central Plant building (Building 135). This is a Cardax-controlled space. If you would like to use this enclosure, please email your details (including University ID) to transport@anu.edu.au, to gain access.

Building maintenance

The ITS building custodian for Hancock West is the EA, Director ITS. Please report any building-related issues immediately to ea.its@anu.edu.au for action.

Email distribution lists

Each ITS floor of the building has an email distribution list (e.g. ITS-StaffHancockWestL1@anu.edu.au), which are available in the Outlook Global Address List (GAL). These lists are not moderated, and are intended to promote communication between staff.

The ITS All Staff email distribution list is also available via the GAL (ITS-AllStaff@UDS.anu.edu.au). This list is moderated by the Office of the Director ITS.

External visitors

All external visitors are required to sign in while in the building. Visitor logs are located at the Service Counter, for visitors to Level 4; and also with the Office of the Director ITS for visitors to Levels 5 and 6.

ITS staff are expected to meet their external visitors in the lobby of the floor they are visiting, to assist them with using the visitor log, and to guide them to the relevant meeting room.

Floorplans

ITS occupy Levels 1, 4, 5 and 6 of Building 43 (see Appendices B, C, D & E).

Internal signage

Each ITS floor has digital screens at the lift doors, and Levels 1 and 4 have touchscreens to enable visitors to search for staff/teams as required.

Mail services

All incoming mail for ITS is delivered to Level 5, and distributed by the Office of the Director ITS.

Outgoing ITS mail should be deposited with the Office of the Director ITS for the daily pick up service by DHL.

To avoid confusion, please clearly specify with each vendor where you need goods delivered, as some items may still be intended for the ITS locations that we will be retaining (e.g. Leonard Huxley bulk store). To assist couriers, there is a Service Entry door on Level 1 which is located adjacent to a loading zone.

Please use the following address format for the building:

Name

Information Technology Services

Building #43

W.K. Hancock - West Wing

Biology Place

The Australian National University

Acton ACT 2601

Parking facilities

The closest secure parking facility to Hancock West is the Baldessin Parking Station. Please contact parking@anu.edu.au if you would like to be waitlisted for this facility.

The closest available surface parking is the strip on the Southern side of the North Oval, the Northern side of the ANU College of Law, and the strip opposite the Research School of Biology on Sullivans Creek Road.

Please see the ANU Transport and Parking webpage to find out more details on parking at the University.

Service Counter

The ITS Service Counter is located on Level 4, and is intended to provide a contact point for staff and students who are seeking ITS Service Desk support.

Smoking

There is no smoking permitted either within the building, or on the balcony on Level 6.

Waste management

We will no longer have individual waste bins at each workstation. Instead, the following services are available:

- E-waste wheelie bin located in the Purchasing Storeroom on Level 1;
- Secure paper wheelie bin located next to each floor's MFD;
- Recycling wheelie bin located next to each floor's MFD;
- General waste bin in each floor's kitchen;
- Recycling bin in each floor's kitchen;
- Recycling wheelie bin in each tech lab; and
- General waste wheelie bin in each tech lab.

Whiteboards

Some meeting rooms have walls painted with whiteboard paint. Whiteboard markers can be used on these walls, but should be cleaned off with a dry microfibre cloth, not a whiteboard eraser.

Please also note that not all walls have this paint applied to them. Walls that can be written on with whiteboard markers will have a notice on them. Please do not write on walls that do not have a notice on them.

ITS vehicle fleet and visitor parking

There are five parking spaces reserved for ITS purposes at the base of the building, accessed from Biology Place.

Additional parking spaces are reserved in the surface park directly to the East of the Chemistry building, which are bladed for specific ITS vehicles.

The current fleet and visitor parking has been allocated according to the table below:

Location	Vehicle	Rego	Make	Model	Description
Chemistry Parking Lot	Netcomms - WAP	YHH30F	Holden	Combo	1.4 XC Car Van
Chemistry Parking Lot	Netcomms - Telephony	YKX25Z	HYUNDAI	iLoad	Liftback Van
Chemistry Parking Lot	Netcomms -	YEU86E	HOLDEN	XC Combo	1.4L Van
Chemistry Parking Lot	Office of the Director ITS/Service Desk	YEX13B	HOLDEN	AH Astra MY7.5	CD 1.8 5dr Wag
Biology Place	ITS Service Desk	Electric vehicle			

