ANU Email migrations continue through the summer

The ANU Email Consolidation project is well underway in migrating staff, student and alumni email accounts into a single consolidated cloud based environment using the Microsoft Office 365 product suite. The project team has been busy engaging with many areas across campus during October and November in order to prepare staff accounts or successfully move email accounts straight to Microsoft Office 365.

Facilities and Services (F&S) will be the first Division to complete email migration, and the ANU Library has now upgraded to Exchange 2010 in preparation for their move to Microsoft Office 365.

Finance & Business Services (F&BS) completed the migration pilot, which commenced in mid November, and is currently upgrading its desktop environment.

Email system discovery activities—designed to highlight the email platforms in use—have been completed by the Division of Registrar & Student Services (DRSS) and Human Resources Division; are well underway within the Colleges, and the Division of International Operations & Student Relations (DIOSR) has commenced preliminary tests as part of their discovery activities.

Approximately 15,000 student and alumni email accounts will be migrated to the Microsoft Office 365 solution over the Christmas period.

The project team would like to thank their colleagues in the service divisions, Alumni Relations and College IT Managers for their participation in pre-work and migrations to date. For more information, visit itservices.anu.edu.au/project-updates/anu-email

New Facebook and Twitter pages

Information Technology Services (formally known as Division of Information) has new Facebook and Twitter pages!

Like and Follow us to get the latest information on ANU IT related services.

www.facebook.com/ANUITServices
www.twitter.com/ANU_IT_Services
Library and SIS wrap-up from Roxanne Missingham

Continuing to build a great collection including:

- A collection of 88 original artworks by Bun Heang Ung in collaboration with Phiny Ung was donated to the University. The drawings—a series of black and white drawings in Indian ink on art paper—are a pictorial record of their experiences under the Khmer Rouge from 1975–1979. On the back of each drawing is a caption written in English or handwritten Khmer script. It provides an extraordinarily rich insight into this tragic period.

- The Ecuadorian Ambassador donated a significant collection of literature and historical material, and the Library are proud to have a strong partnership with ANCLAS to assist their excellent teaching and research.

- The Library acquired a set of 80,000 e-monographs from a vendor as a package.

- Journals, conference papers and monographs continue to be acquired to support existing and new cross disciplinary research.

Supporting those with disabilities:

- The newly renovated and updated Chifley Library Disability Services Centre (DSC) Resource Room was opened. It houses a comprehensive suite of assistive technology, for use by students registered with the DSC, and provides a welcoming and safe accessible space for students with disability to study.

- Digitisation of resources for students with a disability was undertaken as a major project.

Building better services:

- Ingrid Parent, University of British Columbia Librarian and President of the International Federation of Library Associations visited the ANU and exchanged knowledge with senior staff, and gave a well-attended public lecture.

- Janet Fletcher from the University of New South Wales delivered a one-day program aimed at providing an overview of new services and modern practices.

- Future directions were highlighted by the results of the library survey. While the overall score of 74.4 per cent puts us in the bottom quartile; specific areas noted for improvement were extended hours, wireless service, computers, and printing.

E Press:

Approximately 40 titles have been published this year including a superb co-publication with Geoscience Australia Shaping a Nation: A Geology of Australia (cover image below).

Archives:

- The collection of Charles Morris Woodford (1852–1927) was donated to the Pacific Research Archives. Woodford was appointed the first Resident Commissioner of the British Solomon Islands Protectorate in 1897.

Digital Collections:

- The research collection now holds over 4,600 resources—a growth of more than 600 this year.

- Major new collections include the Development Bulletin.

- A great campaign in Open Access Week with three talks now available online.

- The 490 theses in the open access Digital Theses Collection are enjoying over 4,000 accesses per month.

Ecuador flag.

Roxanne Missingham, Julie Harrison, Operations Manager, Disability Services Centre, Professor Marnie Hughes-Warrington, DVC Academic and Dr Laura-Anne Bull Registrar Student Services.

Woodford with villagers from Aola, Solomon Islands.

Professor Marian Sawer delivered the 11th Archives Annual Lectures this year on the topic ‘Feminism for the 21st Century’. It was an outstanding success with over 120 attending.
A year in review

It has been a year of many changes within Information Technology Services (ITS), and it has also been a year of great achievements and project progress.

