From the CIO

The first recommendation in the Division of Information Review Final Report was to establish a University information communication technology (ICT) Governance Committee, chaired by the Vice Chancellor. This process is now in full swing and the inaugural meeting was held on Friday 26 October.

The 2013 Budget process is underway, and engagement with stakeholder groups regarding new and continuing ICT projects for 2013 and beyond, is currently in progress.

The National Benchmarking survey on ICT Service Delivery drew an overwhelming response of over 2,000 participants. Results will be distributed in the coming weeks.

Peter Nikoletatos
Chief Information Officer

UniDoc Project to deliver policy framework in December

The UniDoc Project finalised the requirements validation phase in September 2012, and is scheduled to deliver the first phase of the UniDoc Deployment, the Policy Site, from December.

The new Policy Site will revitalise the existing ANU Policy Webpage through the development of a tailored, software solution based on the Oracle Web Centre platform.

Benefits of the Policy Site include:
> Increased search functionality
> Deployment of metadata tagging
> Improved Records Management Governance
> Increased workflow capability
> Improved publishing process

The development and deployment of the Policy Site will take place between October and December 2012. Once the Policy Site has been deployed, work to develop a comprehensive rollout schedule for Phase 2 of the UniDoc project—campus EDRMS deployment—will commence.

The EDRMS deployment schedule will outline the pre-work needed to successfully deploy the UniDoc system within each functional area, and details will be released and communicated via the new Information Technology Services website.

Understanding there will be business impacts on and for functional areas, the project team will be engaging with areas as far in advance as possible in order to brief and assist with the planning for each area.

For further information on the project visit itservices.anu.edu.au/project-updates/unidoc or email unidoc@anu.edu.au
Supporting students

Information Technology Services

Infrastructure

The ANU Email project is now in full swing, with approximately 250 users from Scholarly Information Services/Library and Division of Registrar & Student Services already migrated onto the Exchange 2010 (UDS) platform. This is an important step in the process and essential for migration to the cloud-based ANU Email platform, Microsoft Office 365.

Finances & Business Services (F&BS); Human Resources (HR); Division of Registrar & Student Services (DRSS), and Division of International Operations and Student Recruitment (DIOSR) have all been engaged and the user discovery process has begun in earnest. While this takes place, a pilot group of staff from these areas have already migrated to Microsoft Office 365. F&S have already completed their pilot and are in the process of migrating their users across to the Microsoft Office 365 solution.

In addition to the College and Service Division migrations, student migration will also commence in the coming weeks. New students commencing in 2013 will be automatically set up on Microsoft Office 365. Existing students will be contacted during December 2012 and January 2013 with details on when and how their migration will take place; this is coupled with the current awareness campaign to help students ensure their migration is successful during their summer break.

Helena Chan joined the ANU Email project in October as Project Manager. Behzad Emami had been project manager in the interim and ITS would like to thank Behzad for his work to date.

For the latest updates in this project visit itservices.anu.edu.au/project-updates/anu-email

Outreach Communications

Amazing student app ideas were celebrated, and the winner announced, at the Information Services App Contest awards ceremony on 18 October.

The contest received 13 entries with ideas covering computers and printing; ANU Library; enterprise systems, and online learning.

The winning entry, ASSESS, was submitted by Dallas Proctor and would provide a comprehensive assessment management tool, coordinating four aspects of the student experience: task management, results, goals, and time management. The idea would pull all assignment and grade data from the Moodle LMS, and would also pull data from a social networking service to provide a social dimension to the applicants content.

Thank you to our judges—Peter Nikoletatos, CIO; Roxanne Missingham, University Librarian; Anne Kealley, Associate Director, Service Delivery & Engagement, and Sayuri Prior, Web Analyst, ANU Marketing Office—for their time and interest in the contest, and to the entrants for their insightful ideas.

The submitted ideas can be viewed on the new ITS website—itservices.anu.edu.au/news-and-events—until the end of the year.

Information Technology Services celebrates 13 student app ideas

Online Helpdesk
Survey—August winner

Information Technology Services coordinates a monthly, ANU-wide Online Helpdesk Survey to gather feedback from staff and students who log Helpdesk jobs.