Biology Place	ITS Service Desk	YKZ56Z	HYUNDAI	iLoad Crew Cab	Liftback Van
Biology Place	ITS Audio Visual	YKY19Q	HYUNDAI	iLoad	Liftback Van
Biology Place	Director ITS' private vehicle	-	-	-	-
Biology Place	ITS visitor space	N/A	N/A	N/A	N/A
Biology Place	ITS visitor space	N/A	N/A	N/A	N/A
Leonard Huxley	ITS visitor space	N/A	N/A	N/A	N/A
Leonard Huxley	ITS visitor space	N/A	N/A	N/A	N/A
Leonard Huxley	ITS visitor space	N/A	N/A	N/A	N/A
Leonard Huxley	ITS Data Centre Operations	YKY21Q	HYUNDAI	iLoad	Liftback Van

Shared spaces: quiet / informal meeting / meeting / test rooms

One of the design requirements for the Hancock West refurbishment was to ensure that there would be sufficient spaces for us to either book out for meetings, or to use when requiring privacy or reduced distraction. This led to the development of the following types of spaces:

- **Quiet rooms.** There are two quiet rooms each on Levels 4 and 5 (a total of four). These are intended for staff to use when a private conversation is required; or when someone needs some uninterrupted focused time to work. They seat a maximum of 4 people, and are intended to be equipped with a PC and phone. These spaces will not be bookable, and should not be occupied by the same person/group for longer than an hour.
- **Informal meeting rooms.** There is one informal meeting room each on Levels 4 and 5 (a total of two). These are equipped with display screens, sofas, mobile whiteboards and informal seating; and have sliding doors. They will seat around 8 people, although there is more flexibility for seating to be brought in if required. These spaces are intended to allow group discussions, such as brainstorming solutions, on an ad hoc basis. These spaces are not bookable, and are not to be used for meal breaks.

- Meeting rooms.** There are six bookable ITS meeting rooms in Hancock West. These are visible in the Global Address List (GAL), so that the room can be added as an attendee when creating a new meeting.

GAL Name	Booking method	Capacity	Extension	Room type
Level 4				
Building 43, Hancock West, Rm 4.16, .net Room	Outlook	8	55306	Bookable meeting room
N/A - Room 4.18	N/A	3-4	55303	Quiet room
N/A - Room 4.22	N/A	3-4	55302	Quiet room
N/A - Room 4.23	N/A	8	55304	Informal meeting room
N/A - Room 4.24	N/A	3-4	55305	Quiet room
Level 5				
Building 43, Hancock West, Rm 5.16, .org Room	Outlook	3-4	55412	Bookable meeting room
N/A – Room 5.18	N/A	2	55301	First Aid Room
Building 43, Hancock West, Rm 5.22, .gov Room	Outlook	8	53503	Bookable meeting room
Building 43, Hancock West, Rm 5.23, .edu Room	Outlook	8	53507	Bookable meeting room
N/A – Room 5.24	N/A	3-4	58479	Quiet room
N/A – Room 5.25	N/A	8	57677	Informal meeting room
N/A – Room 5.26	N/A	3-4	51325	Quiet room
Level 6				
Building 43, Hancock West, Rm 6.06, Boardroom	Outlook (moderated by Office of the Director ITS)	18		
Building 43, Hancock West, Rm 6.09, .com Room	Outlook	8	57797	Bookable meeting room

Each of the meeting rooms is fitted with new AV technology, which is intended to model best practice. User guides are located on the screens in each room, and hard copies are also stored in the room credenzas.

Workplace protocols

Climate control

The windows in the building are non-operable. All heating and cooling is reliant on ducted services.

Food

The kitchens on Levels 4, 5 and 6 have doors to ensure that food smells do not affect people at their workstations. We may need to work together to set expectations about the kinds of foods that can be consumed at workstations, if anyone is sensitive to strong odours. The Level 6 kitchen/breakout space also includes full access to the balcony, which is equipped with outdoor furniture; so it is hoped that staff will be able to make use of this space for their meal breaks.

Kitchens

Coffee, tea, milk and the Canberra Times are provided for each kitchen. Please email ea.its@anu.edu.au if any stocks are running low.

The kitchens are each equipped with a Zip tap, which provide boiling water and chilled, filtered water.

