### Message from the Director

I am pleased to announce the launch of the DoI Communications Strategy. This significant step ensures we engage more effectively with our colleagues and use a variety of channels to reach as many people as possible. We are committed to communicating better.

An Operational Plan that sets out the key projects and initiatives for 2012 and beyond is also being documented. A Project Management Office has been established to support the projects outlined in the Operations Plan through consistency of reporting, realistic scheduling and a concerted effort to meet timelines and manage expectations.

Finally, we have introduced an Operations Management Group and I’m pleased to welcome the College IT Managers as members. This group will focus on enhancing communication for ICT investment across the University.

I look forward to updating the Division at the CIO Quarterly Update scheduled for the first week of July.

Peter Nikoletatos
Director, Information Services and CIO

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### In this issue

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANU data briefing: DoI, ANDS and ANU</td>
<td>2</td>
</tr>
<tr>
<td>IT Security reviewing current firewall settings</td>
<td>3</td>
</tr>
<tr>
<td>Introductory Academic Program being conducted in June and July</td>
<td>4</td>
</tr>
<tr>
<td>DoI Policy Review</td>
<td>5</td>
</tr>
<tr>
<td>Major donation of Ecuadorian literature</td>
<td>6</td>
</tr>
<tr>
<td>Staff profile</td>
<td>7</td>
</tr>
<tr>
<td>June DoI calendar</td>
<td>8</td>
</tr>
</tbody>
</table>

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### DoI Communication Strategy launched

After broad consultation with the Division of Information (DoI) Executive Team, and key stakeholders, the DoI Communication Strategy has been finalised and is being launched to the wider ANU Community.

The purpose of the Communication Strategy is to understand the needs of the University community and key stakeholders; lead the University community in the development of information services, and to inform them of the information services available to support them in achieving excellence in research, education and as a national policy resource.

The Communication Strategy aims to improve collaboration between DoI and the ANU community and ensure relevant, up-to-date, and comprehensive communication between the two. DoI tailors its communication to fit stakeholder needs and purpose.

A variety of communication channels have been defined in the Strategy and include, but are not limited to, the Information Services and ANU websites; social media; public notices; posters/flyers; mail-outs; face-to-face contact with clients; presentations; conference papers; meetings, and media outlets including the Communication and External Liaison Office at ANU.

The Division will conduct an annual review of the Communication Strategy to ensure its alignment with stakeholder needs, and we welcome feedback from the ANU community. To pass on your feedback please email doi.outreach@anu.edu.au.

To support the Communication Strategy, a DoI Writing, Image and Web Guide has been created to ensure all DoI communication materials comply with the ANU brand. Both documents can be downloaded from the Communications page www.anu.edu.au/doiinternal/communications.
The Digital Collections were launched less than a year ago and already the uptake from researchers has demonstrated a diverse pattern of use. The Scholarly Communications and ePublishing team have taken this initial period as an opportunity to reconsider how best to organise the collections for the ANU community.

The ANU Research repository is currently split into two collections; the ANU Digital Theses collection, and Open Access Research. Over the next couple of months the repository will be further diversified with the Digital Theses collection splitting into two distinct areas—one for full-text theses, and one for metadata only, and the Open Access

resources and collections for ANU research

A N U  d a t a  b r i e f i n g :  
D o l ,  A N D S  a n d  A N U

Australian National Data Service
On Monday 14 May, Roxanne Missingham, University Librarian (Chief Scholarly Information Services); Sally Goodenough, Australian National Data Service (ANDS), and Doug Moncur, ANU Repository Manager gave a short lunchtime data briefing to over 30 staff from across most DoI areas.

The presentation explained what data and data management are; what is happening around research data—nationally and within ANU, and explained some scenarios for sharing and re-using research data. The three topics discussed included the awareness of management and access of data, and its re-use; data management initiatives in other Australian universities, and details of two ANDS funded projects currently underway at ANU.

To view the presentations from the data briefing visit information.anu.edu.au; for further information on ANDS or Research Data Australia visit ands.org.au, or check the ANU Data Commons blog at information.anu.edu.au/anudatacommons/

Building World Class Networks
Networks & Communications
As one of the world’s leading universities, ANU has traditionally participated and provided technical leadership in a number of global forums which define and engineer the networks that link universities and research organisations around the world.

