Director's Message

It was encouraging to see so many staff attend the CIO Quarterly Update this week. I was pleased to outline the proposed portfolios and to welcome Anne Kealley back to the Division. Equally, the University Librarian's update provided an insight into our journey ahead.

The DoI Administration Review will run from 17–20 July and provide DoI with tangible outcomes that clearly define how we can become a first class organisation. The Review panel will include a senior ANU academic and an ICT expert from outside the University. The University Library Review will take place around August.

I am pleased to report that the Operational Management Group (OMG), which includes DoI and College IT managers, has met several times and with each meeting the value of this group is becoming more and more apparent. I am planning a joint sitting of the DoI Executive and OMG before future CIO Quarterly Updates to discuss important issues and strategic direction.

The Uniforum survey has been completed and we thank all who contributed. This survey allows the University to benchmark its support services and resourcing costs and to share our data with other Australian universities.

As many of you know the proposed ANU Service Desk is beginning to take shape, and in the not too distant future an announcement will be made regarding a single ANU Email platform.

Peter Nikoletatos
Director, Information Services and CIO

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DoI Executive Team portfolios announced

Colleagues, my first few months at ANU have enabled me to review and reflect on the current structure of the DoI Executive Team. I have concluded that there are some areas within the Division which require strengthening, and as a result, I am pleased to announce that the Executive, who will all report directly to me, will now comprise the following portfolios:

- Administration
- Enterprise Systems
- Infrastructure
- Project Office
- Service Delivery and Engagement
- Strategy and Planning
- Executive Officer

Furthermore, I am planning to merge the roles of Security, Risk, Audit and Compliance into a new team, which will report directly to me, however this is still very much in the early stages.

There may be some additional realignment of teams reporting to the Executive portfolios and my goal is to keep that to a minimum. My vision is to enable us to improve the services we deliver to our clients across the University, in a timely, de-duplicated, engaged and demonstrably responsive manner.

DoI Operations Plan

After consultation with the Executive Team and Operational Management Group, the 2012 DoI Operations Plan has been published on the Information Services website. It is intended to communicate our planned activity of projects and initiatives for the year to our colleagues across the University. It is a living document, and will be regularly reviewed and updated. I encourage all teams to view the plan, and provide feedback.

Peter Nikoletatos
Director, Information Services and CIO
The reconfiguration of the ANU Research repository is underway with the creation of a Restricted Theses collection. This collection currently contains embargoed and ANU-restricted theses. The team is in the process of transferring all the scanned theses held in the Library into the collection, which will make the metadata (citation information, including the abstract) of these theses much more visible to users searching worldwide. It could also lead to authors finding their own theses and giving the University permission to make the work fully available.

The re-organisation of the Open Access Research collection has also begun with the creation of a Conference Publications collection, which holds documents relating to conferences held at, or hosted by, the Australian National University. Other proposed collections include the Northern Australian Research Unit publications, Crawford School papers and the Centre for Aboriginal Economic Policy Research discussion papers. The benefits of this re-organisation include a clearer presentation of the collection’s contents, and more specific use of statistics of collections within the repository.

ANU Library celebrates successful project completion

The Chifley Library Collection Management team and the Library’s Technical Services Team celebrated the completion of a project that has made available a substantial collection acquired on behalf of the Australian National Centre for Latin American Studies (ANCLAS). ANCLAS is situated within the College of Arts and Social Sciences, hosted in the School of Politics and International Relations.

The collection was acquired through a University grant with the aim of creating the best resourced collection for Latin American studies in the region. The collection provides strong support for the degree and recently commenced masters course in Latin American Studies.

John Minns, Lecturer in International Relations at the School of Politics and International Relations, and the staff at ANCLAS, have applauded the Library teams for acquiring, and making available, the collection.

Specific thanks must go to Chifley Library staff members Diane Humphery, Paul Pretor, Luciana Panei, and Marie Knight. All staff enjoyed a celebratory afternoon tea to acknowledge completion of the project.

Publication Subsidy Fund

Applications are now open for the ANU Publication Subsidy Fund. This Fund can provide ANU authors with financial assistance—up to $2,500—for the commercial publication of results of academic research of staff members or students of the University that are unable (or unlikely to be able) to be published by an independent commercial publisher without financial assistance. The priority for allocation is to support publications by ANU E Press on the basis of the University’s commitment to scholarly publishing. Applications are due by Tuesday 31 July 2012.

