Presenters

• Anne Kealley, Associate Director, Service Delivery & Engagement, ITS

• David Richardson, Associate Director, Infrastructure, ITS
Key Strategic Projects – 2020 building blocks

<table>
<thead>
<tr>
<th>Effective organisation: Standardisation / de-duplication</th>
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<tbody>
<tr>
<td>• ANU Email</td>
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<tr>
<td>• ANU Service Desk</td>
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<tr>
<td>• ANU Cloud</td>
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<td>• ANU Workspace</td>
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<tr>
<th>Effective organisation: Service improvement / optimisation</th>
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<tbody>
<tr>
<td>• ANU Workspace</td>
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<tr>
<td>• ANU Email</td>
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<tr>
<td>• ANU Wireless Enhancements</td>
</tr>
<tr>
<td>• UniDoc</td>
</tr>
<tr>
<td>• StudyAt ANU Replacement</td>
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<tr>
<td>• ANU Identity &amp; Access Management (IdAM)</td>
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<td>• Finance Accounts Payable</td>
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<td>• Finance Travel System</td>
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<tr>
<td>• Prospective Student Enquiry Management System</td>
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</tbody>
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<th>High quality infrastructure: Value add / competitive advantage</th>
</tr>
</thead>
<tbody>
<tr>
<td>• ANU Online</td>
</tr>
<tr>
<td>• Moodle Upgrade</td>
</tr>
<tr>
<td>• TurnItIn</td>
</tr>
<tr>
<td>• Lecture Capture</td>
</tr>
<tr>
<td>• Web conferencing</td>
</tr>
<tr>
<td>• Timetabling</td>
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<td>• ANDS Data Commons</td>
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ANU Workspace

Goals/Benefits:

- More efficient end-to-end PC lifecycle management
- Faster deployment of appropriate, standardised hardware and software to ANU staff and students i.e. the end user
- More efficient fleet management – deployment, relocation, addition, change, recovery, enhanced image management
- Improved IT security through up to date application patching
- Reduced administrative and IT support costs through standardisation and simplified process for procurement and provision of end-user computing support.

- Project Director: Anne Kealley
- Project Manager: Tony Davis
ANU Workspace

What you can expect to see:

• Portal with hardware options for desktops, laptops, x86 tablets, monitors
• Standard operating image for Windows, Macintosh and Linux
• App store for ANU approved applications
• Move to Windows 8.1 for Windows machines
• Move to Office 2013
• Improved IT asset management
ANU Workspace

What is happening at the moment:
Formal advice to College Deans and Service Division Directors

Project governance:
• Project Steering Committee
• Project Working Group
• Project Advisory Group

Project risk management workshop

Working on SOWs

Down the track:
Training – online modules, tip sheets

Project web site:
ANU Email

• Goal: consolidation of all staff & student’s to a single, cloud based service solution using the Microsoft hosted Office365 platform to provide:
  • Productivity improvements i.e. shared calendaring
  • Robust security
  • Increased reliability
  • Greater control and administration efficiency

• Project Director – David Richardson
• Project Manager – Heath Roberts
ANU Email

• Number of staff accounts migrated: 9,355
• Number to staff accounts to go: 924
• 92% Complete – Completion by end of week.
• Project Closure on 6 September 2013.
• Next project/phase:
  Support function
  Decommissioning redundant services
  Rectify Issues

Project web site:
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
The Identity and Access Management project is split into three streams of delivery Stream One (Technical) is currently underway.

**Technical Stream**
- Upgrade to a modern system
- Establish firm foundations to build upon
- Understand how identity management drives the University

**Enable better Process**
- Enhance the technology to improve processes
- Define better ways to manage identity and provide support/solution

**Build Capabilities**
- Restructure the Identity access management support function across the university
- Enable informed decision making
Other Strategic Projects

StudyAt ANU Replacement—The new StudyAt ANU website *Programs and Courses* launched today in time for ANU Open Day on 31 August. programsandcourses.anu.edu.au

ANU Service Desk—Did you know? The number of jobs logged in ServiceNow from January – July is 18, 560!

UniDoc—Team Informatics is on board to deliver the EDRMS (Electronic Document & Records Management Solution). The PMG (Project Management Group) for phase two has commenced meeting.
Next session

TBC
Wednesday 25 September
Manning Clark Theatre 6
3.10 – 3.50pm

Projects to be featured include StudyAt ANU Replacement, Finance Travel system, ANU Workspace.

Additional featured projects to be determined.
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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ad.engagement.its@anu.edu.au
Any questions or feedback?

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