Three organisations collectively cover the global Research and Education (or R&E) community:

APAN (Asia Pacific Advanced Network) is the largest community and our primary regional network organisation serving around a billion users. APAN operates conferences at six-month intervals, and covers two general areas; technology, and e-Research.

The technology area supports the underlying foundation of infrastructure and capabilities of the network with working groups advancing IPv6, security, IP telephony and video conferencing, sensor networks, network research and the operation of the Future Internet Testbed.

e-Research area activities take the results of the technology area and apply them to supporting discipline specific activities, of direct benefit to the member universities.

By using a collaborative, multi-disciplinary approach to problem solving, the e-Research area working groups have delivered significant advances in medicine through the use of live surgical demonstrations of new procedures and techniques, and high definition video for teaching and collaboration.

Re-structure ahead for Digital Collections
Scholarly Communications & ePublishing
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Research collection will have several sub-collections added to pull together associated works, such as conference proceedings, or discussion paper series. The restructure will take approximately two months.
IT Security reviewing current firewall settings

**IT Security**

IT Security is in the process of formalising their Risk Management processes, and look forward to working with areas across the Division and the University to help assess and consistently treat information security risk.

In partnership with Systems & Desktop Services, IT Security is working to install and configure change-monitoring software across our server environments, with an aim to finish installation across the production environment shortly. This will allow the Division to detect and track changes across our systems; monitor compliance against consistent server build standards, and continue the process of log centralisation and aggregation across systems.

In other news, IT Security is currently reviewing firewall settings across the University, and looking at options to formalise vulnerability management processes.

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**The Sightdeck: a new paradigm for lecture delivery and collaboration**

**Networks & Communications**

Evolutionary changes in technology occur very infrequently and being on the leading edge of those changes provides significant benefits.

The increasing competition for education delivery requires institutions that aspire to be world leaders to substantially increase the quality of their content output to satisfy the demands of the current and future generations of students. As a world leader, ANU continues to develop and evolve our lecture capture and remote collaboration facilities.

**Dancing Across Oceans**

**Networks & Communications**

Global collaboration is essential for the development of advanced performance capabilities.

The recent changes at the ANU School of Music, and increased reliance on utilising remote teaching methods allowing ANU students to work with world acclaimed musicians and composers, is possible in part because of the significant work ANU invests in evolving performance technology and techniques.

As part of the recent Asia Pacific Advanced Network meeting in Chiang Mai Thailand, a global performance of Dancing Across Oceans connected international performers from Spain, Brazil, Thailand, Korea and Japan with a live audience in Thailand.

Andrew Howard, Advanced Communications Research, is recognised as one of the leading producers of international performance events in the global research and education community.

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**Art and Music Library co-location project documentation completed**

**Space Services**

The building plan for the merged Art and Music Library has now been completed. Facilities & Services have worked very closely with staff from the Art and Music Libraries, particularly Marianna Pikler, and Space Services staff, Glen Munday and Judy Apps. Facilities & Services believe all is on track for completion by the end of July 2012. More details of the merger will feature in next month’s newsletter.
Supporting students

Introductory Academic Program being conducted in June and July

During June and July the Information Literacy Program (ILP) will be conducting an Introductory Academic Program for newly enrolled international higher degree students. This bi-annual event is run in conjunction with the Academic Skills and Learning Centre, and the Crawford School of Public Policy.

The students are beginning Graduate Coursework Programs, Graduate Diplomas, Masters and PhD study at ANU. The course provides research and IT skills training to the group at a range of different levels. Training is undertaken in small groups based on a basic self-assessment skills audit.

The groups are led by the ILP specialist IT trainers, Graduate Information Literacy Program (GILP) trainers and specialist Library staff across all Library Precincts. Training is held on Information Commons computers and begins with Library tours of relevant buildings and basics of passwords, file management and email set up through to advanced word, database and internet searching.

In other Academic Support & Client Services news, the Learn How booklet will be reprinted for the commencement of Semester 2, with a welcome written by the new University Librarian (Chief Scholarly Information Services), Roxanne Missingham.

