Background

- One of the Budget Solutions decisions was for ANU to implement an efficient, centrally coordinated process for providing whole-of-life-cycle End User Computing Management
- Facilitates a shift in the IT support provided by ANU staff from commodity-based IT services to value-adding IT services
- Many other Universities have already done so eg. Melbourne
- ANU Workspace will simplify the lifecycle desktop/laptop procurement process, delivering a single image per operating system and implementing an ANU app store for distribution of software applications
PC's Per Staff FTE

Based on CAUDIT Benchmarking Data 2012
Current Fleet

• Approx 12,500 desktops, laptops
  – Excludes Servers, Tablets
• DELL – 84%
• Apple – 16%
• Other – less than 1%

Note: Hardware/Software Inventory currently being undertaken to confirm numbers
Project Scope

- The ANU will partner with DELL to provide managed services covering:
  - Procurement and provision of hardware, operating system, base image and software applications
  - Lifecycle Asset Management – deployment, management, recovery, disposal
  - Application management – packaging, distribution, patch management and Antivirus
  - Imaging and Reimaging management
  - Improved Reporting
Goals/Benefits:

- Efficient end-to-end PC lifecycle management
- Faster deployment of appropriate, standardised hardware and software to ANU staff and students
- 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
What you can expect to see:

• Procurement Portal with hardware options for desktops, laptops, x86 tablets, monitors
• Exemption Procedure for special purpose use
• Single ANU Image for Windows, Macintosh and Linux
• App store for ANU approved applications
• Move to Windows 8.1 and Office 2013 for Windows
• Asset Management – deployment, recovery, disposal
• Application management – packaging, distribution, patch management and Antivirus
• Imaging and Reimaging management
# Estimation of Costs on 3 year lease

<table>
<thead>
<tr>
<th>Item</th>
<th>Annual Cost</th>
<th>Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard DELL Desktop*</td>
<td>$363.00</td>
<td>$1,087.00*</td>
</tr>
<tr>
<td>Windows ANU Image</td>
<td>$200.00</td>
<td>$600.00</td>
</tr>
<tr>
<td>DELL Managed Services</td>
<td>$200.00</td>
<td>$600.00</td>
</tr>
<tr>
<td>Support/Finance Costs</td>
<td>$300.00</td>
<td>$900.00</td>
</tr>
<tr>
<td><strong>ANU Workspace = $1063 pa based on Lease model</strong></td>
<td></td>
<td><strong>$3,187.00</strong></td>
</tr>
</tbody>
</table>

* 

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELL Standard Desktop (77%)</td>
<td>$1,087</td>
</tr>
<tr>
<td>DELL Standard Laptop (5%)</td>
<td>$1,673</td>
</tr>
<tr>
<td>DELL Workstation (2%)</td>
<td>$3,524</td>
</tr>
<tr>
<td>Apple iMac (10%)</td>
<td>$1,389</td>
</tr>
<tr>
<td>Apple Mac Pro (2%)</td>
<td>$5,106</td>
</tr>
<tr>
<td>Apple MacBook Air (2%)</td>
<td>$2,452</td>
</tr>
<tr>
<td>Apple MacBook Pro (2%)</td>
<td>$3,225</td>
</tr>
</tbody>
</table>
Governance

• The contractual arrangements are based on a fixed-term Master Services Agreement (MSA)
• Each component of the managed service is separate and constructed under work order linked to the MSA.
• ANU has flexibility in the contract to evaluate value for money on regular basis
• ‘Value for money’ is also being independently assessed
• Comprehensive Project Governance Model established reporting to UICT
Timeline

- MSA in place by October 2013
- Windows 8.1 Image developed and rolled out on first procurement group by Jan 2014:
  - Information Commons; HR Refresh; et al
- Funding Model finalized by Nov 2013
- Full Managed Services Model in place by Q1, 2014
- Progressive 3-4 year rollout, depending on lease duration
THANK YOU

Peter Nikoletatos
Chief Information Officer

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