



Australian
National
University



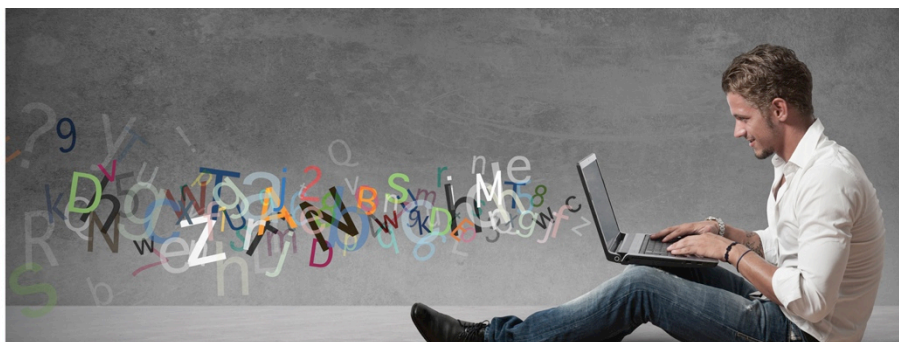
Information Technology Services **2013 Program of Works Summary**

May 2013

Contents

Introduction	3
ANU Email	4
ANU Enterprise Travel System	4
ANU Identity and Access Management	4
ANU Integrated Management Reporting	5
ANU Online	5
ANU Service Desk	6
ARIES Functional Upgrades	6
Building Management System Upgrade	7
Enquiry Management System	7
Finance System Updates	8
HRMS v9.2 Upgrade	8
HRMS/Student Database Split	9
Maximo System Enhancements	9
Media Repository	10
Space Management System	10
StudyAt ANU Replacement	11
UniDoc	11
Wireless Upgrade	11

Introduction



Information Technology Services supports the University's strategic and operational goals through the provision of information, communication and technology services in support of research, education and administration.

In 2013 the Information Technology Services Program of Works aims to support delivery of the University's three core objectives:

- > Excellence in research;
- > Excellence in education; and
- > Excellence as a national policy resource;

Using activities that make a direct contribution to the nine strategies for success:

- > World-class staff;
- > Inspired students;
- > Engaged alumni;
- > National outreach;
- > International outreach;
- > Access and equity;
- > Effective organisation;
- > High-quality infrastructure; and
- > Broad resource base;

As outlined in the University's strategic plan ANU by 2020.

ANU Email

The ANU Email Consolidation project will migrate staff, student and alumni email accounts into a single consolidated cloud based environment using the Microsoft Office 365 product suite.

Key Objectives

- > Improved email services to the University
- > Increased communication capability
- > Increased administration and support efficiency
- > Decreased procurement and support costs

Contacts

Project sponsor
Chief Information Officer

Project managers
Helena Chan and Heath Roberts

Timeframe

Students & Professional Staff
September 2012 to January 2013

Colleges
November 2012 to June 2013

ANU Enterprise Travel System

Centralised, integrated system to manage travel requests and approvals will include handling of reimbursements, advances and per-diems as well as FBT calculations and integrated reporting.

Key Objectives

- > Integrated Travel and Expenses System
- > Conformity in business process across the University
- > De-duplication of systems
- > Improved control over travel expenditure
- > More efficient process – i.e. workflow

Contacts

Project sponsor
Director Finance & Business Services

Project manager
ITS Project Office

Timeframe

2013

ANU Identity and Access Management

The ANU Identity and Access Management project is about laying foundations to ensure that staff, students and alumni have the appropriate access to systems, in the shortest possible timeframe, with minimal effort by both themselves and staff provisioning the access.