Akira Kinefuchi was the lucky, randomly-chosen participant winning an iPad in August.

Thank you to all who completed the survey in August.

College migration to new ANU Email begins

Financial Helpdesk Survey—August winner

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Reach Communications

Student App Contest entrants receive their participation prizes

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Support to encourage excellence in teaching and learning

Information Technology Services website work continues and ANU Library website begins

Outreach Communications

The new Information Technology Services (ITS) website received over 3,000 page views on day one, with the top viewed pages being the new homepage, enterprise systems, the telephone directory and the email overview page.

Redirects have been put in place from the old Information Services site to their corresponding pages on the new site and all links on the main ANU pages have been updated. Some additional content and functionality will be coming over the next few weeks including increasing the information and support provided on the Local IT Support Staff (LITSS) webpage; increasing functionality of the Information Commons computer locations and software database, and providing RSS feeds for ITS news, events, newsletters and other important updates.

Outreach would like to thank the teams that contributed to the enormous task of updating content including AskANU IT Consultants; ANU Library; Business Analysis; Enterprise Systems; Executive Team; Finance; Human Resources; ICT Purchasing; IT Security; Networks & Communications; ITS Project Office; Space Services, and Systems and Desktop Support. Without your help the new ITS website would not have been possible. Thank you!

In addition to the continued work on the new IT Services website, the Library website has begun its update process. An approved strategy and plan is already in place and a new homepage design has been developed. Focus groups will be held over the next few weeks to assist with developing a new architecture, and the process of reviewing current content and creating a development website will then begin.

Development of ANU Service Desk software commences

Service Delivery & Engagement

The development of the ANU Service Desk software—ServiceNow—has commenced with final approval being given to the vendor’s Statement of Work and Master Licence Agreements on Friday 28 September.

In parallel to the software build, the project team is in the process of engaging a specialist vendor to develop a number of key strategic documents.

New tabs on the major project web pages

It is expected that this will be completed by December 2012.

A number of workshops will shortly commence across the University with identified Project Stakeholders. The purpose of these workshops is to ensure that the service needs of each functional area across the University are captured and incorporated into the ANU Service Desk documentation. Invitations for these workshops will be distributed in the coming weeks.

Copyright—it’s your responsibility

ITS Security

Do not download or distribute copyrighted works such as videos, music, TV shows, textbooks or other items using the ANU networks.

Do not publish material using the ANU networks that infringe on copyrighted works. It is not only against ANU policy, but it is enforceable by law.

If you are unsure if any activities you are undertaking violate copyright law or ANU policy, please email the IT Security team at it.security@anu.edu.au, or call 612 56333 for clarification.

Further information visit the copyright website—www.copyright.org.au; the Attorney General’s website—www.ag.gov.au, or the ANU policies webpage—policies.anu.edu.au

And the winners are…

Information Technology Services is pleased to announce the ten lucky winners of $30 iTunes vouchers following the National University Benchmarking Survey: David Bell; Shojie Alicer; Ruth Waller; Jessica Harper; Helen Muihead; Sirat Mahmuda; Cynthia Moli; Martin Westgate; Sayward Brest, and Katrina Friedrich.

Congratulations to the winners, and thank you to all who provided their feedback via the survey.

The LINk

NOVEMBER 2012

3
A report detailing the results of the Library Client Survey has now been received. The survey was conducted by Insync in August this year. The ANU Library recorded an overall score of 74.4 per cent placing them in the bottom quartile—or bottom 25 per cent—of libraries surveyed over the last two years.

The results over the past three surveys are summarised in the table above. The areas of highest importance to ANU Library clients include online, hard copy and course-specific resources meeting the needs of users; ease-of-use of the catalogue; availability of off-campus access to resources and services, and Library staff providing accurate answers to enquiries. Other themes include the availability of required items on the shelves, adequacy of wireless and printing, scanning and photocopying facilities, and usefulness of the Library website.

In the top 10 performance list, five factors related to library staff and included their fairness, approachability and helpfulness; their availability to assist; their provision of accurate answers to enquiries, and the adequacy of face-to-face enquiry services. The remaining five factors related to off-campus access to Library resources and services; the adequacy of self-service facilities; hard copy and online resources, and the delivery speed of items requested from other libraries and campuses.