The ITS Executive Team underwent a restructure in July resulting in new portfolios. The Executive Team portfolios now include Enterprise Systems; Infrastructure; Project Office; Service Delivery and Engagement; Strategy and Planning; and Executive Officer. The creation of portfolios has allowed us to improve the services we deliver to our clients across the University, in a timely, de-duplicated, engaged and demonstrably responsive manner.

The University’s Administrative review process, and subsequent ITS Implementation Plan, initiated a number of significant changes for ITS. Following recommendations from the Review, the former Division of Information was re-named ANU Information Technology Services in October and represented the formal split between ITS and Scholarly Information Services (SIS). A strong relationship remains between the two areas, and they continue to provide exceptional information services to meet the research, teaching and learning needs of the University. The IS Finance and Human Resources teams changed their reporting lines in October and now report to the Finance & Business Services Division (F&BS) and the Human Resources Division respectively. These teams continue to provide services to ITS and SIS.

A recommendation of the ITS Implementation Plan was to establish a University Information Communications Technology (UICT) Governance Committee. The UICT Governance Committee is charged with the strategic oversight of the University’s ICT framework for defining decision rights, and is now responsible for setting IT priorities and resource allocation. The inaugural meeting was held in October, and it will meet again in December.

To enhance the communication and engagement capabilities of ITS, both within ITS and with key University stakeholders, a Communications Strategy and Communications Plan were developed and published in May. The creation of these documents has supported improved communication with our stakeholders.

In tandem with the ITS website review process—completed in October—an ITS Service Catalogue was developed outlining the services offered to ANU students and staff. Full service definitions and information on how to access these services will be completed in 2013 and added to the Service Catalogue page on the ITS website—itservices.anu.edu.au/service-catalogue

A number of other committees have been established in 2012 and include the Operational Management Group—charged with the role of contributing to the management of IT services and strategic decision making; Executive Team—charged with leadership within the ITS strategic decision-making framework and business plan, and the CIO Staff Committee—a forum for junior staff to interact with the CIO and other members of the senior Executive Team on matters of importance to ITS.

Roxanne Missingham, University Librarian, and I have delivered four Quarterly updates to ITS and SIS and we are enthused to have extended this invitation to College Heads, General Managers and IT Managers, ANUSA and PARSA, and ANU Executive for the final update of the 2012.

A number of major, University-wide projects began in 2012 including ANU Email, ANU Service Desk and UniDoc. These projects have shown a heightened level of communication and engagement with the wider University community and will deliver major technological advancements to ANU students and staff.

In addition to these projects, ITS are working with Microsoft to deliver the Microsoft Technology Lounge (Tech Lounge) in 2013. The Tech Lounge will be an experiential space that provides students with a place to study, play, and socialise, and allow them to interact with the latest Microsoft technologies in a relaxed and social environment. The Tech Lounge will launch in time for O-Week.

In 2013, The Link will focus on University wide ICT news. Stay tuned for new Library newsletters to commence in 2013.

@ANUcio
Major project communication activities

The ITS Project Office, project managers, and Outreach Communications (Outreach) have been working together to develop a project Stakeholder and Engagement Communications Plan for each major ITS project. The Plans detail planned activities for engaging key stakeholders, and mediums that will be used, for updating individual project progress.

To enable stakeholder engagement across all Information Technology Services (ITS) and Scholarly Information Services (SIS) driven projects, the ITS Project Office and Outreach have created—and made live in late September—new project webpages for four ITS projects—ANU Email, ANU Service Desk, UniDoc and ANU Data Commons. These webpages are updated regularly and include a project overview; timeline; contact information; project specific details, and outcomes. To find out further information on these ITS projects visit itservices.anu.edu.au/project-updates.

In addition to a project webpage, a one page overview document has been created and uploaded to the ‘latest updates’ tab on the project webpages. These one page documents are designed to be printed and circulated as needed, and will be updated as the projects progress and as the need for further stakeholder engagement arises.

Another communication activity being rolled out by the ITS Project Office and Outreach is the Project Roadshow. To enhance project visibility across the wider ANU community, the Roadshow concept will see project managers, Project Directors and the Communications Manager visit Colleges and Divisions to discuss ITS projects and the implications for each College, including their staff and students, and to hand out one page project update documents. The ITS Project Roadshow will commence in early 2013.