Application form and details of the scheme can be found at anulib.anu.edu.au/about/pubsub/, or enquiries can be emailed to anuepress@anu.edu.au
New guideline for ANU Library

ANU Library

In line with the DoI 2012 Policy Review, we have introduced a new guideline on food and drink in the ANU Library. This document outlines and advises what food and drink can be brought into, and consumed, in all ANU Library locations, and currently sits under the policy Acceptable Use of Information Infrastructure.

The guideline is on the ANU Policy web page at policies.anu.edu.au/by_title and is listed as Guideline: Food and Drink in the Library.

Upgrade to teaching spaces planned for 2012–13 summer break

Space Services

Space Services are in the process of planning teaching space upgrades during the 2012 summer break.

Communication is key for Desktop Support incident resolution

Systems & Desktop Support

The Desktop Support team, lead by new team leader Jonathan Stefaniak, is focused on providing a quality service to clients and ensuring that clients are kept up-to-date on their logged incidents—communication is the key in providing a resolution to an incident.

To improve service to clients, Desktop Support staff are rostered to AskANU from 8.30am–5.30pm to assist and resolve incidents at first point of call. The Desktop Support team provide support to 1,700 Information Commons computers and 1,000 desktops for Administration areas and DoI staff. The Desktop Support team includes Jonathan Stefaniak, Dzung Vo, Matt Waters, Colin Lister, Maino Mosby, Jesse Harwood and Petar Tankosic-Gajic.

Centre for Higher Education, Teaching & Learning

Wattle (Web Access To Teaching & Learning Environments), the University’s primary online teaching and learning environment, was upgraded over the weekend of 23–24 June 2012 to the latest version of Moodle.

The Wattle Enhancement Project team from the Division of Information has been working hard in conjunction with the Wattle Business Solution Group (BSG), Centre for Higher Education, Training and Learning (CHELT) to deliver the upgrade of Moodle to version 2.2.

The key objective of the project was to transition Wattle with minimal disruption to staff and students and without loss of course materials or content. All teaching activities from winter session and Semester 2 will use the new upgraded Wattle.

A series of staff training sessions were delivered by CHELT during May and June, outlining the key differences including updates to the navigation, new features and file management. These sessions were designed to provide support to lecturers in the transition to the upgraded system.

A Wattle upgrade summary pamphlet has been designed to provide staff with an overview of the changes and can be downloaded from the CHELT website chelt.anu.edu.au/wattle-bsg, or a printed version can be requested by emailing wattle.support@anu.edu.au

For further details about the Wattle Enhancement Project including frequently asked questions visit chelt.anu.edu.au/wattle-bsg/wattle-enhancement-project

DoI staff involved in this project were Daniel Rodwell, Project Manager, and Jennifer Edmondson, and the Wattle BSG staff were Danielle Anderson, Manager, Jenny Edwards, Sherry Lo, David Burke and Kaining Li.

Wattle Enhancement Project
DNSChanger Malware

IT Security

In November 2011 the American Federal Bureau of Investigation (FBI) and Estonian police arrested a group of cyber criminals responsible for one of the biggest malware outbreaks on the Internet. The malware, known as DNSChanger, infected more than 4 million hosts on both Apple OS X and Microsoft Windows platforms.

What is DNS?

DNS is the address book of the Internet—your DNS server will tell you where something is located and will point you to the website address.

What does DNSChanger do?

DNSChanger infects hosts by changing the client’s DNS server from the default Internet provider to the cyber criminal’s own DNS servers. By changing the DNS server, the cyber criminals were able to use the host’s DNS servers to send users to websites they didn’t want to visit; use personal computers to take down networks; push more malware to personal computers, or other illegal activity.

What should I do?

The Australian Communications and Media Authority (ACMA) has launched a website to help infected users understand malware and remove it at www.dns-ok.gov.au. This website provides information on malware and tells you if you are infected. Should you find that your computer is infected, you can remove the infection using a free tool from Sophos at www.sophos.com/en-us/products/free-tools/virus-removal-tool/download.aspx. The ANU also offers a free anti-virus solution at sophosupdate.anu.edu.au for all staff and students, including personal computers.