Please ensure you leave the kitchen in a clean state after use, stacking items in the dishwasher and wiping down any equipment you have used.

Noise

Consideration for others is key. Please use the many forms of shared meeting spaces for more robust conversations.

Concern has been raised over the restrictions around earbud/headphone use in open plan spaces. There is no specific instruction for staff on this topic other than the relevant ANU Procedure on Noise Management, which states:

“Warning. Ear-buds and headphones are not hearing protection - listening to loud music through these devices can actually increase hearing loss. To ensure people remain in contact with their work environment, ear-buds and headphones may only be worn in one ear, enabling them to hear and understand conversations and warnings.”

(ANU Procedure: Noise Management, warning between clauses 43 and 44
https://policies.anu.edu.au/ppl/document/ANUP_000581)

Security

The building is equipped with Cardax, and several user groups have been established to restrict access to zones within the ITS areas of Hancock West, such as the Purchasing Storage room and Learning Support Services Hire room. If you require any modification to your access permissions, please contact ea.its@anu.edu.au.

Shower facilities

There are shower facilities on each ITS level. Please ensure you leave these rooms in a fit state for others to use.

WHS information

Fire Wardens

There is one Deputy Fire Warden for each ITS level of the building. The Chief Fire Warden responsibility for Buildings 43 & 122 (i.e. the combined Hancock entity) is vested with Scholarly Information Services. The details of these staff are listed on the ITS website, and on signs around the building.

First Aid

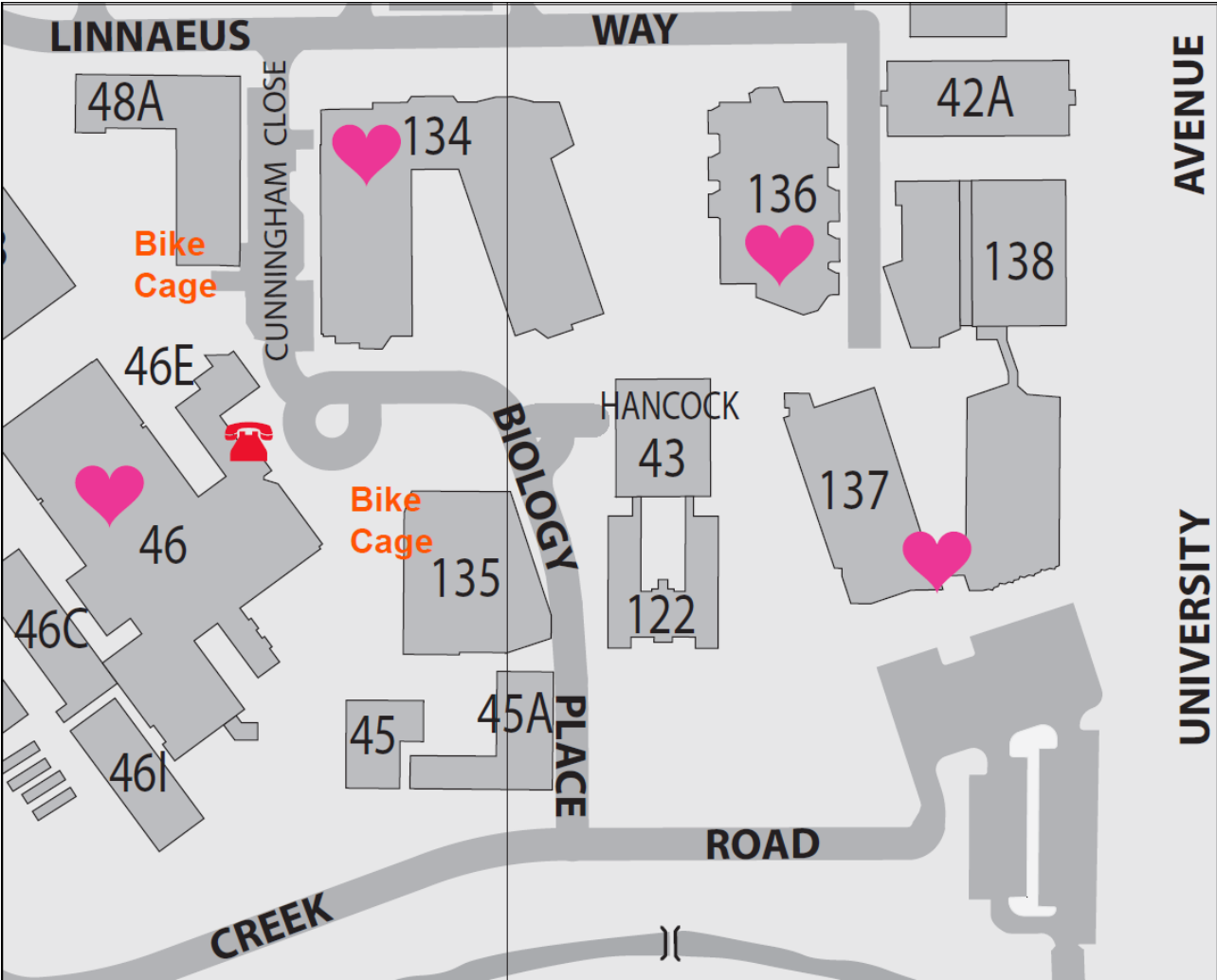
There is a First Aid Officer for each level of the building that has a Tech Lab, i.e. Levels 1, 4 and 5. The details of these staff are listed on the ITS website, and on signs around the building.