Enterprise Systems completes a number of projects in 2012

Enterprise Systems had a busy and successful 2012 with many projects completed including:

- the Campus Solutions—Human Resources and Students systems—tools upgrade
- the Finance system application and tools upgrade
- the successful update and consolidaton of StudyAt ANU and the interim Policies website
- moving services from behind the Content Server Switch (CSS) to the new F5 load balancer—also known as the BigIP
- an upgrade of the Integrated Management Information System (iMIS)
- online casual time sheets going live.

From January to November 2012, the digital lecture recording and delivery system (DLD) recorded over 730 days (17,500 hours) of lectures across 180 venues. More than 12,000 staff and students accessed at least one of these recordings. The trial of exam results delivery via email and text message proved extremely successful. The move of hosting services from physical to virtual infrastructure continued and is nearing completion.

Many other updates including patches; migrations; bug fixes; customisations; maintenance; advice; analysis; project initiations, and other activities supporting the business and goals of the University were carried out during 2012.
A year in review

Major communications focus for 2012

Service Delivery and Engagement

The communication focus throughout the year has been on developing and delivering the 2012 Communications Strategy and Plan and encouraging and enhancing communication within Information Technology Services (ITS) and Scholarly Information Services (SIS), and with the wider ANU community.

To assist the major projects being driven by ITS and SIS, Outreach helped develop project communication plans for each project; provided strategic and responsive communication, and engaged with stakeholders across the ANU campus.

A number of large campaigns were developed and implemented on behalf of ITS and SIS including, but not limited to, the complete overhaul of the ITS website, with work commencing on the Library website review; implementation of the Recharge System for printing; an audit of all Library signage across the then six Library locations and production of over 1,600 new signs; design, layout, and content drafting of the 2012 Information Services Guide, Learn How and Teaching & Computer Room Map; Information Services Student App Contest; assistance with Open Access Week events, and the roll out of new Food and Drink signage and Guidelines for the Library.

The team, with the support of Information Literacy Program members, had a presence at all major ANU events including O-Week; Bush Week; Open Day, and the Graduate Studies Information Evening. Productions include the monthly staff newsletter, The Link, and—with the Executive Director Administration and Planning—the inaugural edition of the EDAP newsletter, Quarterly Connection, in November.

To ensure SIS and ITS staff and all publications comply with the ANU brand, Outreach developed a Communication Guide in July. The Guide can be found at itservices.anu.edu.au/intranet/_resources/communications

Outreach is also responsible for ITS social media management.

A webpage has been created on the new ITS website—itservices.anu.edu.au/social-media—listing official ANU social media accounts.

ITS has new Facebook and Twitter pages:
> www.facebook.com/ANUITServices
> twitter.com/ANU_IT_Services

Staff are encouraged to join or follow these accounts to keep up-to-date with the latest campaign and project news.

If your area would like a message to be posted on the ITS Facebook and/or Twitter page(s), please send an email request to outreach.its@anu.edu.au and copy to Samantha Shaw.

New, student social media Guidelines were published in October and are available on new ITS website at policies.anu.edu.au/guidelines/social_media_participation_by_anu_student; there is also a guideline for staff.

Information Technology Services Policy Review

The Information Technology Services (ITS) Policy Review is now complete with the new policies, procedures and guidelines approved by the Vice-Chancellor on 1 November. Some gaps were identified and work is continuing on new procedures including Software Licensing; Management and Disposal of ICT Equipment, and Mobile Device Data Protection. The approved documents have been uploaded to the ANU Policy webpage—policies.anu.edu.au

The Library and Archives Policy Review is continuing.
A year in review

The Chifley Building to receive energy efficiency upgrade

ANU Library

In an effort to reduce on-going power costs and carbon emissions, the ANU Green Program administered by Facilities and Services Division is initiating an energy efficiency upgrade program, and the Chifley Building has been selected as the first participant.

The Chifley Building is one of the most prominent buildings on campus and because of its size, long operating hours and heavy usage; it consumes a considerable amount of energy. This makes it an ideal candidate for implementing and demonstrating the value of energy-efficiency upgrades.

Investigations are already underway into a range of upgrade options including LED lighting retrofits, Building Management System tune-ups, and introducing double-glazing to windows. The combination of these initiatives could result in an energy saving of more than 10 per cent for the whole building.

Of the buildings on campus, 70 per cent are more than 40 years old and are poorly insulated and perform badly against present energy-efficiency standards.

The campus energy-efficiency program, which will gradually cover all buildings across the campus, will seek to upgrade the energy performance of many of these buildings while respecting and conserving their heritage values.