ANU E Press launched three new books in May

ANU E Press

ANU E Press had three exciting book launches in May. The Australian New Zealand School of Government (ANZSOG) co-publication With the benefit of hindsight: Valedictory reflections from departmental secretaries, 2004-11 was launched at the Lobby on 7 May in a joint celebration with the Institute of Public Administration Australia, Australian Public Service Commission, ANZSOG and ANU E Press. Experiments in Modern Living, a historical exploration of the construction of Canberra scientists' houses from 1950–1970, was launched at the ANU Co-op Bookshop on 18 May. Also on 18 May, Directions in Electoral Reform, an investigation and history of the Australian democratic electoral process was launched in conjunction with the Centre of Democratic Institutions’ Electoral Observation Workshop at the new ANU Commons Building.

On 23 May ANU E Press held their second Information Session for 2012. More sessions are planned for the second half of the year, so if you missed the earlier ones, keep an eye on the E Press website—epress.anu.edu.au—for updates.

Networks & Communications

As you are probably aware we have recently experienced an unprecedented number of issues affecting the availability and usability of the ANUSecure wireless access on campus. These issues have been split between the provision of a new version of the software; a surge in utilisation, and the limitations of our current infrastructure.

We have been working with the manufacture of the software to come to a suitable and appropriate solution, and although we appear to have stabilised the software we do not yet have full resolution.

In relation to the increased utilisation, we are in the process of reviewing the best ways to improve and provide a reliable and sustainable option to serve the ANU now, and into the future.
University-wide Software Guide to be released by end of June

Procurement & Contract Management

The Procurement & Contract Management (P&CM) team released updated software web pages in May. A Software Communication Plan and end-to-end process are also being completed.

The team are currently working on a University Wide Software Guide that will be released by the end of June. This document will provide guidance to University IT areas on how to record and maintain software licence data for compliance.

Software procurement within the University stayed level during April. Chris, Dorota, Peter and Lourens processed 117 single software orders; fulfilled 183 requests for media/licence keys by the Local IT Support Staff (LITSS), and completed seven software licence renewals. The same period saw a decrease in purchase orders, with 135 purchase orders and voucher payments processed.

Previous University staff files being transferred to free up storage space

University Records

University Records is transferring previous University staff files to off-site storage or University Archives to free up much needed storage space for new files.

In other project news, University Records is currently contacting staff who have been in possession of files for more than three months and on which an outguide—a folder containing papers received for files that are currently issued—has been created for the file. Almost two hundred files fall in to this category. By contacting staff, University Records can remind staff to return files, and ensure the system reflects their correct location. This project should be finished in the next fortnight, and is done quarterly.

The number of Freedom of Information requests received continues to increase with 11 received in 2011 and nine requests so far in 2012. Decisions relating to four requests have been published this year to the Disclosure Log on the University’s Freedom of Information website. Decisions related to, or containing personal information, are not published to the log.

DoI Policy Review

In line with the University’s policy review project for 2012, we need to review, consolidate and redraft all our policies and related documents by end December.

There are currently ten policies within the Division. These policies make up three suites covering Infrastructure, Community, and Content. We are looking at consolidating these policies into a maximum of four, with a separate procedural document for each topic. The Division is in the process of redrafting all policies and related documents. This process includes:

- determining the relevance of each policy
- including changes and/or amendments to legislation governing individual policies
- rewriting in plain English for ease of understanding by non-IT personnel
- formatting to comply with ANU style.

As part of this process we have created a policy webpage which currently lists all active policies and their review date (https://www.anu.edu.au/doiinternal/policies/index.php). This page will include links to the redrafted policies and related documents for comment and discussion, thereby enabling the internal consultation process.

Regular updates and policy progress will be available through the DoI policy webpage. During the consultation phase, staff are encouraged to read the draft documents and to provide comment and feedback to doi.policies@anu.edu.au

The process will be carried out by suite and will be completed by December 2012. We will also collaborate and consult with other Colleges and Service Divisions for consultation and drafting where policies are co-shared.

Staff are reminded that policies and procedures are mandatory across the University. Guidelines provide additional detail; are informative rather than mandatory, and are often used to describe best practice and provide definitions of terminology.

Supporting staff

Red Rock have been chosen as the vendor to supply services and software to the Uni Doc program, which will be implementing an electronic document and records management system (EDRMS) across the University.
Home improvements

Indigenous Cultural Awareness

The “improvements book” of Wave Hill Station, part of the Noel Butlin Archives Centre, is a record of a company that also, indirectly, captures an important part of Australian History.

Wave Hill Station, covering more than 8,000 square kilometres, was established in 1883 and is located about 600 kilometres south of Darwin in the Victoria River District of the Northern Territory. This book was intended to document improvements being made to the Station and in the process documents the living conditions of the people on that Station.

