From the CIO
This year’s University Administrative Reviews have initiated a number of changes within our Division. Following the Finance & Business Services (F&BS) Review in May, and in consultation with the Chief Finance Officer, DoI Finance formally changed its reporting line to F&BS on Monday 24 September. A service level agreement will be established to ensure continuation of services to DoI. Following recommendations from the DoI Administrative Review in July, the Division has now changed its name to ANU Information Technology Services (ITS), and will formally split from the Library on 9 October.

IT Services and the Library will continue to provide exceptional information services to meet the research, teaching and learning needs of the University.

I look forward to updating all staff on changes and implementation of Divisional plans at the CIO Quarterly Update on 9 October.

Peter Nikoletatos
Director, IT Services and Chief Information Officer

Formal name change and separation of IT and Library services announced

Following recommendations from the DoI Administrative Review in July this year, the Division of Information has now formally changed its name to ANU Information Technology Services (ITS). Integral to this name change, and again following recommendations from the Review, it has been decided that the new ITS and Library will formally separate.

The new ITS will focus its attention on service delivery to provide high-quality infrastructure, network communications, applications, a project office and customer-centric services that underpin the University’s goals. Two flagship initiatives leading our upgraded service is the single ANU Service Desk, a management solutions tool that will facilitate incident requests, reporting, and management across the University, and ANU Email, establishing a single ANU-wide email and calendaring platform.

The Library will continue to provide exceptional scholarly information services to meet the research, teaching and learning needs of the University, and will focus on the development of open access; digital repository, and e-publishing.

Both areas will continue to provide high quality service in the overall information space.
ANU Email Consolidation project

Planning and initial discussions to understand the specifics of the ANU email systems and how email is used on a daily basis have commenced across the University. Facilities and Services (F&S), Finance and Business Services (F&BS), and Human Resources (HR) have already been formally engaged, and meetings with the Division of Registrar & Student Services and other areas already on the ANU UDS system are scheduled for later this month.

While email user information is being collated from users, internal and external focus groups; DoI staff, and the DoI Executive Team. All DoI websites and web applications have been reviewed during this process, with the aim of eliminating duplicated information by relocating most existing web content to the new website. Some login pages have also been migrated and all web applications have been rebranded accordingly. To accommodate the separation of Library and IT Services, some content has been relocated to the Library website, which is next in line for review.

The process and guidelines for publishing to the new website have also changed. To maintain consistency and currency of web content, all updates will now be handled through ITS Outreach Communications. A new web publishing process has been put in place and is outlined in the revised Web Publishing Guidelines document, which is available on the Intranet section of the new website. The Outreach team has worked closely with many DoI areas to complete this project, and thank everyone involved for their help and support throughout this process.

We now invite ITS staff to please update their email signatures with the new URL. The new website can be found at itservices.anu.edu.au

ANU E Press ranked amongst world’s best publishers

ANU E Press

ANU E Press received a lot of great attention during September. In the latest SENSE* report, ANU E Press were given a B ranking, which puts them in the company of Duke University Press; Earthscan; Routledge; HarperCollins; Palgrave Macmillian; Springer; Allen & Unwin, and many other international publishers. You can find the full ranking of publishers on the SENSE website www.sense.nl/qualityassessment

If you haven’t already done so, make sure you check out the interview with E Press Manager Lorena Kanellopoulos in the Spring 2012 edition of the ANU Reporter, where she discusses epublishing, the changing nature of the industry, and the future of ANU E Press. You can read the article, ‘Before the Ink Dries’, online at http://news.anu.edu.au/?p=16461

ANU E Press recently published issue 52 of Australian Humanities Review, featuring minor histories of the Pacific and the final Ecological Humanities section. Ecological Humanities will soon launch its own publication, Environmental Humanities. Another recent ANU E Press release, Ministerial Careers and Accountability in the Australian Commonwealth Government, explores the checks and balances in the careers of Australian Government Ministers. Find all new releases at epress.anu.edu.au

*SENSE—the Research School for Socio-Economic and Natural Sciences of the Environment—provides international research publication standards, and is a joint venture of the environmental research institutes of ten Dutch universities
Implementation Plan being created

The Division of Information (DoI) is required to create an Implementation Plan in response to the Administrative Review Report, which was released last month.