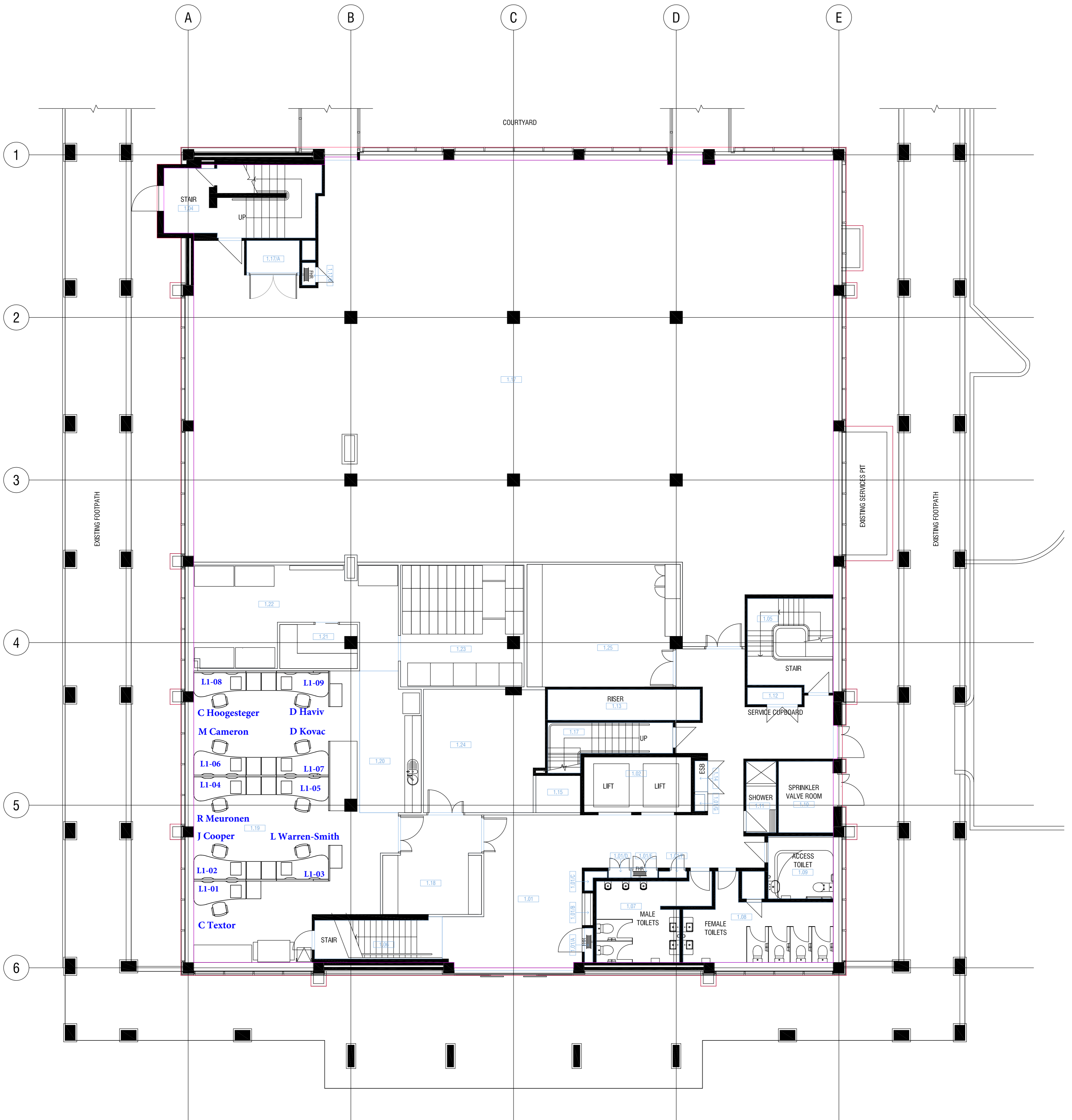
First Aid kits are located in the Tech Labs and the First Aid Room, which is located on Level 5.