Major communication campaigns to launch during Bush Week

DoI Outreach/Communications

DoI Outreach have been busy preparing for Bush Week held 23–27 July. A number of major communication campaigns will be launched to ANU students and staff during Bush Week including the Information Services Student App Contest; Library Food and Drink Campaign; the Wattle Enhancement Project, and a campaign promoting the availability of free anti-virus software.

In other DoI Outreach news, the Information Services (IS) website revision project is progressing well with the project strategy and plan presented to the Director, IS and Chief Information Officer in mid-June.

Two new titles released by ANU E Press in June

ANU E Press

ANU E Press has released two great new titles. Previously a Pandanus Books publication, A Trial Separation: Australia and the Decolonisation of Papua New Guinea is a comprehensive exploration of the social and political climate leading up to the independence of Papua New Guinea from the Australian Government. ANU E Press has also just published the latest edition of the East Asia Forum Quarterly, a platform for discussion of some of the developments from the premier research institutes of Asia; this is the second issue for 2012, and focuses on emerging trends of China’s foreign direct investments.

Stay on top of ANU E Press updates and publications by following ANU E Press on Twitter or subscribing to the newsletter list. Visit epress.anu.edu.au for all the details.
**Project Initiation Kit completed**

*Information Services Planning & Project Support Office*

The Division of Information is in the process of increasing its project management capability and a major part of this activity is the formalisation of management processes around its projects. As a first step in achieving this, the Information Services Planning & Project Support Office (IS PPSC) recently completed work on a Project Initiation Kit.

**The Kit**

The Initiation Kit takes into account the need to support small, medium and large projects. It includes a tool for sizing the project, and a set of project proposal and plan templates for each size project. In addition to templates, the team has also developed a suite of brochures that assist project managers in the scoping process. Topics covered include:

- using a Utilisation Matrix to define the project scope
- communicating the project scope using the Is/Is Not technique
- developing a Work Breakdown Structure
- use of the Delphi Technique
- creating a gantt chart.

The Kit facilitates sizing and scoping of the project and guides the project manager to the level of governance, documentation and reporting required.

**Next steps**

Initiation is just the first phase in the project lifecycle and the next step for IS PPSC is to compile a kit to support activities in the project execution phase. The initial focus will look at Steering Committee reporting with the team aiming to have the kit available on the website in Quarter 3 2012.

To access the Project Initiation Kit visit projects.anu.edu.au/management/lifecycle/initiating_phase.php

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**Dol streamlines audit processes**

The Division recently developed and implemented a new and concise audit process, including pre and post audit procedures, to enable the progression of internal audits and follow-up of outstanding items.

Internal audits are conducted by an auditor appointed by the ANU Risk Management and Audit Office (RMAO). Once an audit plan is in place, and Terms of Reference agreed, the audit is carried out over a period of six to eight weeks. On completion of the audit, a report is provided which includes an executive summary, detailed findings and recommendations, and matters of note. The Division reviews the report and responds formally with management comments and actions in response to the recommendations. A timeline is then agreed for all actions.

An action officer is identified for each action item and the Dol Audit Coordinator will liaise closely with the action officer, ensuring that updates are provided regularly to the RMAO; that sufficient evidence is provided for closure of items, and provide assistance with business process and procedural documents and plans. The Audit Coordinator also works closely with the Responsible Delegate on management comments and updates for each action item.

A monthly meeting is held with the RMAO to review progress and discuss activities.

In order to keep our processes open and transparent, and to advise staff of upcoming audits, the Division has created an audit web page on the Information Services website at information.anu.edu.au/audits. This web page includes ongoing audits with outstanding items, as well as current and upcoming audits. Upon completion of the audit (when all outstanding action items have been closed), a brief executive summary of the audit will be included on the web page.

For assistance with internal audit processes and audit management contact doi.audit@anu.edu.au

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**Registration now open for Semester 2 ILP training**

*Information Literacy program*

All Semester 2 Information Literacy Program (ILP) training workshops, many of which are free, are now available for registration. To access course schedules or to register visit training.anu.edu.au

Alternatively, training modules including Microsoft Office, Adobe products and more are available at anu.interactiontraining.net

For further information contact ilp@anu.edu.au

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**Census of Records Office internal holdings**

*University Records*

University Records is undertaking a census of the internal holdings within the Records Office to ensure that file movements are kept up-to-date. More than 25,000 files have been scanned so far with the information uploaded into the recordkeeping system. A University wide census will be undertaken later in the year.

