Themes

• The first 100 days
• DoI Administration Review 17-19 July
• Divisional Operation Plan
• Realignment
• DoI Exec & DoI OMG
• Priorities for 2H-2012
ICT Planning Principles

• Implement a consolidation strategy that brings opportunities for coordination through greater emphasis on de-duplication.
• Involve vested parties in selecting the right option for transition and for perceived future needs.
• Move away from managing assets to managing information and people.
• Agility and Flexibility are key.
• Decide on sourcing arrangements that provide the right mix of increasing head count through FTEs versus using contractors/consultants and external service providers.
Higher Education Institution

- Teaching & Learning
  - Attracting Students
  - Attracting Funding
  - Attracting Researchers
- Research
- Sustainable
- Efficient
- Administration

Next Generation Teaching and Learning

Next Generation Research Innovation
What are we missing?

Technology
Reference
Architecture
DoI Operational Plan – Key Projects

- Moodle Upgrade
- UniDOC – Electronic Document Records Management System
- ANU Email
- ANU Service Desk
- ERP Upgrades
- RDSI / NecTAR Cloud
- Technology Refresh (RFT*)
DoI Administration Review: Purpose

• Determine if there is alignment of goals of DoI with that of the University’s Strategic Plan.
• Review the DoI’s fitness for purpose, that is, the quality, efficiency and effectiveness of services and communication between the Unit and the University community to enable the University to meet its Strategic Plan.
• Review the success of the DoI’s current continuous improvement strategies and assess capacity of future strategies to deliver improvements to strategic priorities and services, and the overall contribution to the University’s culture of continuous improvement.
DoI Administration Review: Purpose cont

- Review the effectiveness of DoI’s strategies for staff recruitment, retention and development (including workforce planning) to meet the core business needs.
- Review the effectiveness of the relationship and working arrangements between DoI and IT staff in Colleges in terms of overall fitness of purpose to the function.

- Review Panel:
  - Mr Neil Thelander, Director, Cloud Juice IT Consulting
  - Ms Julie Gorrell, Senior Projects Manager
  - Professor John Hosking, Dean, ANU CECS
ICT Governance

• Demand-side governance
  
  - is a management investment decision-making and oversight process; therefore, it is primarily a business management responsibility, driven by the decision authority delegated under the corporate governance umbrella.

• Supply-side governance
  
  - is primarily the CIO's responsibility and is the mechanism that ensures compliance with corporate policies, such as those addressing regulatory compliance, security and procurement.
Top-down leadership
Strategic in nature
Considers matters with a >6mth perspective
Frequency of meeting: fortnightly

Bottom-up enrichment
Operational in nature
Considers matters with a <6mth perspective
Frequency of meeting: fortnightly
De-Duplication and Differentiation

Infrastructure Services
Virtual Desktop Services
Contact Centres
eResearch
Business Intelligence
Social Networking
Video Conferencing
Data Services
Dev/Test Lab Services
Software Services
Storage Services
Managed Services
Institutional IT Caught in the Middle

- Filling the area between **consumer innovation**, **business responsibility** and diverse range of researcher and teaching and learning requirements … blending institutional uniqueness

**Institution Demands**
- Compliance
- HA/DR Strategies
- Security
- IP Protection
- Robustness
- Backup and Recovery
- HR Integration

**Student & Staff Demands**
- “Dropbox is easy and it’s free …”
- “I’m going to do it whether you support it or not…”
- “Why can’t I …”
- “Fine - I’ll use XYZ”
GÉNÉRATION
Internet Access/Use - Analytics

- Social Networking
- Education
- Chat/Instant Messaging
- Search Engines/Portals
- Computers/Internet
- Reference
- News/Media
- Business/Economy
- Email
- Entertainment
- Others
• 0 -> 15
  – Anything that is in the world when you’re born is normal and ordinary and is just part of the way the world works.

• 15 -> 35
  – Anything that’s invented between when you’re fifteen and thirty-five is new and exciting and revolutionary and you can probably get a career in it.

• 35 -> …
  – Anything invented after you’re thirty-five is against the natural order of things

Source: The new normal – explore the limits of the digital world (Peter Hinssen)
Accelerated connectedness

- Twitter estimated to be worth around $6.8B; Yammer $1B?
- Facebook has 900 m unique users, $70B market cap
- Smartphone demand is growing exponentially with competition becoming fierce
- Microsoft acquires Skype and an estimated consumer base of 650m users
It took about 75 years for the telephone to connect 50 million people. Today a simple iPhone app like Draw Something can reach that milestone in a matter of days. In the past 10 years the rate of adoption of new technologies has accelerated at a dizzying speed. Can we keep up with it all?
Next Generation Learning Spaces
Next (Net) Generation students

• Net Gen students not only use technology heavily, they also trust it implicitly.
• Their belief that anything accessible online should be free leads many to leverage downloading or share music, movies, or software they have not purchased.
• They approach computers and other technologies as environments for communication, socialisation, learning, and game playing; and not as machines to be programmed.
Impact of the Social Networks

• Social networks are becoming well-established communication tools for students, staff and alumni

• Requirement for strategies for moving to an open environment that will uphold all privacy, legal, regulatory and security issues

• Consequences of a world where the institution is less involved in the infrastructure for delivery of education
Above the campus; pedagogical uplift

• Implementing next generation learning spaces will change the way we deliver our programs and the way we interact with students and research communities

• Incorporating non-traditional IT delivery models such as cloud based services raises potential security breaches resulting in a focused risk awareness due-diligence

• This has required the need to develop profiles for cloud-based use cases, based on information classification that specifies what types of data are appropriate for off-premises models
Security, Risk, Audit and Compliance

- Poor data management increases cost
- International jurisdictions/sovereignty for off-shore data storage
- QOS requirements for customers through service level agreements
- Comprehensive IT Risk Mgt Plan for ANU
- Policy Framework Review
- Compliance against Standards
Predictions – Friendlier, Immersive IT

• Wireless coverage and density is critical to support mobile experiences. The end-device is irrelevant
• Large portions of back room IT will be in cloud facilities
• Video will be become immersive and natural in ways not yet imagined
• Collaboration services within universities will also support cross-organisation federation
• Focus of IT will be on application not implementation of IT
• The rate of change of IT will drive more strategic relationships between suppliers and institutions
• Convergence and integration will continue to be major innovation forces
Focus 2H-2012

- UniDOC
- ANU Email & ANU Service Desk
- Technology Reference Architecture
- ICT Governance
- Targeted RFT*
- Implement Recommendations of Admin Review
- Supporting ANU Financial Repositioning
- Publish Service Catalog
- Complete DoI Realignment
- Benchmark
Conclusion

• The journey towards de-duplication has begun
• We are currently in a shift; the new normal
• Outcomes, not inputs will define us
• Value contribution, make it evidence based
• Technology Reference Architecture critical
• Value Differentiation not Duplication
• Invest in D0I; *for the future*
• Strategy determines Structure
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