Location of AEDs

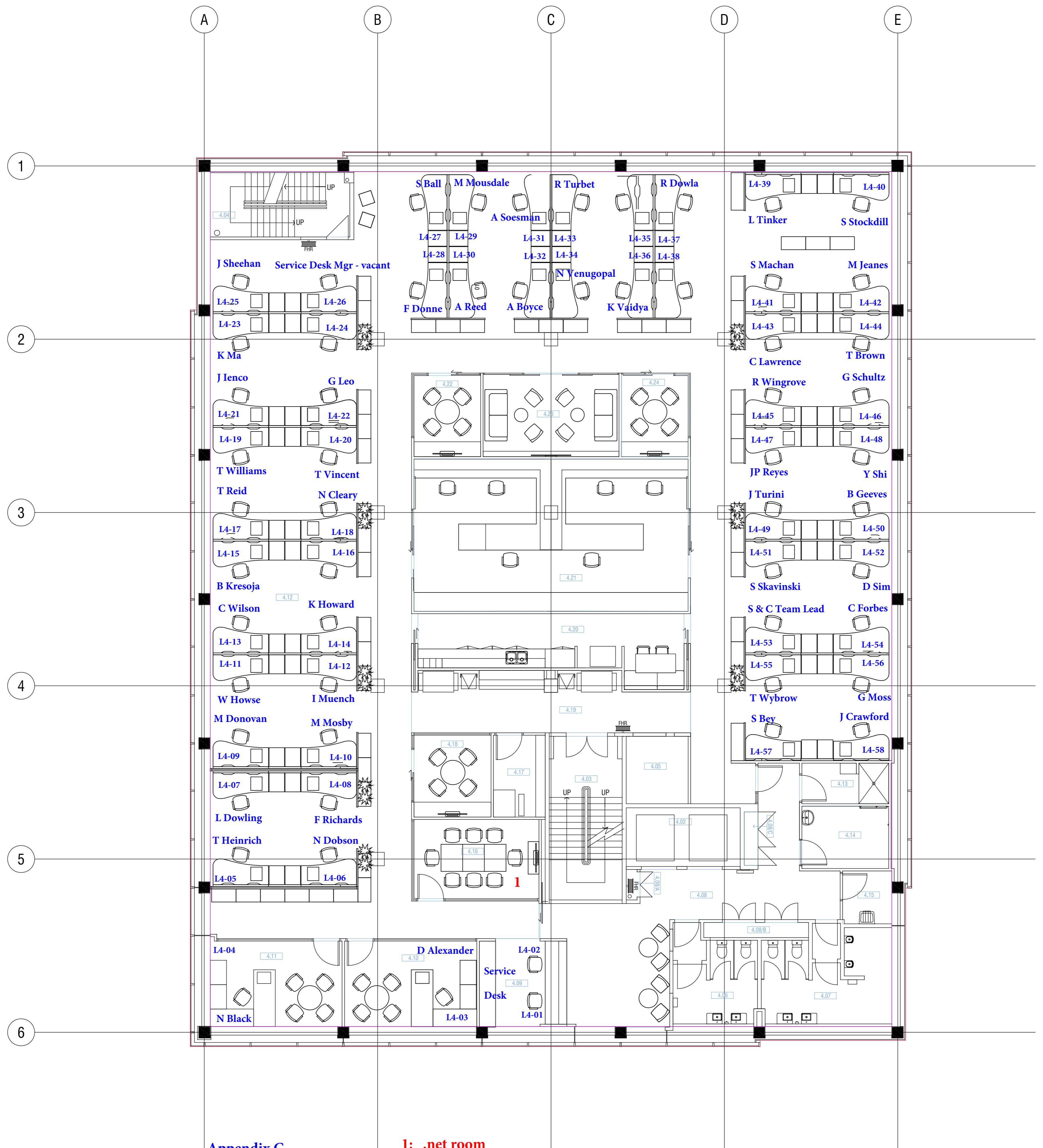
See map at Appendix A.