The top 10 performance list contains four factors from the top 10 importance list:

- Library staff provide accurate answers to my enquiries.
- When I am away from campus I can access the Library resources and services I need.
- Online resources, for example ejournals, databases, and ebooks, meet my learning/teaching needs.
- Information resources located in the Library, for example books, journals, and DVDs meet my learning and research needs.

This is a positive result for the Library as these factors are not only among the most important to Library users, they are also being performed well.

The three highest priority categories for users of the Library are information resources, library staff, and facilities and equipment. The Library performed highest on the category of library staff, with a score of 85.8 per cent. The lowest score was identified on facilities and equipment at 67.4 per cent.

Except for Friday nights, preferences for opening hours were equally split.

The longer opening hours pilot in Chifley, Hancock and Law Library locations has been extended to 22 November. The extended opening hours trial is an opportunity to try a new service and expand the knowledge and skills of staff. Thank you to everyone who is assisting in the pilot.

The ANU Library will resume normal opening hours from 23 November.
Supporting staff

A flood of new releases at ANU E Press

ANU E Press

Past Laws, Present Histories, a collection of essays exploring some of the most socially important and challenging areas of law through Australian, New Zealand and European history was co-published by ANZSOG and ANU E Press. Brought together by editor Diane Kirkby, it is perfect for students of law history across a range of disciplines. Download Past Laws, Present Histories from epress.anu.edu.au/titles/australia-and-new-zealand-school-of-government-anzsog-2/past-law-present-histories-2


In Corruption: Expanding the focus, Manuhuia Barcham, Barry Hindess and Peter Larmour bring together a collection of pieces from intellectual and political history to develop a deeper understanding of corruption and how to address it. Download Corruption: Expanding the focus from epress.anu.edu.au/titles/corruption-expanding-the-focus

ANU E Press is an enthusiastic member of the open access community and October 22–29 was Open Access Week—the international open access community’s chance to celebrate and promote free online access to research. From Zimbabwe to Pittsburgh; conferences, seminars and events encouraged an international commitment to open access. Learn more about Open Access Week at www.openaccessweek.org

Follow the ANU E Press twitter feed to make sure you never miss a release: http://twitter.com/ANU_EPress

Successful project but no benefit? Part 4: Output Utilisation and Outcomes

ITS Project Office

In last month’s issue we discussed the elements of process and how they generate outputs within the Input-Transform-Output (ITO) model. In this edition, we explain how project outputs can be used by project clients to generate the target outcomes for their project.

Target outcomes are essentially the business benefits described in the project objectives, and represent a change of some form. They are usually expressed through terms such as increased, decreased or improved—for example increased efficiency or decreased lead-time.

The realisation of outcomes occurs as the result of utilisation. Utilisation occurs when project clients make use of the project outputs. This raises the question: how do we define project clients?

Within the ITO framework, the conventional definition of clients is replaced with one where a client is defined as those who use or utilise the outputs generated by the project.

The following example illustrates these concepts:

> Project: ANU Email
> Output: Additional communication tools (as part of the new email system)
> Targeted Outcomes (one instance): Increased ANU communications capability
> Project Customers for this outcome: ANU Staff and Students


This example demonstrates the three key concepts described earlier and identifies a target outcome. This outcome depends on the generation of an output, which is defined as the additional tools/features the new email system offers. The final link between these two is the client (staff and students) who will utilise these new features as part of their email systems and potentially generate increased communications capability at ANU.

This concludes our series on the ITO model.

For more information on managing projects visit itservices.anu.edu.au/project_management; follow our Twitter stream @anuprojects, or email projects@anu.edu.au

Project management workshop held in October

ITS Project Office

The ITS Project Office recently conducted a workshop to a small, select group of University staff members as part of the Human Resources (HR) Managers Essentials program.