ITS Project Office 2012 milestones

ITS Project Office

Throughout 2012 the ITS Project Office continued to provide information on tools and techniques; roles; templates, and guidelines for each phase of the project lifecycle. In particular, the Project Office worked closely with ITS executives to introduce a University specific project sizing tool and strategic fit criteria to support the project initiation process.

Work began on the implementation of a centralised approach to tracking and monitoring projects using Microsoft Enterprise Project Management (EPM). EPM will allow senior managers to track project performance; enable project managers to update their individual project websites (available to the wider audience), and enable increased project visibility within the University. Implementation is expected to finish in 2013.

The ITS Project Office conducted six introductory project management workshops for administrators and academics across the University, as well as ten Community of Practice (CoP) sessions. The project management workshops provided an overview of project management, and participant learning was facilitated by the development of important tools and technique information brochures. Internal and external presenters attended each CoP session and topics including change management; risk management; research framework for managing projects; project management skills development, and funding projects were well received by members.

Project managers were provided to nine projects—1 administration, 2 Scholarly Information Service, 3 Information Technology Services, and 3 Infrastructure—by the ITS Project Office. Information on major projects is available on the ITS website at itservices.anu.edu.au/project-updates

Support was given to ITS executives in establishing a portfolio and project governance framework. The framework is currently in its initial stages and is expected to be fully functional by 2013.

For more information follow the ITS Project Office Twitter stream @ anuprojects; email projects@anu.edu.au, or visit itservices.anu.edu.au/project_management.
A year in review

ANU IT Helpdesk Survey—expanding to new perspectives

Following feedback from the DoI Helpdesk Survey—which was sent out in early 2012—and the ANU Service Desk project, the DoI Helpdesk Survey was expanded in July to include ANU College Helpdesks.

The new survey, known as the ANU IT Helpdesk Survey, is sent to over four hundred randomly selected ANU students and staff who have logged Helpdesk jobs within the previous month and continues to provide helpful insight into improving the ANU Helpdesk system.

The Service Delivery and Engagement team are working closely with IT Managers from each ANU College Helpdesk to run the survey, and a tailored report is then designed and generated by Outreach for each Helpdesk. The survey now boasts an iPad as the lucky prize to each month’s randomly selected winner!

The monthly reports from the survey can be viewed on the IT Services website, at itservices.anu.edu.au/intranet/doi-helpdesk-client-feedback

Teresa Nugent of the ANU Marketing Office—the lucky iPad winner for the October 2012 Helpdesk survey.

New location but same great service from Finance team

ITS Finance

The DoI Administration Review identified benefits for both staff and consistency of approach with the centralisation of ITS Finance (and Human Resources) staff. ITS Finance staff joined the Financial Operations team in Finance & Business Services (F&BS) in early November. There have been no changes in terms of service provision, only a change in reporting lines and physical location. ITS Finance staff are now located in the Chancellery Building, 10C.

The Finance Manager role will continue to look after ITS, with the Deputy Finance Manager role taking over SIS. Vanessa Quigley from F&BS is acting in both roles until permanent appointments are made. Vanessa can be contacted on extension 58774 or via email—doi.finance@anu.edu.au

A year of many changes in University Records

University Records

It has been a year of many changes in University Records with new Manager, David Brumby, appointed in July.

A new electronic document and records management system, UniDoc, will be rolled out in 2013, and a new facility for off-site files is being established, with over 11,000 boxes of files being transferred from the current storage facility in Fyshwick to the Hume Repository.

A new design for official file covers was introduced as well as new file fasteners—no more cuts on fingers from split pins—and the questionnaire for Check-Up 2.0 was successfully completed on time.

Freedom of Information requests continue to increase with 16 requests received so far this year.

Information Literacy helps expand online support options

Information Literacy Program

Following a number of changes early in the year, the Information Literacy Program (ILP) became an ANU Library service in 2012. Following this move, the ILP’s web presence also moved to the ANU Library website—anulib.anu.edu.au/training/

In addition to providing training and research support to the ANU community, ILP has been involved with the expansion of online support options for students and staff.

Emily Rutherford joined ILP as part of the Graduate Information Literacy Program (GILP). Anant Vima also joined ILP in March 2012 for a 12 month temporary transfer from Student Business Solutions.
A year in review

ITS farewells Allan Williams

Allan has worked at the University for over 17 years and will be departing at the end of the year. He commenced at the University on 24 July 1995, attracted here initially to work on the World Wide Web and the Australian SUNSite.