In other Records news, staff are identifying files due for destruction and determining whether they are to be destroyed or sent to University Archives for permanent retention. Files identified for destruction are included in a report sent to the University Archivist for review and approval. Records are destroyed in accordance with valid disposal authorities.

Four Freedom of Information requests are being processed by the Records Office.

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**Requests are being processed**

- DoI streamlines audit processes
- Registration now open for Semester 2 ILP training
- Census of Records Office internal holdings
**Nu**ked! exhibition on display at ANU Archives

**ANU Archives**

*Nu**ked! is the ANU Archives current exhibition. It showcases Australia’s anti-nuclear movement through the use of ephemeral protest items. These items range from the 1960s to the present day and focus on four important aspects of Australia’s anti-nuclear history—nuclear disarmament; nuclear testing; US Military Bases, and uranium mining. *Nu**ked!* incorporates material from the Noel Butlin Archives Centre, the National Museum of Labour, and members of the public.

Canberra Institute of Technology (CIT) Museum Practice students Gideon Hallam-Walsh, Alex Mandziy and Katrina Ramm put the exhibition together. Adrian Marron, CIT Chief Executive, and the student curators spoke at the launch on 7 June, which was hosted by Unions ACT Secretary Kim Sattler. ANU University Archivist Maggie Shapley officially opened the exhibition.

You can see *Nu**ked!* in the ANU Archives reading room in the Menzies Library.

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**Indigenous family history and the ANU Archives**

**Indigenous Cultural Awareness**

ANU Archives Program staff assist the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) in training members of Link-Up organisations, who help members of the Stolen Generations trace their families and communities.

ANU Archives instruct Link-Up members how to find and use records in the Archives, including records of pastoral stations, which may name Indigenous people. There are no pay records but Indigenous people may be named in ration books and station manager reports.

One of the most valuable records for tracing Indigenous people is from a station in the Northern Territory called Victoria River Downs. The record is known as the Natives Register and it includes, where known, each Indigenous worker’s European name; Aboriginal name; father and mother’s name; nature of employment; the name of their husband or wife; the year they were born, and the names of any dependents. The original record is very fragile so it has been indexed by volunteers. We have shared the index with AIATSIS and with Link-Up workers in the Northern Territory who think it will be very useful for reuniting Indigenous families.

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**ANUgreen launches e-waste recycling trial**

**ANUgreen**

ANUgreen has launched a three-month e-waste recycling trial that will collect items such as printer toner cartridges, mobile phones, small electronic items, and batteries.

E-waste recycling bins will be placed in all Library locations and several other buildings around campus for a trial period.

For more information on recyclable items and a full list of recycling bin locations around campus visit www.anu.edu.au/anugreen/files/3342_recycling.pdf

To recycle larger University e-waste, contact recycle@anu.edu.au to arrange a pick up.
Staff profile

Tze (Sue) Khaw
DoI Finance Officer
By Aine Dowling MCSE

Where have you seen her?
Tze is located in the Leonard Huxley Building with the DoI Finance team. Tze started at the ANU as a graduate in Finance and aside from a brief transfer to JAG (Sciences) for a few months, she has spent most her three and a half years in DoI.

What's her story?
Born in Canberra with Malaysian-Chinese heritage, Tze worked the usual casual jobs in hospitality and retail before arriving at ANU in December 2008. Tze has a degree in Commerce from the University of Canberra and is currently studying for her CPA qualification. Although Tze is strongly focused on her career and getting through her CPA, she also takes time out for some extreme sports. A keen fitness enthusiast—Tze was a gymnast when she was younger, and competed in gymnastic and fitness competitions—she has participated in sky-diving and would love to try her hand at hang gliding. “I went skydiving with a group” says Tze, “and they were taking bets on whether I would actually jump or not—but I did, and it was awesome!” She is also keen to try her hand at scuba diving, and snowboarding in New Zealand. Tze is also gaining a reputation as a pretty good cook. “I have been inspired by reality cooking shows” she says, “I love ‘Master Chef’ and ‘My Kitchen Rules’ and I love creating and trying new recipes, and my colleagues in Finance never complain when I take in the morning tea”.