The workshop focussed on the importance of planning for project success and introduced participants to some useful tools and techniques. The workshop included exercises using the tools and techniques, and allowing participants to share their specific work examples and demonstrate how the tools and techniques may help.
Social awareness

**Significant Solomon Islands’ archival collection donated to the Pacific Research Archives**

**ANU Library**

On Tuesday 16 October, the collection of Charles Morris Woodford (1852–1927) was donated to the Pacific Research Archives in the ANU Archives Program by his granddaughters, Joan Presswell and Bridgette Woodford-Smith. Woodford was born in 1852 and educated at Tonbridge School in England. He settled in Suva about 1882 and from Fiji visited Kiribati—the Gilbert Islands group—as Government agent on the ketch Patience. In 1886, as a fellow of the Royal Geographical Society he made the first of three successive explorations of the Solomon Islands, especially Guadalcanal, where he was the first white man to penetrate the interior to any distance, collecting natural history specimens for the British Museum. His experiences are described in his book *A Naturalist Among Headhunters* (1890). Woodford was appointed the first Resident Commissioner of the British Solomon Islands Protectorate in 1897, and held the position until his retirement in 1915. The collection was brought to Australia by Woodford’s wife, Florence Woodford, following his death in 1927 and has been cared for by his descendants until its donation to the Archives. The collection includes photographs, correspondence, diaries and other papers recording people and places in the Solomon Islands from 1885–1915. Karina Taylor, Pacific Archivist, outlined the significance of this collection: “this is an important collection for Solomon Islanders and Pacific researchers. It records a significant time for the Solomon Islands following the Islands being formally proclaimed a Protectorate by Britain in 1893.” Karina acknowledged the assistance of Dr David Lawrence, Visiting Fellow, Resource Management in Asia-Pacific, ANU College of Asia and the Pacific, in negotiating the donation with the Presswell and Woodford families. Dr Lawrence is currently writing a book on Woodford. She also acknowledged the collaboration with the Pacific Manuscripts Bureau in listing the collection. The collection will be available on microfilm from the Pacific Manuscripts Bureau—reference numbers PMB 1290, PMB 1381.

For any enquiries regarding this collection, email the Pacific Research Archives pacificarchives@anu.edu.au

**Professor Marian Sawer presents 11th annual Archives lecture**

**ANU Library**

The 11th annual Archives lecture was given by Professor Marian Sawer, former head of the Political Science Program in the ANU Research School of Social Sciences, on 13 September. Professor Sawer spoke on Feminism for women’s equality was over (no!). She also examined media representations of feminism that can be found in the archives. Professor Sawer is an Archives depositor, having donated her research papers relating to the removal of the Commonwealth government’s marriage bar. The Archives also holds her records from the 1980s when she was appointed as the University’s first Equal Employment Opportunity consultant.

The ANU Archives and the Friends of the Noel Butlin Archives Centre sponsored the lecture. A podcast and transcript of the lecture is available at nbac.anu.edu.au/news-and-events-1/annual-archives-lectures

**New EDAP quarterly e-newsletter launches in November**

**Outreach Communications**

The Executive Director, Administration and Planning (EDAP), Dr Brok Glenn, is launching the first edition of a quarterly e-newsletter from the EDAP portfolio this month.

The purpose of the e-newsletter is to create a publication that communicates directly with College Deans, Heads, Division Directors and their staff, and Outreach Communications

New EDAP quarterly e-newsletter launches in November

The purpose of the e-newsletter is to create a publication that communicates directly with College Deans, Heads, Division Directors and their staff, and creates interest and awareness of current and future EDAP projects.

The e-newsletter will include an update from the Executive Director, Administration and Planning, and from each of the EDAP portfolio areas—Finance & Business Services; Human Resources; Facilities & Services; Information Services; Drill Hall Gallery; Planning & Statistical Services and the Office of the Vice Chancellor (which includes Governance Office; Legal Office; Communications and External Liaison Office (to be changed in 2013 to Strategic Communications & Public Affairs); Risk Management & Audit Office, and Service Improvement Group).

The next edition of the e-newsletter will be distributed in February 2013.
Save the date!

The Information Technology Services and Library Christmas party will be held on Friday 7 December in Melville Hall from 3–5pm. The venue will be decorated as a white Christmas—dress-ups are not required (unless you would like to). Staff are still welcome to join the organising committee; help with decorations on the day, or donate decorations. An invitation will be sent to staff soon.

Staff news

In October, Information Technology Services (ITS) welcomed Dale Roberts as Academic Consultant for the National Computational Infrastructure (NCI) Facility, Helena Chan as Project Manager to the ANU Email Project, and Siobhan Muir-Williams as Executive Assistant to Director, ITS and CIO.