Consultation has taken place with DoI staff, and with stakeholders across the University. The consultation process included two focus groups—one with DoI staff, and the second with staff from the ANU community. All ANU staff were invited to comment directly on the draft Implementation Plan, and we received a great deal of thoughtful and constructive feedback. Thanks to all who took the time to participate and provide input into the process.

The draft Implementation Plan will be revised, and submitted to the Executive Director, Administration and Planning for approval. The approved Implementation Plan will then be published on the new ITS plans and objectives webpage. The Plan will be announced as soon as it is finalised. This is a wonderful opportunity for us all to contribute to the improvement of our Division, and to take pride in the results.

To read the Admin Review Report visit about.anu.edu.au/__documents/reviews/doi_review_finalreport.pdf

University IT Benchmarking Survey closed

For the first time, ANU is participating in a national IT Benchmarking Survey. Members of the university staff and student communities were sent an email with a link to the survey on 24 September. Thank you to over a thousand students and staff who have completed the survey. The survey closed on Monday 8 October.

Do you use social media?

New Social Media Guidelines are now available on the ANU policy webpage here policies.anu.edu.au/by_title. These guidelines have been prepared by DoI in consultation with CELO and ANU Marketing, and help protect the privacy of users of social media, and that of the University, and raise awareness of the advantages, and pitfalls, of using social media networks.

A brochure titled What is Social Media will be available for students throughout the Information Commons and student study areas. Guidelines are available for staff and students.

ANU Service Desk

A Project Management Group (PMG) was formed for the ANU Service Desk Project. The first two PMG meetings were held in September, and we acknowledge members’ time, and thank them for their engagement with the project.

The Project Working Group (PWG) has provided a considerable amount of feedback on the ANU Service Desk draft principles and procedures documents. All feedback has been collated by the Project Manager and circulated back to the group. The Statement of Work has been finalised.

Project webpages go live

New project webpages have been created for each of the Division's current major projects—ANU Email; ANU Service Desk, UniDoc and ANU Data Commons.

Each webpage contains an overview of the respective project; answers frequently asked questions; lists the project outcomes, and provides contact details for more information.

These webpages contain the most up-to-date information on all major Divisional projects and new pages will be added as more projects come on line.

For more information visit information.anu.edu.au/projects
In the second year of an ambitious backlog project, aiming to retrospectively catalogue vernacular language materials collected over past decades, ANU Library and native language speaking casual staff are processing items into the Library catalogue.

The experimental backlogging project is a trial on re-thinking accepted library technical workflow to enable collaboration between individuals with language expertise and library technical skills—an invaluable collaboration given the University’s need for original and diverse research resources in a variety of languages.

The focus for 2012 is on Indonesian reports with work being carried out by casual staff member Aljuned Chaididjah. During the cataloguing process, a number of unique original reports were uncovered and they are now retrievable via the Library’s catalogue. Aljuned has language knowledge and is keen to learn from colleagues of the Vernacular Team on library technical skill.

In the first year of the project, two native Burmese speaking PhD students, in collaboration with Menzies Library staff, successfully processed more than 700 Burmese items into the Library collection. Among the newly catalogued items was a donation of 132 items from former ANU staff member David E Pfanner. Due to a growing interest in Burmese studies and scarcity of original resources in Australia, the backlog project has increased the reputation of the ANU Library.

Online holdings increasing

Scholarly Communication & ePublishing

Over the past couple of months a long-standing advocacy program from the Scholarly Communication & ePublishing team has resulted in the submission of several new sets of research, including proceedings from the Australian Linguistic Society’s 2011 conference, which follow on from the growing collection of the Journal of the Southeast Asian Linguistic Society.

The repository continues to expand its role as a secure home for collections at risk. Online articles from the journal Development Bulletin, which have been held on a website under threat of being taken down, have been transferred into the repository, with the earlier articles to be digitised. In total there will be over 600 articles in the collection once they have all been loaded.

In addition, the team has added a new collection containing two small sets of working papers from the Research School of Economics (RSE)—a further two large series of RSE working papers with over 500 items are still to be added.

The legacy theses project—transferring the several hundred scanned theses into the Restricted Theses Collection—continues. We are seeking a technical solution as a matter of priority for the transfer of large numbers of articles. The team is also in communication with the Research Services group to determine the best way to meet the new NHMRC guidelines requiring open access of funded research results.

