As announced by the Executive Director Administration & Planning, Chris Grange as one of the recent budget solutions, the University Council has decided that a key project focused on delivering an end-to-end solution for PC’s across the University will be undertaken in 2013-14.

This decision was taken after an analysis of the total additional costs incurred by the University under the currently diverse and disparate approach to desktop and software provision. The University is currently provisioning a multiplicity of different desktops, operating systems and software licences and this diversity also significantly adds to support costs.

In taking this decision, the University also recognized that there are special cases which would require specialized desktop and/or software which would need to be exempt from this approach but does not expect this to be more than 10-20% of the total need.

ANU Workspace aims to provide a more efficient experience for staff and students at ANU through aggregating and simplifying the desktop/laptop procurement process, delivering a single image per operating system and implementing an ANU app store portal for distribution of software applications.

Project Oversight

In the next few weeks a governance structure and a project timelines will be implemented for the ANU Workspace project. Progress reporting will be provided to both the University’s Senior Management Group (SMG), which includes the Deans, and to the UICT (University ICT Governance Committee) as a strategic IT project. Key decisions will be discussed with the SMG at each step in the process.

Project Updates will be published to: http://itservices.anu.edu.au/projects/updates/anu-workspace/

In addition, ITS will provide regular updates to the University community.

Deliverables

The first deliverable from this project is expected to launch in January 2014 with a refresh of the Information Commons (student access PC’s) through this managed lifecycle’ service. By engaging with an external provider it is proposed that all ANU desktops and laptops for all staff and desktops, along with a suite of software, will be delivered through this managed service, including a three (3) year refresh cycle.
Once in place, staff will be able to visit the online portal site and select from a aggregated range of hardware (Windows, Apple or Linux). A standard base image will be installed prior to delivery.

Financially, this new procurement model could be based, as now, on purchasing, or it could be based on a leasing model where the lifecycle costs are spread across a “per quarter basis” based on hardware selected and software implemented for each ANU Workspace.

Whilst this model is envisaged to accommodate most of the needs of the ANU, guidelines for managing exceptions will be drafted and in place by Q4, 2013.

**Outcomes**

The intent of this project is to reduce the operational cost of managing the University's desktop and laptop fleet (currently estimated at over 12,500), while improving service quality and freeing up resources to focus on core activities.

In order to meet these requirements, we will engage a strategic partner, both to assist the ANU in the design of the service and to undertake the provision of the service.

Benefits for the University include, but are not limited to:

- Faster deployment of selected hardware and software to ANU staff and students i.e. the end user.
- Improved IT security via up to date application patching.
- More efficient fleet management – deployment, relocation, addition, change, recovery, enhanced image management.
- Reduced administrative and IT support costs through standardised and simplified processes.
- Improved planning and certainty of asset information relating to desktops, laptops and tablets.
- More efficient application management resulting in reduced licensing costs.
- Move from CAPEX to OPEX, smoothing expenditure across financial years.

If you have any questions, please do not hesitate to contact me.

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