The web, at that time, was just starting to take off, and ANU had created the Centre for Networked Information Publishing (CNIP) located in the basement of Chifley library. His appointment with the then Information Technology Services (ITS) was a joint role working for CNIP and the TLTSU (Teaching and Learning Technical Support Unit) that supported undergraduate teaching services. After a reorganisation and merging of groups he went to work at Leonard Huxley with the Unix support and the networking teams.

In 2001 after a review of IT and Library services, the Division of Information (DoI) was formed and Allan became a team leader in Systems and Desktop Services (SDS).

In 2002 he took up the role as Head of IT for the John Curtin School of Medical Research and was part of the design team for the new JCSMR building. Allan returned to DoI as the Information Officer, responsible for IT Security, and as deputy program leader for SDS in late 2004. He went on to become the program leader for SDS and later Networks and Communications. In 2009 with the addition of Enterprise Systems team he became Director of Information Technology Infrastructure (ITI). Allan’s portfolio name changed to ITS in 2011. In September this year Allan became Director, Strategy and Planning.

Technical Reference Architecture project update

Strategy and Planning portfolio

The Technical Reference Architecture (TRA) is designed to provide a brief high-level overview of the direction of IT services in the next 3 – 5 years. It was designed to enable anyone from across the campus to pick it up and understand what the main drivers and priorities are in the short to long term. It’s a living document that will be reviewed and modified over time to keep its future focus.

The document tries to be succinct and provides links to other ITS information for more detail for those that want to delve deeper. If you have any comments or suggests for improvement please let us know.

Service Delivery and Engagement a part of many successful changes

Service Delivery and Engagement

It has been a busy year!

AskANU has taken over 42,000 calls so far in 2012, and Helpdesk jobs are up 24 per cent from 2011. The call centre was involved in the transition and roll out of the new voicemail system earlier this year and Francoise Richards assisted the ITS teams in Menzies with an audit and retiring of functional accounts from the old CAS domain.

The Managed Operating Environment team delivered more than 80 software enhancements to the Information Commons this year, with 20 more currently being worked on for first semester 2013.

Enhancements to the Information Commons printing service—the new Recharge system—were successfully undertaken during the year, as was a project to deliver a standard desktop configuration for use on ANU staff Macintosh computers.

In November, ICT Purchasing and Outreach joined the SD&E team.

And the year ended with a great deal of promise following the appointment of six new full-time Service Desk staff (see staff news for further details). These appointments followed an intensive interview process that had heavy involvement from the Colleges.

All SD&E teams are looking forward to another busy and successful year in 2013.
Major project achievements for Space Services in 2012

Space Services

Space Services manage the physical building spaces allocated to SIS and ITS and provide support services including facilities management and support; conference and venue hire management; technical services; audiovisual equipment hire; printing and photocopy support; video conferencing, and multi-media services (including photography and video production) to the rest of the University.

Space Services completed the major Teaching and Learning Capital Fund project in 2012. The project, which involved collaboration of University staff across colleges and divisions delivered technological and building infrastructure upgrades; Digital Lecture Delivery (DLD) recording; software and storage upgrades; information communication technology upgrades, and user interface upgrades across 75 central and college based venues.

Other major projects completed by Space Services during 2012 include:

- the building refurbishment of School of Art Library and the amalgamation of the Art and Music Library locations in to the new Art & Music Library
- the delivery of the final draft Campus Asset Management Plan for IS to Facilities & Services

Staff attended a number of industry events including the Tertiary Education Facilities Management Association Conference; the Integrate Technology Trade Show, and the Association of Education Technologies Managers event.

For further information about Space Services visit itservices.anu.edu.au/teaching-and-learning-support

Lunchbox sessions a hit!

Information Technology Services (ITS) would like to thank the 2012 Lunchbox Session presenters—David Howse and Ali Emirlioglu; Aine Dowling; Andrew Howard; Carol McAlwee; Rebecca Wong; Sherry Lo; Sarah Lethbridge; Cathie Gough and Sally Haysom, and Belinda Day—for giving informative and entertaining presentations during the year. Over 130 people attended these Lunchbox Sessions and ITS look forward to bringing you more presentations in 2013.

ANU Library website rework continues

Outreach Communications/ANU Library

The reworking of the ANU Library website is underway. A new menu structure has been approved and page designs have been completed. All Library content is now in the process of being reviewed and revised to accommodate the new structure.