The loose-leaf register—donated by a historian—is about 300 pages long, and covers the period from the 1950s to the early 1970s and was being created during the 1966 walk off by the Gurindji pastoral workers, lead by Vincent Lingiari, over pay and living conditions for Indigenous workers. This eventually resulted in the Gurindji people obtaining title to their land under the Commonwealth Land Rights Act (Northern Territory) 1976.

The “improvements book” has recently been conserved and digitised, using funds raised by Friends of the Noel Butlin Archives Centre, and images of each page can be accessed at digitalcollections.anu.edu.au

Major donation of Ecuadorian literature

ANU Library

Research and teaching in Latin American studies received a great boost in April 2012, with a donation of over 90 great works of Ecuadorian literature and history to the Australian National University.

The Ecuadorian Ambassador to Australia, Raul Gangotena, spoke of the importance of recording history and literature in passing on a nation’s soul. He described passing the collection to the University as “losing a little bit of paradise” from his embassy.

Associate Professor John Minns, Director of the Australian National Centre of Latin American Studies, emphasised the importance of a centre that actively provided cultural and artistic events, and thanked the Latin American embassies for their continuing strong support.

Roxanne Missingham quoted Jorge Luis Borges, “I have always imagined that Paradise will be a kind of library,” and welcomed this new piece of paradise to the ANU Library.

ANU Library

Menzies Library staff have been working closely with the Asia Pacific Learning Community, headed by fourth year Asian Studies student Jessica Avalon, on an exhibition themed ‘Myanmar in the 20th Century’. Curated by Ji-Shen Loong, the exhibition displays recently catalogued items from a donation by Dr David Pfanner, a former ANU staff member, and previously with the Rangoon Hopkins Centre for International Studies in Burma.

The addition to the Library catalogue was part of a Burmese Collection Project that the Library has successfully carried through since November 2011 with the help of two postgraduate students with knowledge on Burmese language. The exhibition opened in May and will be on display in the Menzies Library until August.

In other Library news, the exhibition Australian Literature Legends, featuring donations of Bryce Courtney’s books and selected manuscripts, closed on 30 April. The donated books and manuscripts will go into the Brissenden Collection and the University Archives.

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Staff profile

Owen Brown
AskANU IT Consultant Coordinator
By Aine Dowling MCSE

Where have you seen him?
Owen is located in Chifley Library where he manages a team assisting students and staff within the Information Commons. He also assists other areas within DoI, on projects such as the recent Recharge campaign and the occasional film for the information website.

What's his story?
Born in Canberra, Owen moved to Armidale New South Wales as a youngster, returning to Canberra to complete an Arts/Science degree at ANU.

Owen has a passion for writing and once dreamt of becoming a fantasy novelist. Now he is hoping to combine his love of writing and cooking by producing a cook-book! "I love cooking northern Thai", says Owen. "I'm up to 20 chillies in some of my dishes, and later in the year plan to do a cooking school holiday in Chiang Mai."

As a passionate cook, Owen is building a collection of knives. "I really like my Artisan knives. They’re hand-made Japanese damascus blades forged from an extremely hard R2 steel; they’re perfectly balanced and lovely to work with." View Owen’s favourite knives here www.japanesechefsknife.com

As if eating 20 chillies doesn’t indicate some sort of superpower, Owen would like to be Aquaman. "I love diving and being out in the water. I’m an accredited scuba diver and would like to do a course in free-diving, which is diving without scuba gear where you aim to get as much depth and time underwater as your lungs will allow."

Having once had aspirations to write, Owen is also an avid reader and ranks his Kindle Touch as his favourite gadget.

What does the future hold?
Aside from the trip to Thailand, Owen is currently happy to stay at ANU for the foreseeable future. "I work with so many amazing people. ANU is a great campus and I’ve made some great friendships in the years I’ve been here. I was a student here, and will be again, and in my current role I have the opportunity to help staff and students. I want the students to have the best experience they can, and to have good memories of their time at ANU, and to enjoy it while they’re here."

Information Services website review

DoI Outreach/Communications
A complete review of all DoI managed websites will be undertaken in the coming months. The outcome of the review will be to reduce content duplication; retire redundant websites; move relevant content to the Information Services website; simplify the web content approval process, and improve navigation, usability and searchability.