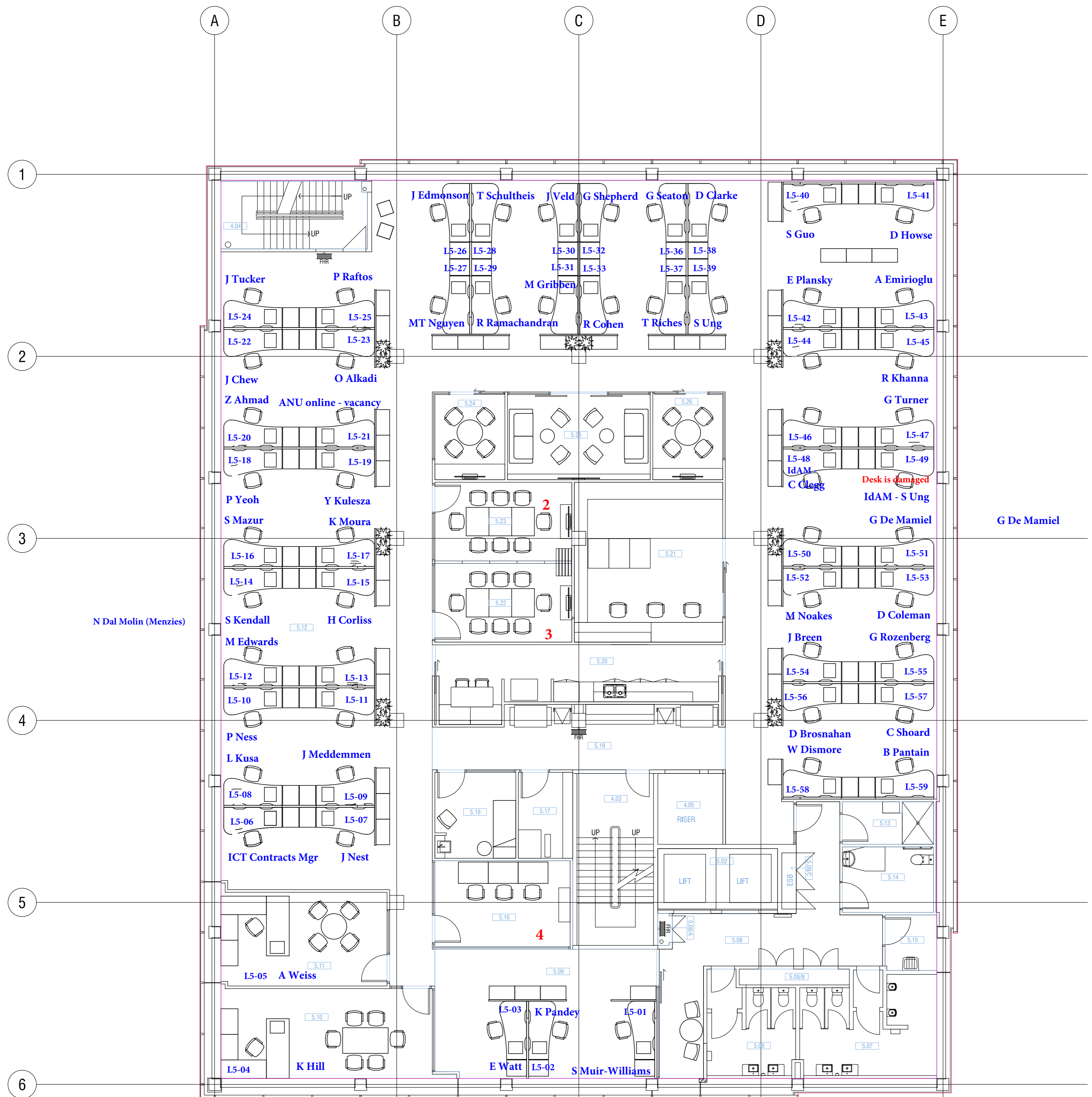
Appendix A: Map





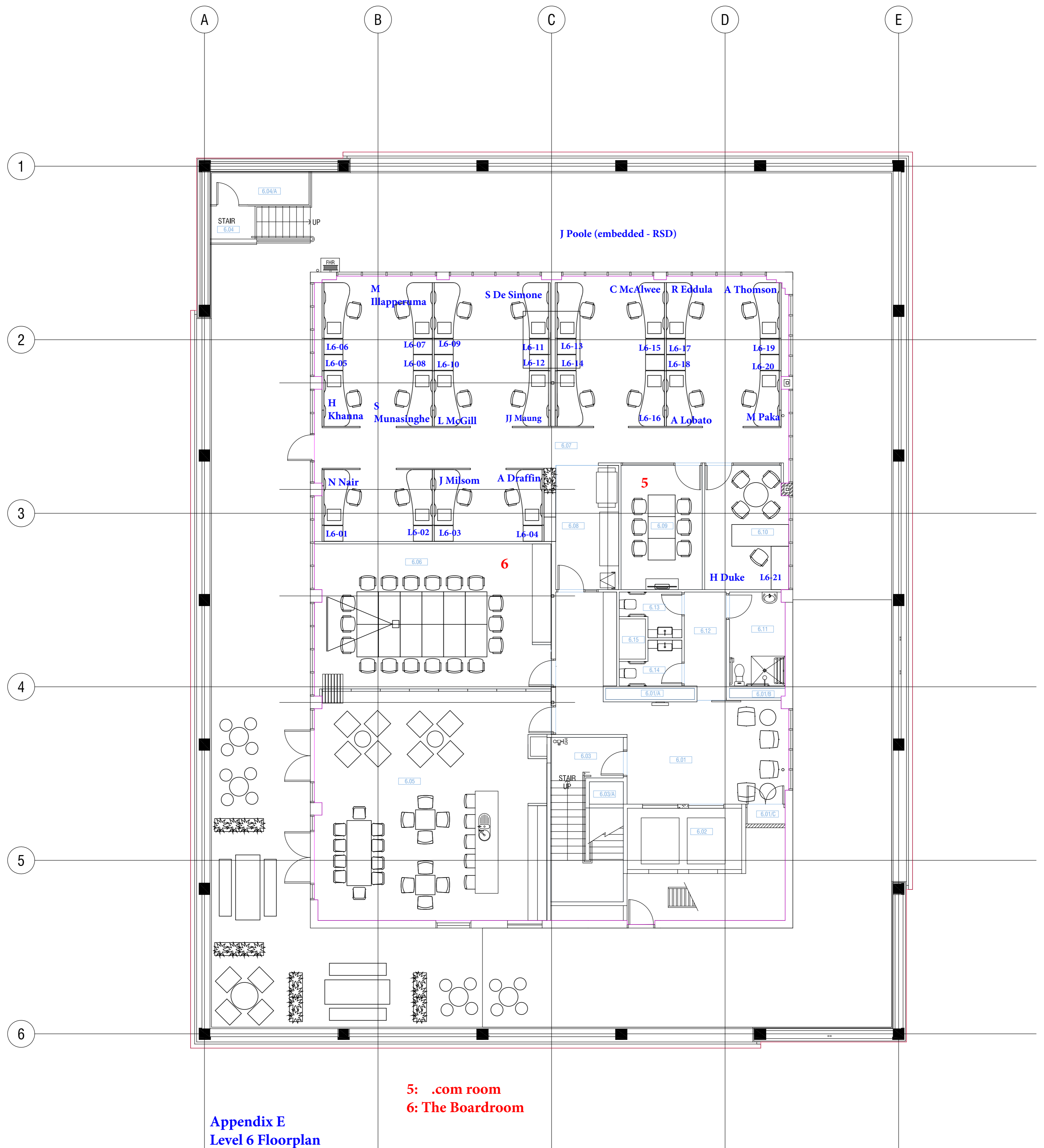
Appendix B
Level 1 - Floorplan





- 2: .edu room
- 3: .gov room
- 4: .org room

Appendix D
Level 5 Floorplan



Appendix E
Level 6 Floorplan