Scholarly information Services (SIS)/Library welcomed Vivian Wei as their finance contact. Vivian is based in the Menzies Library. Jason Murdoch will join the SIS/Library team following his successful appointment as Information Access and Training Officer. The SIS/Library team will begin the recruitment process for a new Library User Services (Loans) member soon.

This month ITS will farewell Sarah-Jane Macri, Executive Assistant to Director, ITS and CIO; Susan O’Neil, Associate Director Administration, and Martin Hedenstroem, Systems Developer with Enterprise Systems. We wish them luck in their future endeavours.

Staff profile

Christine Keogh
Change Process Manager, Information Technology Services
by Aine Dowling MCSE

Where have you seen her?

Christine is located in K Block and her role is to facilitate change management within IT infrastructure, including the management and mitigation of risk around any changes. Communication of change is an essential part of her role, ensuring that there is minimal disruption to University activities when implementing change.

What’s her story?

Christine was born in Wollongong with family links to the Bulli Mine Disaster in 1887, in which her great-great-grandfather, Jeremiah Westwood, perished in the gas explosion. She first came to Canberra in the 1970s to study Economics at ANU. Married—moved away—and returned permanently to Canberra in 1982. Arriving back at ANU in 1985 Christine worked as a research assistant in the Commerce Department, and commenced a BSc in Computer Science and Information Systems. She has since worked in a number of IT positions in various areas across the University.

As well as her passion for IT, Christine is a keen gardener. “I try to practice sustainability wherever I can,” says Christine, “and my garden is a kitchen garden with lots of vegetables and herbs and a great compost system. I tried a worm farm but that wasn’t overly successful so I went back to just composting. I’m hoping to receive my Certificate in Horticulture by the end of this year.”

What does the future hold?

Although her work is a big factor in her life, 2012 has been a big year for Christine and her family, with her son’s wedding and the birth of her first grand-child. “We now have four generations of women in my family—my mother, me, my daughter and her daughter. It’s a very exciting time, and I would love to be able to spend more time with my grand-daughter who will be one year old in a few months.”

Christine’s goal is to be part of the team that helps establish long-lasting improvements in the development, management and delivery of IT services. “I love working in such a supportive environment and with a great bunch of dedicated and talented people. The ANU campus is a lovely place to work but I would like to see more trees around—quite a lot were removed to make way for more buildings and it would be nice to see some replanting happening in the future.”
November calendar and Lunchbox Session

6 November
Melbourne Cup Day

7 & 21 November
Executive Team Meeting

8 November
Exam period commences

11 November
Remembrance Day

14 & 28 November
Operational Managers Group Meeting

15 November
Project Management Community of Practice November Meeting
11am–12pm, South Oval Meeting Room, Building 88T1
Speaker: Mike Blair, Project Management Institute (PMI)
RSVP projects@anu.edu.au

19 November
Social Media Lunchbox Session: find out why social media is like teenage sex
12.30–1.30pm, R.G. McDonald Room, the Menzies Library
Speaker: Aine Dowling

22 November
 Longer opening hours in Chifley, Hancock and Law Library locations are now extended to 22 November

24 November
Exam period ends

26 November
ANU IT Forum
12–1pm, Leonard Huxley Theatre
The next ANU IT Forum is open to all ANU staff

Lunch Challenge
There’s no such thing as a free lunch … but you can win one!
Math challenge
Use the numbers 1 to 9—using each number only once—to complete the equations.

\[
\begin{array}{ccc}
- & + & 2 \\
\times & - & - \\
- & - & - \\
+ & - & / \\
- & \times & - \\
\end{array}
\]

Email the correct answer by 15 November 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 outreach.its@anu.edu.au

Last month’s correct answers were:
1. Photo was taken from the McDonald Room in the Menzies Library.
2. And it was taken between 1961–1962

We hope you enjoy the November edition of The Link.
Feedback and comments are welcome at any time by emailing outreach.its@anu.edu.au

To stay informed following an incident or disaster:
@ANU_IT_Services @ANU media
Information Technology Services ANU
1800 AskANU (275 268)