What does the future hold?
Tze would love to travel to Korea and Japan. “I learnt Japanese at school, and I would love to visit to experience the culture and food—and see the cherry blossoms and Mount Fuji”. But for now Tze is focussing on her career at ANU. “I came here as a graduate and I’ve developed all my skills here, and I think ANU has helped shape who I am and what I’m capable of doing in the finance industry. It has also helped me see where I want to be in the future, and the skills I have developed enable me to give something back to the University in the way of higher quality work and reporting. But the best thing about ANU is the support, flexible conditions, and the beautiful campus”.

ESP financial upgrade to be held in July

DoI Finance

The University is about to upgrade the ESP Financials system, ensuring the University will benefit from the many enhancements incorporated in the latest release. As a result, the Finance system will shut down for the period 17–24 July to enable the upgrade to occur. During this period the Finance team will not be able to process invoice payments, transfer funds, raise bills or purchase orders, or run financial reports. All areas are asked to keep this in mind and plan their financial activities accordingly.

The Division’s mid-year budget reviews are underway and the Finance team is in the process of preparing the budget review report to Finance & Business Services. The budget review details how the Division is tracking against the budget; explains any departmental deficits, and a forecast of the projected end-of-year financial position. It also includes operational issues such as explanations for uncleared purchase card transactions, uncleared travel advances and unpaid invoices.

New web pages include software prices

Procurement & Contract Management

The new Procurement & Contract Management (P&CM) software web pages, released in May, include price lists for Adobe and Microsoft products available for purchase under the ANU volume licensing arrangements. Prices for the Adobe CS6 products are available and licences can be purchased. Media is not yet available but is expected within the next few weeks.

In late May, P&CM negotiated a University site licence for Red Hat server and desktop products. For details please contact software@anu.edu.au

The team processed 40 hardware orders, four licence renewals, and processed 70 software licence requests for 130 licences in total during May.

Staff news

The Division welcomed six new members in June—Stephanie Goh was appointed Finance Team leader on a temporary basis; Bill Keegan was appointed as the Workshop Supervisor and Gilbert Leo was appointed as Technical Officer Room Support within the Space Services Technical Services Unit; Janet Wardman joined the Menzies Library as a Technical Services Asst-SIRM; Helen Hopper joined the ANU Archives as an Archives Program team Member, and Sarah-Jane Macri commenced as EA to Director, Information Services. We welcome all new staff to the Division.

Val Bullman, Andrew Howard, Rob Sbragi, Gillian Watt, and Ragini Singh left the Division in June and we wish them well with their future endeavours.

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July DoI calendar and Lunchbox Sessions

4 July
Division of Information CIO Quarterly Update
1–2.30pm, Manning Clarke Theatre 3 (Building 26A)
Presented by Peter Nikoletatos and Roxanne Missingham.
A video of the update is available on the Information Services website information.anu.edu.au/news

19 July
Project Management Communities of Practice meeting
11am–12pm, Meeting room, Building 88T1 (South Oval)
Open to all ANU staff, the Project Management Communities of Practice network discuss project management knowledge, skills, and techniques to effectively and productively manage projects.

23-27 July
Bush Week
Visit the Information Services Bush Week Market Day stall on Wednesday 25 July in Union Court.

2 & 13 July
Lunchbox Session—Wattle upgrade from a student perspective
12.30–1pm, McDonald Room, R.G. Menzies Building
Presented by Sherry Lo
As part of the Wattle Enhancement Project, Wattle was upgraded in June giving it a new look and feel, and providing new navigation, features and file management. These sessions will explain the upgraded Wattle from a student’s perspective and are designed to help staff answer student questions.

23 July
Lunchbox Session—the ANU Archives Program
12.30–1.30pm, McDonald Room, R.G. Menzies Building
Presented by Sarah Lethbridge
The ANU Archives Program preserves the University’s own archives and collects archives of business, trade unions, professional associations and industry bodies, to support research by the University community and the general public. Come and listen to Senior Archivist, Sarah Lethbridge talk about how these archives are used for research.

Lunch Challenge
There’s no such thing as a free lunch—but you can win one!
Can you spot the six differences in the images below?

Email the correct answers to doi.outreach@anu.edu.au by 16 July and you will go into the draw to win a lunch voucher for The Gods Café. Everyone who enters will receive a highly collectable Information Services promotional item.

Last month’s correct answers were: 1.) parachutes  2.) a coffin  3.) the score is always 0:0 before the game starts  4.) she was walking.

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