

Information Technology Services 2013 Program of Works Summary



The Australian National University



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 Online	Project Sponsor	Project Manager	Timeframe
<p>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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • A fully integrated University wide suite of technology solutions that will enable the following eight eLearning functions: <ul style="list-style-type: none"> ○ 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 	DVC Academic	ANU Online Lead ITS Project Office	2013-2015

Study@ANU Replacement	Project Sponsor	Project Manager	Timeframe
<p>Replacement of the current Study@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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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 	DVC Academic	Debra Houlahan	2013-2015



ARIES Functional Upgrades	Project Sponsor	Project Manager	Timeframe
Update of the ARIES system to take advantage of enhanced system functionality developed by the vendor but not currently in use by the ANU.	DVC Research	ITS Project Office	2013-2014
Key Objectives			
<ul style="list-style-type: none">• 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			

Enquiry Management System	Project Sponsor	Project Manager	Timeframe
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.	PVC International Outreach	ITS Project Office	2013
Key Objectives			
<ul style="list-style-type: none">• 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			

Space Management System	Project Sponsor	Project Manager	Timeframe
<p>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.</p> <p>An evaluation of space needs was conducted in 2010, to assist Divisional management in making a decision about future system needs</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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 	Director Facilities & Services	ITS Project Office	2012-2013

Maximo System Enhancements	Project Sponsor	Project Manager	Timeframe
<p>Implementation of Version 7 features to support enhanced work processes as determined by the ANU community in conjunction with Facilities & Services.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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 	Director Facilities & Services	ITS Project Office	2012-2014

Building Management System Upgrade	Project Sponsor	Project Manager	Timeframe
<p>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.</p> <p>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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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. 	Director Facilities & Services	ITS Project Office	2013

ANU Integrated Management Reporting	Project Sponsor	Project Manager	Timeframe
<p>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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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 	Director Planning & Statistical Services	BIS Program Manager ITS Project Office	2013-2014

ANU Enterprise Travel System

Project Sponsor

Project Manager

Timeframe

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.

Director Finance & Business Services

ITS Project Office

April 2013

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

Finance System Updates

Project Sponsor

Project Manager

Timeframe

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

Director Finance & Business Services

ITS Project Office

2013-2015

Key Objectives

- Accounts Payable
 - 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
 - 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

UniDOC	Project Sponsor	Project Manager	Timeframe
<p>Development of an ANU-wide Information Management Strategy and in support of this, the deployment of an Electronic Document and Records Management System (EDRMS).</p> <p>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</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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 	Chief Information Officer	Shane Geisler	2013

Media Repository	Project Sponsor	Project Manager	Timeframe
<p>Project to deliver a solution for the storage, display and sharing of multi-media and images in support of marketing activities throughout the University.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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 	Director ANU Marketing Office	ITS Project Office	2013



ANU Email	Project Sponsor	Project Manager	Timeframe
<p>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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • Improved email services to the University • Increased communication capability • Increased administration and support efficiency • Decreased procurement and support costs 	Chief Information Officer	Helena Chan	<p>Students & Professional Staff</p> <p>September 2012 - January 2013</p> <p>Colleges</p> <p>November 2012 - March 2013</p>

ANU Service Desk	Project Sponsor	Project Manager	Timeframe
<p>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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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 	Chief Information Officer	Michelle Mousdale	Phase 1 - March 2013

One ANU Identity	Project Sponsor	Project Manager	Timeframe
<p>The One ANU Identity 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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> • 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 	Chief Information Officer	Juliet Fisher	June 2013

Wireless Upgrade	Project Sponsor	Project Manager	Timeframe
<p>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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> Upgraded infrastructure Improved stability Increased coverage Ease of access Support for multiple device types 	Chief Information Officer	ITS Project Office	2013 – 2015

HRMS/Student Database Split	Project Sponsor	Project Manager	Timeframe
<p>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).</p> <p>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.</p> <p>Key Objectives</p> <ul style="list-style-type: none"> 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. 	Director Human Resources Registrar, Student Administration	ITS Project Office	2013

HRMS v9.2 Upgrade

Project Sponsor

Project Manager

Timeframe

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.

Director Human Resources

ITS Project Office

2013 - 2014

Key Objectives

- 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