Presenters

- Anne Kealley, Associate Director, Service Delivery & Engagement, ITS
- David Richardson, Associate Director, Infrastructure, ITS
- Joan Angel, Deputy Registrar, Student Administration
- Tom Dixon, Project Manager, ITS
- Jaya Ganasan, Associate Director, Business Services, F&BS
- Jenny Carlin, Acting Director, DIOSR
Projects to be covered today

- ANU Service Desk
- Wireless Enhancements
- ANU Identity & Access Management
- StudyAt ANU Replacement
- Finance Accounts Payable
- Prospective Student Enquiry Management System
Key Strategic Projects – 2020 building blocks

Effective organisation: Standardisation / de-duplication
- ANU Email
- ANU Service Desk
- ANU Cloud

Effective organisation: Service improvement / optimisation
- ANU Email
- ANU Wireless Enhancements
- UniDoc
- StudyAt ANU Replacement
- ANU Identity & Access Management (IdAM)
- Finance Accounts Payable
- Finance Travel System
- Prospective Student Enquiry Management System

High quality infrastructure: Value add / competitive advantage
- ANU Online
- Moodle Upgrade
- TurnItIn
- Lecture Capture
- Web conferencing
- Timetabling
- ANDS Data Commons
This schedule represents an extract of the phased stages of each project. Summary and full information is listed on http://itservices.anu.edu.au/projects/updates/
ANU Service Desk

Goal/Benefit:

• Deliver a single ANU Service Desk providing professional IT support to ANU staff and students
• Improved Service Desk efficiency
• All IT-related areas now using ServiceNow
• New phone number launched 54321 on July 2
• Currently scoping Phase 2

• Project Director: Anne Kealley
• Project Manager: Michelle Mousdale
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 – Lidia Tama
ANU Identity & Access Management

• Goal: establish a single source of truth for the identity of staff, students, alumni and other associates of the ANU

• Provision of the right access, for the right people, at the right time.

• Project Director – David Richardson
• Project Manager – Heath Roberts
StudyAt ANU Replacement

What’s new?

• Programs and Courses
• Accessibility from the Student Gateway and icon http://students.anu.edu.au/programs/
• Release 1 deadline – 2 August
• Next Phase
  – Release 1 UAT 5 - 16 August
  – Release 2 includes enhanced search and admin portal
  – Release 2 deadline week of 26-30 August
• Go Live – week commencing 26 August
• Open Day 31 August
• Project Director – Joan Angel
• Project Manager – Tom Dixon
StudyAt ANU Replacement

Let’s have a look at the site
Finance Accounts Payable Workflow

Goal:
Convert the end to end Invoice-Payment Process from paper based to electronic
(Receiving invoices, account coding and expense descriptions, getting approvals, making payments, and archiving paid invoices and related documents).
Expected completion in September 2013
Finance Accounts Payable Workflow

- Elimination of Accounts Payable header data entry
- Elimination of paper based storage system and manual retrieval processes
- Full transparency of end to end process, enabling accountability for and elimination of delays and bottlenecks
- Accuracy in reporting and efficiency gains for end of year financial statement preparation and audit process.
- More robust internal controls (routing of invoices for payment authorization based on a business unit’s authorization matrix).
Prospective Student Enquiry Management System

Goal: All prospective student enquiries to ANU will be managed by Hobsons for enquiry management, relationship building and engagement.

Benefits:

• Efficiently manage, track and convert phone, email and web-form driven enquiries from prospective students.
• A single point of entry for enquiries to ensure a higher conversion to enrolment.
• Provide prospective students with standard and timely responses, and importantly, the availability of data for reporting purposes.
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

Anne Kealley

(Associate Director, Service Delivery & Engagement)
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Any questions or feedback?

What projects would you like to hear about at the next Roadshow?

Note: Handouts are available at the door

THANK YOU!