Project Communications Officer – Hayley Calderwood

• Increase University-wide awareness of and updates to ITS managed projects through broad communication avenues
• Develop timely project communications to stakeholders
• Project Roadshow co-ordinator
• Maintain close working relationships with key stakeholders in major ITS projects, including Project Management Group members
Context for projects

• Strategic Plan – ANU by 2020
  • Building blocks
    • World-class staff
    • Inspired students
    • Engaged alumni
    • National outreach / international outreach
    • Embedded access and equity
    • High-quality infrastructure
    • Effective organisation
    • Broad resource base
Context for projects con’t

- IT strategy to support ANU goals

**Standardisation / deduplication**
- ANU Email
- ANU Service Desk
- ANU Cloud

**Service improvement / optimisation**
- ANU Wireless Enhancement
- UniDoc

**Value add / competitive advantage**
- ANU Online
Project Schedule 2013

- **2012**
  - May: ANU Cloud (Dell Compellent)
  - Jun: ANU Email
  - Jul: ANU Service Desk
  - Aug: UniDoc
  - Sep: ANU Infrastructure Consolidation
  - Oct: ANU Identity & Access Management

- **2013**
  - Jan: ANU Cloud (Dell Compellent)
  - Feb: ANU Email
  - Mar: ANU Service Desk
  - Apr: UniDoc
  - May: ANU Infrastructure Consolidation
  - Jun: ANU Identity & Access Management
ANU Service Desk

• Goal: deliver a single ANU Service Desk providing professional IT support to ANU staff and students
• Benefit: Improved Service Desk efficiency
• New tool – ServiceNow
• Target: all areas of ANU to transition by June 28
• Areas transitioned:
  • ANU College of Law; Medical & Health Sciences; ITS; Research School of Biology; Alliance
ANU Service Desk

• Next on the schedule:
  • College of Arts & Social Sciences (03 May)
  • College of Business & Economics (date tbc)
  • T&LCSS (date tbc)
  • Wattle Business Support (date tbc)
  • F&BS (date tbc)

• Project Director – Anne Kealley
• Project Manager – Michelle Mousdale
ANU Cloud

• To build and commission the ANU’s Dell Compellent private cloud infrastructure to provide a reliable and secure platform for the transformation of ANU’s current IT infrastructure
• The creation and documentation of a single standard service provision

• Project Director – David Richardson
• Project Manager – TBA
ANU Email

• The consolidation of all staff and student email accounts into a single, cloud based solution using the Microsoft Office365 hosted platform

• To provide the University with productivity improvements, robust security, reliability, and greater IT control and efficiency

• Benefits:
  o Instant calendaring.
  o Instant messaging (Phase two)

• Project Director – David Richardson
• Project Manager – Helena Chan
ANU Wireless Enhancements

• Goal: 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

• Project Director – David Richardson
• Project Manager – TBA
UniDoc

- Goal: implement an electronic document and records management system across the ANU
- Benefit: Increased information management efficiency
- New policy website to replace old policy webpage launched on 27 March
- Project Director – Dominy Evans
- Project Manager – Tony Davis
UniDoc – Phase Two

- Information Management Framework Strategy
- Information Architecture
- Change Management and Training Strategy
- Records and Information Management Policies and Procedures
UniDoc – Indicative approach for deployment
Any questions or feedback?
Further information

Information on ITS strategic projects is available at http://itservices.anu.edu.au/projects/updates/

Contact Us
Project Directors, Project Managers, your local IT Manager or

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THANK YOU!