October 22–29 marks Open Access Week around the world. To celebrate, the Scholarly Communications & ePublishing team is organising a series of talks on the topic of open access throughout the week—check the October calendar for more information. Keep an eye out for promotions and events during the week!
In last month’s issue the Project Office introduced project inputs and how they can be measured on a project. In this article, they introduce the concepts of process and outputs and their characteristics.

Once the project inputs are determined, the process or work on the project is initiated. Process is represented by all activities undertaken during the execution phase of the project to produce the agreed project outputs. Outputs are tangible, physical artefacts and will only exist as a result of the execution of the project activities (processes). They can take one of two forms:

1. New artefacts, for instance new software that enables distance learning for students at the University.
2. Change to an existing artefact, such as a revised collaboration software for students.

Although outputs are an important result of the project, within the framework of the ITO (Input-Transform-Outcome) model they are only the first step and they need to be utilised for the real intent of the project, target outcomes, to be realised.

Target outcomes, which are central to the ITO model, will be discussed in more detail in the next two articles of this series with the first focussing on Output Utilisation and the second on Outcome Realisation.

For more information visit the Project Office website—projects.anu.edu.au; follow our Twitter stream, or email projects@anu.edu.au

Supporting staff

Keeping your operating system and apps up-to-date

IT Security

Keeping your operating system up-to-date isn’t as hard as it used to be, as software companies like Microsoft and Apple ship their products with the configuration to automatically update when patches become available. This helps to keep your operating system (OS) secure and bug free.

Keeping your OS up-to-date is important for the security of your system, but there is a lot more software running on your system then just your OS. Applications such as Adobe Flash, Java, your web browser and even browser plugins can have holes in them that allow attackers to get into your system. This has been shown by a large security patch released by Oracle for Java just recently—Java 7 Patch 7.

Set-up your applications to automatically update where you can, and when they pop up and ask to be updated, don’t ignore it—update it. You can also use applications such as AppFresh for OSX and Secunia’s Personal Software Inspector to keep your apps up-to-date.
Social awareness

Drawings by Bun Heang UNG donated to ANU Library

ANU Library
ANU Library has received a donation of 88 original drawings by Cambodian artist Mr Bun Heang UNG. Chancellor, Professor The Hon Gareth Evans AC QC, accepted this significant gift from the artist on behalf of the University at a reception held in University House on 20 September 2012. The Library sought author’s authorisation to host digital images of the drawings in the ANU Digital Collections. To read the Statement from the artist and see the digitised images visit anulib.anu.edu.au/subjects/ap/digilib/cam/

Art of Ethnography: Images from Trobriand Islands Fieldwork

ANU Library
The Art of Ethnography: Images from Trobriand Islands Fieldwork exhibition in Menzies Library has attracted a lot of public attention since its launch on 31 August, including an interview with artist Andrew Connelly on ABC Radio. To listen to the interview visit www.radioaustralia.net.au/international/radio/program/pacific-beat/trobiand-islanders-in-canberra-exhibition/1010944

Are we alone? exhibition on show in Hancock Library

ANU Library
September/October highlights from the Hancock Library collection showcase the theme Are we alone?
A great collection of books are available on the topic, and students and staff can also access databases such as Scopus and Astrophysics Data Service to back up that extra-terrestrial theory you’ve been thinking about!
Display cases on level 2 feature Mt Stromlo and Siding Spring Observatories. The Research School of Earth Sciences Education Unit, and Professor Trevor Ireland have kindly contributed to the display of meteorites, and Dr Charley Lineweaver, Research School of Astronomy & Astrophysics, Mt Stromlo, has contributed an alien and raises questions on life as we know it.
For more information on resources for Astronomy and Astrophysics visit libguides.anu.edu.au

Evacuation of Phnom Penh, one of 88 original artworks by Bun Heang Ung of his personal experience under the Khmer Rouge regime from 1975-1979
Staff profile

Katy Najafi
Executive Assistant, Director Scholarly Information Services.
by Aine Dowling MCSE

Where have you seen her?