Key Objectives

- > Single identity management system
- > Reduction in time and effort required to provision staff members
- > Decrease in reportable security breaches
- > Increase in staff productivity due to timely provision of access rights
- > Increase in positive audit findings in relation to access provisioning

Contacts

Project sponsor
Chief Information Officer

Project manager
Heath Roberts

Timeframe

Planning Phase:
October 2013

ANU Integrated Management Reporting

Implementation of a single management information reporting environment for the ANU as outlined in the Management Information Program Charter, Business Intelligence Services Service Delivery Plan and ANU Management Information Strategy.

Key Objectives

- > Provide a single, secure management information reporting environment for the ANU
- > Deliver a standardised reporting capability across all business areas of ANU, including Colleges, Service Division and Executive
- > Deliver performance management reporting, including measurements against the 2020 ANU Plan

Contacts

Project sponsor
Director Planning & Statistical Services

Project manager
BIS Program Manager
ITS Project Office

Timeframe

2013 to 2014

ANU Online

Implementation of an enterprise educational suite of technologies to enable the provision of high-quality curriculum and approaches to learning and teaching; and to extend the reach of the University's pathways for students through an institutional virtual learning environment.

Key Objectives

- > A fully integrated University wide suite of technology solutions that will enable the following eight eLearning functions:
 - > Collaboration and Learning Management
 - > Live Learning and Teaching Collaboration
 - > Ethical Treatment of Academic Materials
 - > Content Repository for Education
 - > Community Creation and Sustainability
 - > Lecture Capture and Playback
 - > Analytics for Education
 - > Mobile Applications
- > Alignment with the key educational goals of ANU by 2020.
- > Educational excellence in learning and teaching.
- > Increase both undergraduate and postgraduate student numbers at rates that are sustainable and will not compromise quality

Contacts

Project sponsor
DVC Academic

Project manager
ANU Online Lead
Tom Dixon

Timeframe

2013 to 2015

ANU Service Desk

The ANU Service Desk Project will deliver a single coordinated IT Service Desk using a common Information Technology Service Management (ITSM) tool to the ANU community. The goal for the Service Desk is that 75% of IT-related incidents/calls will be resolved at the first point of contact.

Key Objectives

- > Single contact number
- > Service Desk management system
- > Delivery of a coordinated end user engagement process for all ICT support requests
- > Improved Service Desk efficiency
- > Consolidation of ICT service desk staff into a single team

Contacts

Project sponsor
Chief Information Officer

Project manager
Michelle Mousdale

Timeframe

Phase 1
March 2013

Phase 2
June 2013

ARIES Functional Upgrades

Update of the ARIES system to take advantage of enhanced system functionality developed by the vendor but not currently in use by the ANU.

Key Objectives

- > Updated IRMA framework
- > Open access for NHMRC/ARC funded publications
- > Enhanced Animal ethics module, including online applications
- > Enhanced Human ethics module, including online applications
- > Roll-out of DSpace repository interface
- > Workflow improvements to Research Outputs
- > Online coversheets for Grants
- > Web Services framework, integration to enterprise systems
- > Higher Degree by Research, integration with Grants, Ethics, Research Outputs
- > ERA Reporting framework, integrated with Grants and Research Outputs

Contacts

Project sponsor
DVC Research

Project manager
ITS Project Office

Timeframe

2013 to 2014

Building Management System Upgrade

Implementation of web based Building Management System for the University that will be able to integrate multi-vendor BMS and will enable Building managers to view the building operations in order to reduce the operational cost of their asset.

Current BMS at the campus is a proprietary system, more than 20 years old, has reached end of its life and is not supported by its supplier (Schneider Electric). Evaluation of available/future technologies was carried out in 2011 to assist Divisional Management in making a decision about future direction of BMS.

Key Objectives

- > Provide real time, online access to operation of services throughout the campus in one central location and to all stakeholders.
- > Utilise multi- vendor BMS controls in order to create competition, to reduce initial cost and to get better service support from suppliers.
- > Reduce energy consumption at the campus.
- > Reduce maintenance cost.

