Agenda

• Welcome
• THETA / CAUDIT
• Higher Education Review
• MOOCs
• UICT / ITS Program of Work
• Security Governance
CAUDIT Key Issues

- Funding IT
- Preparing the IT workforce for a very different (near) future
- Attracting and retaining IT staff with the necessary capabilities
- Consumerisation of technology
- Managing the explosion of data
- Leveraging cloud services in a coordinated and strategic manner
Continued....

• Positioning IT as a catalyst to transform business processes
• Developing a future “Digital Strategy”
• Supporting and enabling research
• Supporting and enabling Learning and Teaching
• Creating effective governance structures
• Supporting decisions effectively through analytics and business intelligence
Source: Higher Education Deloitte Point of View - 2009
University of the future
A thousand year old industry on the cusp of profound change

“We will come under increased pressure on Government funding, whichever way you look at it.”

Head of university representative group

Digital technologies will transform the way education is delivered, supported and accessed, and the way value is created in higher education and related industries.

“We teaching methods have to change. We can’t rely on delivering content anymore — it’s all about contextualisation, ways of thinking, and the student experience.” University Provost

Source: Ernst & Young – University of the Future 2012
Figure 1. Drivers of change

Democratisation of knowledge and access
- Ubiquitous content
- Broadening of access to higher education
- Increased participation in emerging markets

Contestability of markets and funding
- Fiercely competitive domestic and international student markets
- Challenges to government funding
- Competing for new sources of funds

Digital technologies
- Bringing the university to the device - MOOCs and the rise of online learning
- Bringing the device to the university - the use of digital technologies in campus-based learning
- Blended learning

Global mobility
- Emerging markets becoming global-scale competitors in the international student market
- Academic talent increasingly sourced from emerging markets
- Emergence of elite, truly global university brands

Integration with industry
- Scale and depth of industry-based learning
- Research partnerships and commercialisation
- Industry as competitors in the certification and delivery of content

Source: Ernst & Young – University of the Future 2012
• Open platform / content
• Open access
• Best of Breed
• BYOD
• Hosting, tiers and security
• Trans-border data flow
• Distributed peer to peer networks
• Vendor negotiation
• Analytics and archiving

Source: DVC Academic – Presentation at University Retreat
From One-to-Many to Many-to-Many

2 lecture research

3 social media


Source: DVC Academic - Presentation at University Retreat
edX learning sequences and the future of on-campus learning

• Learning sequences
  – 5-10 minute TED talks (1–2)
  – Low-fidelity Khan videos (1–2)
  – Problem set or simulated environment
    • Peer or machine marking
  – Discussion forum
    • Peer marking and moderation, or community tutors

Source: DVC Academic - Presentation at University Retreat
UICT Program of Works

- ANU Online
- Graeme Tuckwell Scholarships - Live
- ANU Mobile (iANU) – Live
- Study @ ANU – Phase 1 August 2013
- Enquiry Management System – 2013
- ARIES Functional Upgrades - 2013
- Integrated Management Reporting – 2013-14
- ANU Email – June 2013*
- ANU Service Desk – June 2013
- Identity & Access Management - 2013
- Media Repository - 2013
- HR/Campus Database Split / HR Program of Work – 2013-14
- UniDOC – Phase 1 Live, RIMS/Phase 2 by Q1, 2014
ANU Email

• Consolidate all staff and student email accounts into a single, cloud based solution using the cloud based Microsoft Office 365 solution
• Provide ANU with productivity improvements, robust security and reliability, greater IT control and efficiency
• Single Global Address List
• Lync Integration
ANU Service Desk

• Deliver a single ANU Service Desk providing professional IT support to ANU staff and students
• Implement the cloud based “ServiceNow” solution
• Currently Live:
  – ANU College of Law
  – Medicine & Health Sciences
  – Information Technology Services
• Target: all areas of ANU to transition by June 28
UniDoc

• Implement a University wide electronic document and records management system

• Phase 1
  – Policy Website replaced old policy website launched March 27, 2013

• Phase 2
  – RIMS
  – Document and Records Management solution based on Oracle Webcenter
ANU Identity & Access Management

- Implement a single source of truth for the identity of staff, students, alumni and other associates of the ANU
- Coordinated access provision for the right people, at the right time
- Security improvement
ITS Program of Works

• Desktop Lifecycle
• ANU Wireless Enhancements
• ANU Private Cloud / Oracle Stack
• ANDS
• Student Lounge
• Infrastructure De-Duplication
• Microsoft .NET / AZURE
ANU Wireless Enhancements

- Continuous enhance existing wireless infrastructure to provide:
  - better coverage and reliable secure access for strategic teaching & learning areas
  - support increasing demand for rich content delivery from personal mobile devices
  - to cope with an ever increasing demand for access
Other Strategic Vendor Partnerships
Update on implementing DSD Strategy for mitigating ICT Risks

1. Patching operating system vulnerabilities
2. Patching 3rd party applications
3. Management of Privileged User Lists
4. Application Whitelisting

Source: Top 35 Mitigation Strategies – Australian Government – Defence Signals Directorate
Source: Gartner Hype Curve on Cloud Computing
Privacy obligations

• Privacy Act 1988 (Cth)
• NPP - National Privacy Principles
• IPP - Information Privacy Principles
• APP - Australian Privacy Principles (2014)
• Personal Information – definitions?
• Data controllers and data processors*

Source: * Privacy obligations of data processors – North, J & Thompson, D – Computers & Law Ed 84 January 2012
Security, Risk, Audit and Compliance

- Information Classification
- Risks of poor data governance
- International jurisdictions/sovereignty
- QOS requirements for customers through service level agreements
- Comprehensive IT Risk Mgt Plan
- Policy Framework Review
- Compliance against Standards
Accelerated connectedness
Audit: Mobile Device Data Management

- Risk Assessment: C (Challenging) → S (Substantial) → T (Total)
- Procedures and Guidelines: C (Challenging) → S (Substantial) → T (Total)
- Software and Hardware Controls: C (Challenging) → S (Substantial) → T (Total)
- Staff training and awareness: C (Challenging) → S (Substantial) → T (Total)
- Lost and Stolen Devices: C (Challenging) → S (Substantial) → T (Total)
Our role in the journey ahead…

- increased standardisation of our key administrative processes;
- the implementation of University-wide IT solutions;
- increased clarity around delegations, policies and procedures;
- a review of our service delivery model.
Conclusion

• The focus towards de-duplication continues
• **Outcomes**, not inputs will define us
• Value contribution, make it evidence based
• Strategic partnerships are key to sustainability
• We will invest in our staff; *for the future*
• Governance is fundamental
• Strategy determines Structure
THANK YOU

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