DoI travel procedure progressing well

DoI Finance
Finance’s project to streamline the Division’s travel procedures is progressing well, and a new travel pack will shortly be presented to the Executive Team for approval.

In other news, the Finance period 6 cut-off is quickly approaching. In preparation for the period 6 budget review that will be held with Finance & Business Services, the Finance team is working hard to ensure that all processing is up-to-date. To assist with this, all staff with purchase cards are asked to submit their reports and invoices as soon as possible. The team may also be contacting areas to discuss budget variances or overspends.

Staff news

During May, E Press welcomed Stefanie Schweiger to the team as their new Orders Assistant; Chadianja Aljuned joined the Scholarly Information Resource Management team as a Casual Technical Service Assistant; Neideck Kyle joined the Australian National Data Service as a Casual Tester, and Hayley Calderwood joined the Outreach team on a three-month temporary transfer.

Danielle Day, Administration Assistant for E Press, resigned in May to take up a position with Division of Registrar and Student Services. David Hau, Program Leader IT Services for ANDS also resigned in May. We wish them luck in their future endeavours.

Information Literacy Program reporting lines have been temporarily changed with staff now being supervised by Kathy Collier. Two Finance positions—Team Leader and Deputy Finance Manager—were recently advertised, and it is anticipated that interviews will be held within the next fortnight.

On a personal level, congratulations to William Missingham, IT Security Officer, on his recent wedding, and honeymoon in Vietnam.
June DOI calendar and Lunchbox Sessions

4 June
Lunchbox Session—The South Pole—one degree of separation
12.30–1.30pm, R.G McDonald Room in the Menzies Library
Presented by Carol McAlwee.
Tourism in Antarctica—A personal account. In December 2011, Carol McAlwee skied the last degree to the South Pole, without a doubt undertaking one of the more incredible journeys on earth. Much the same as the first explorers did 100 years ago, skiing seven hours a day towing a sled with equipment and provisions, in average temperatures of minus 25 degrees, Carol made her way to 90 degrees south arriving at the Pole on 28 December. If you would like to hear about the journey, view the magnificent photos, or learn more about Antarctica and opportunities for travel in Antarctica, come along to this session.

5 June
UniSuper Seminar
Law Link Theatre, Building 5, 5.30–6.30pm
This seminar is designed to provide you with information about the UniSuper pension options available to you, and to help you make the most of your retirement.
This is a free seminar. Please register at the UniSuper website www.unisuper.com.au/members/seminars

11 June
Queens Birthday public holiday
Enjoy your long weekend!

16 June
Lunchbox Session—Report on Council of East Asian Librarian Meetings, March 2012
12.30–1.30pm, R.G McDonald Room in the Menzies Library
Presented by Rebecca Wong.
The 2012 Council of East Asian Librarian meetings were held in conjunction with the Association of Asian Studies Conference, March 2012 in Toronto, Canada. The series of meetings covered a wide range of professional issues, from library organisational changes, e-books consortium, and disaster management experience, to latest industrial standards and other technological advances. This presentation will be of interest to both library administrators and general or Chinese Japanese Korean (CJK) specialist librarians.

28 June
DoI Web Publishers Group meeting
2–3pm, Menzies Flex Lab
Web representatives from DoI areas meet to discuss web content, share support and review current trends.
Email doi.outreach@anu.edu.au for information on joining.

July
All staff quarterly update
Week commencing 2 July. More information to come.

Lunch Challenge
There’s no such thing as a free lunch... but you can win one!
Email the correct answer by 15 June and go into the draw to win a lunch voucher for The Gods Cafe.
Email your answers to doi.outreach@anu.edu.au

Can you answer these riddles?
Two men are in a desert. They both have packs on. One of the men is alive and the other is dead. The man who is alive has his pack open, while the man who is dead has his pack closed.
> What is in the packs?
The one who makes it sells it.
The one who buys it doesn’t use it.
The one who’s using it doesn’t know he’s using it.
> What is it?
One big hockey fan claimed to be able to tell the score before any game.
> How did he do it?
A girl who was just learning to drive went down a one-way street in the wrong direction, but didn’t break the law.
> How come?
The Link
Following feedback from The Link Reader Survey in April, future editions of The Link will shortly be distributed to the wider University community.

To stay informed following an incident or disaster:
@doimedia
@ANU_media
Division of Information
Australian National University
1800 AskANU (275 268)