Contacts

Project sponsor
Director Facilities & Services

Project manager
ITS Project Office

Timeframe

2013

Enquiry Management System

System to support effective management of communications with prospective and existing students. The system would be a fully integrated University wide whole-of-student-lifecycle system that would incorporate areas such as Recruitment, Admissions, Enrolment, Orientation, Marketing, Timetabling, Graduations; would integrate with other University systems such as student information system and course handbook; and meet the broader requirements of the service oriented needs on campus.

Key Objectives

- > A fully integrated University wide whole-of-student-lifecycle system
- > Timely responses to student queries
- > Consistency in answers to queries across the institution
- > Consistency in service provided to students across the institution
- > Elimination of the need to give multiple answers to the same question
- > Insights into trends in student interest and concern based on enquiries data analysis
- > The ability to tweak marketing and promotional materials in response to such data

Contacts

Project sponsor
PVC International Outreach

Project manager
ITS Project Office

Timeframe

2013

Finance System Updates

Program of works in relation to Finance systems aimed at further improving financial administration within the University.

Key Objectives	Contacts	Timeframe
<ul style="list-style-type: none">> Accounts Payable<ul style="list-style-type: none">> Online accounts payable workflow capability> Extension of the OCR/Kofax capability> Conformity in business process> Improved tracking of invoices> Improved vendor relationships i.e. better ability to pay on time> Improved reporting capabilities> Receipting System<ul style="list-style-type: none">> Upgraded system and new payment gateway> EFTPOS integration and new shopping cart module> Improved reporting and integration with PeopleSoft Financials> Improved support from vendor> De-duplication of systems> Improved Integrity> Improved decision making	<p>Project sponsor Director Finance & Business Services</p> <p>Project manager ITS Project Office</p>	2013 to 2015

HRMS v9.2 Upgrade

While the current HRMS (Oracle's PeopleSoft HCM Version 9.0) is meeting baseline functional requirements, the University must reduce costs and improve efficiency. It would therefore be prudent and more effective to upgrade to Oracle's PeopleSoft HCM Version 9.2 to take advantage of the improvements and additional functionality as soon as possible to maximise efficiency and minimise costs through better practice HR processes. That is, this would provide the opportunity to undertake a more thorough review of business processes and leverage technology to streamline and standardise and would also avoid duplication of effort by eliminating the need to enhance the current HRMS.

Key Objectives	Contacts	Timeframe
<ul style="list-style-type: none">> Efficient standardised business processes> Extended use of available functionality> Improved flexibility (more delivered configurable functionality and less modifications)> Ongoing access to improved functionality (Oracle support roadmap)> Improved access to relevant HR information to assess the University's KPI's> Improved integration with other enterprise applications	<p>Project sponsor Director Human Resources</p> <p>Project manager Sean McGee</p>	2013 to 2014

HRMS/Student Database Split

The University presently uses Oracle's PeopleSoft Campus Solutions (CS) Version 9.0 (Student Administration system) and Human Capital Management (HCM) Version 9.0 (HRMS) on a shared database instance. As a result of the Campus Solutions Continuous Delivery Model, introduced by Oracle in 2009, Campus Solutions will not have a 9.1 release; new functionality is instead being released incrementally through Feature Packs. Since HRMS will upgrade to 9.1 but CS will not, Oracle has advised that the products need to be 'split' into two separate database instances. That is, the separation of CS and HCM into two distinct databases is an Oracle prerequisite for upgrading to HCM 9.1 (or beyond).

The opportunity will also be taken to upgrade to PeopleTools Version 8.53 as part of this project as it provides enhanced user functionality e.g. pivot grids, dashboards, improved self-service experience, better search capability. Deliverables in future patches and feature packs that apply to both CS and HCM will also rely on the upgraded toolset.

Key Objectives

- > The University's HRMS and Student Administration systems on two separate database instances with integration / synchronisation between the two instances.
- > Implementation of PeopleTools Version 8.53.