Although Katy spends most of her time in Chifley Library as Executive Assistant to the Director, Scholarly Information Services and University Librarian, she also has another role in her portfolio—assisting Danny Kingsley as part of the team on the open access/digital repository and ePublishing project. Katy has been with the ANU since July this year.

What’s her story?

Born in Iran, Katy is not only a newcomer to the ANU, but a newcomer to Australia—having only been here for five months. In her home country Katy was an academic librarian, and she and her husband (who is also a librarian) were sponsored to Australia by the ACT Government. “My husband and I both wanted to come to Australia,” says Katy. “In my country Europe and America are the most popular destinations for immigration, so we thought we would be different and so we chose Australia. It has been a very busy five months—we have moved here, planned to buy a house, found jobs we love, and are now starting to explore our new country.” As well as English and Persian, Katy also speaks Turkish, French and Dari (one of the official languages of Afghanistan). “Surprisingly, I get plenty of opportunity to speak all five languages here at the ANU—it’s a very multicultural organisation.”

What does the future hold?

Once settled into Canberra and its lifestyle, and after visiting all the wonderful cities in Australia, Katy would like to visit Africa. “I think it would be very different from anywhere else, and I would love to see the wildlife in their surroundings.” For the moment Katy is finding her feet at the ANU where she thinks there are lots of wonderful opportunities for work and study. “In my six years as an academic librarian, I think I bring some useful experience, and certainly a passion for my work, and I hope to develop that at the ANU. The campus is also a beautiful place to be and I have taken lots of photos of the lovely gardens. I would like to thank the ANU, and the Library team, for giving me this wonderful opportunity.”

Staff news

The Division of Information welcomed two new faces in September—Behzad Emami joined the Project Office as Project Manager for the ANU Email Consolidation project, and Barbara Avis re-joined ANU and is working in Hancock Library.

Peter Porter from Enterprise Systems; Colin Lister from Systems Administration, and Vivian Wynack were all farewelled from the Division in September.

The Division would also like to congratulate Duncan Beard from ANU E Press on the safe arrival of his second child, Zane.
October ITS calendar

8 October
Conclusion of University Benchmarking Survey

8 October
Public Holiday—Family and Community Day

9 October
CIO Quarterly Update
Time: 1–2.30pm, RN Robertson Lecture Theatre, #46e
Peter Nikoletatos and Roxanne Missingham will discuss Scholarly activities, the DoI Administration Review, the Implementation Plan, and Budget 2013.

9 October
ANU Library will extend opening hours until midnight for the period 9 October to 2 November in Chifley, Hancock, and Law Library locations.

18 October
Project Management Community of Practice, October meeting
Time: 11am–12pm, Meeting room, building 88T1 (South Oval)
Speaker: Peter Nikoletatos
RSVP: projects@anu.edu.au

22–29 October
Open Access Week 2012
A series of talks on the topic of Open Access will be held throughout the week including:

22 October
Promoting research through open access—everything you ever wanted to know
Time: 2.30–3.30pm, McDonald Room, Menzies Library
Speaker: Dr Danny Kingsley, Manager Scholarly Communication & ePublishing

23 October
Copyright and open access in a fast changing landscape
Time: 12.30–1.30pm, Law Sparke Helmore T2
Speaker: Ellen Broad, Executive Officer, Australian Digital Alliance

25 October
Open access mandates and you – a guide
Time: 2.30–3.30pm, Manning Clarke Lecture Theatre 4
Speaker: Dr Danny Kingsley, Manager Scholarly Communication & ePublishing

Lunch Challenge
There’s no such thing as a free lunch ... but you can win one!
Can you guess where on the ANU campus the photo below was taken? And, for an additional prize, can you tell us the year it was taken?

Email the correct answer by 15 October 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.

Email your answers to doi.outreach@anu.edu.au

Last month’s correct answers were:
1. Colour of jumper changed on central lady
2. Man on far left is now wearing glasses
3. Poster has been added to the wall behind students
4. Signs above stairwell entrance have been removed
5. A book has changed colour in the row of four red books in the book case
6. Air conditioning vent has moved in the ceiling.

We hope you enjoy the October edition of The Link for 2012. Feedback and content is welcome every month by emailing doi.outreach@anu.edu.au

To stay informed following an incident or disaster:

@doimedia @ANU media
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1800 AskANU (275 268)