Contacts

Project sponsor
Director Human
Resources Registrar,
Student Administration

Project manager
Sean McGee

Timeframe

2013

Maximo System Enhancements

Implementation of Version 7 features to support enhanced work processes as determined by the ANU community in conjunction with Facilities & Services.

Key Objectives

- > Facilitate improved business processes
- > Facilitate a total asset management system for the ANU
- > Improved reporting functionality
- > Access to mobile Maximo across the campus
- > Enhanced work scheduling tool
- > Facilitate better visibility to asset management
- > Provide a product supported by ITS with strategically aligned and converging technologies

Contacts

Project sponsor
Director Facilities &
Services

Project manager
ITS Project Office

Timeframe

2012 to 2014

Media Repository

Project to deliver a solution for the storage, display and sharing of multi-media and images in support of marketing activities throughout the University.

Key Objectives

- > Ease of promotion of the University through video content that is easily accessible, searchable and sharable online
- > Reduced effort, reduced storage requirements and increased consistency of content through a single source of all content that can easily be embedded for display on other sites
- > Improved quality control and greater coverage of ANU videos through enabling video producers to submit video to the central store for quality control, editing, approval and release
- > Reduced administration in providing images to different parties through offering a self-service function
- > Improved quality of images used throughout ANU communications through making images easy to source
- > Greater promotion of the University through images that are easily accessible, searchable and sharable online
- > Reduced administration required for uploading images

Contacts

Project sponsor
Director ANU Marketing Office

Project manager
ITS Project Office

Timeframe

2013

Space Management System

Implementation of a web based system for the online management of space within the University and to meet future reporting and analysis needs as space use within the University becomes more dynamic.

An evaluation of space needs was conducted in 2010, to assist Divisional management in making a decision about future system needs

Key Objectives

- > Provide a real time, online space information in one central location
- > Ability to analyse space and occupancy across the entire portfolio
- > Ability to manage space inventory
- > Provide space and occupancy reporting to ANU and to external agencies
- > Provide a product supported by IS with strategically aligned and converging technologies

Contacts

Project sponsor
Director Facilities & Services

Project manager
ITS Project Office

Timeframe

2012 to 2013

StudyAt ANU Replacement

Replacement of the current StudyAt ANU system with a flexible and responsive content and curriculum management system capable of better servicing the University's curriculum, particularly the new double degree framework.

Key Objectives

- > Provide an online handbook for undergraduate, postgraduate and research students
- > Facilitate the delivery of the double degree framework
- > Facilitate the delivery of a degree finder marketing feature
- > Provide a total curriculum management solution to manage AQF compliance and program accreditation processes and reporting requirements
- > Facilitate better integration of curriculum content where used across a number of enterprise systems and published corporate websites by providing authoritative source data
- > Provide a product supported by ITS with strategically aligned and converging technologies

Contacts

Project sponsor
DVC Academic

Project manager
Tom Dixon

Timeframe

October 2013

UniDoc

Development of an ANU-wide Information Management Strategy and in support of this, the deployment of an Electronic Document and Records Management System (EDRMS).

The EDRMS will support the creation/capture, revision and management of documents and records throughout their lifecycle; enhance the sharing of information across the University and assist in compliance with standards and legislation

Key Objectives

- > Document and records management system
- > Document and records management strategy
- > Increased information management efficiency
- > Improve compliance with information management standards and legislation
- > Delivery of correct and relevant documents on demand

Contacts

Project sponsor
Chief Information Officer

Project manager
Tony Davis

Timeframe

2011-2014

Wireless Upgrade

Upgrade to extend the range and coverage of ANU wireless and improve services to staff and student. Changes will underpin ANU mobility strategy and enable greater support for the move towards Bring Your Own Device.

Key Objectives

- > Upgraded infrastructure
- > Improved stability
- > Increased coverage
- > Ease of access
- > Support for multiple device types

Contacts

Project sponsor
Chief Information Officer

Project manager
Heath Roberts

Timeframe

2013 to 2015