The new Library website will include sections on using the library; searching the library collections; subject and course specific resources; information for getting help and assistance; contacting Library staff, and Library news and events. A Library staff only intranet will also be added.

The new website is scheduled to launch in Semester 1 2013.

Change to stationery provider

ICT Purchasing

The University has chosen to opt into the Whole of Australian Government (WoAG) Stationery and Office Supplies (SOS) arrangement to replace the existing ANU preferred supplier arrangement. Activity is currently underway to select a single contractor for stationery supplies.

The University Procurement and Contracts Office (UPCO) have had the opportunity to comment and make changes to the stationery item and will announce the successful provider in the coming weeks. This will be a mandatory arrangement with a targeted commencement date of 1 January 2013.
A year in review

A big year for open access

Scholarly Communication & ePublishing

This has been a very busy year in the area of open access—both in Australia and the world—with a flow-on effect being felt in the office of Scholarly Communication.

April saw a milestone in the repository, with the Vice-Chancellor, Professor Ian Young, having the honour of his paper being the 4,000th item added.

In July, the National Health and Medical Research Council’s (NHMRC) much anticipated policy on open access came into force, and there are currently negotiations between Research Services and the Library for the best way to manage this. The Australian Research Council is currently in correspondence with the higher education sector to implement a similar policy from January next year.

International Open Access Week was held in October, and the University held a series of events to coincide with the worldwide event. Details and recordings of the talks can be found on the ANU Research webpage—research.anu.edu.au/access/oawk12.php

The Australian Open Access Support Group, of which ANU is a founding member, was launched in October and this broader focus on open access meant Dr Danny Kingsley spent considerable time both writing for, and speaking, with the media, and presenting at conferences, symposia and other events.

Over 50 new releases for ANU E Press in 2012

ANU E Press

This year has been one of incredible development for ANU E Press; who by the end of 2012 will have released over 50 great new titles, and is excited to make ANU research available to the world!

And as we move toward summer, ANU E Press continues to roll out plenty of new books. Some of their recent releases include:


> Following the Sun: The Pioneering years of solar energy research at The Australian National University 1970—2005: Robin Tennant-Wood explores the genesis and growth of solar energy research at ANU

> Situating Women: Gender Politics and Circumstance in Fiji, is Nicole George’s history of the gender advocacy movement in Fiji.

To keep up with new releases, follow ANU E Press on Twitter—@ANU_EPress, subscribe to themailing list—mailman.anu.edu.au/mailman/listinfo/epress-maillist, or keep an eye on the Featured Titles section of our website—epress.anu.edu.au/titles

2012 Gartner Symposium

Information Technology Services (ITS) hosted three college General Managers and six college IT Managers at the 2012 Gartner Symposium held on the Gold Coast in November.

The Symposium was a great opportunity to engage with conference exhibitors about new technologies; listen to experts and practitioners on a wide range of topics; network with colleagues, and meet new people.

The group also had a one-on-one with Jan-Martin Lowendahl, a Gartner Higher Education expert.

ITS look forward to taking a group again next year.

*Copyright and open access in a fast changing landscape* informative talk, presented by Ellen Broad.
Staff profile

Stuart Hay
Senior Photographer, ANU Multimedia Services
by Aine Dowling MCSE

Where have you seen him?
Although his official residence is the Crisp Building, Stuart is anywhere and everywhere his work takes him. As Senior Photographer, Stuart is often on location on campus; photographing everything from scientific work to architecture, and studio portraits to VIP visitors.

What's his story?
A born and bred Canberran, Stuart attended Narrabundah College and arrived at the ANU in 1981 as a darkroom technician with the Instructional Resources Unit. From those early days Stuart has seen photography develop from wet to digital. “I honestly consider I’ve had two careers in photography,” says Stuart. “First the wet when we were processing film, copying slides for lectures, and doing black-and-white and colour printing, and now, in the digital age, everything is computerised and we had to undergo retraining to work with the computers and graphic software. It’s very different from when I first started but still as interesting and exciting.”

In his role at ANU Stuart has photographed—and met—many dignitaries including Nelson Mandela and Princess Mary. “I’ve photographed world leaders, royalty, great academics and orators, media personalities, authors and inventors—I’ve photographed Nugget Coombs and Alec Hope, and you just wouldn’t meet such a cross-section of people anywhere else. It’s been an honour to meet and photograph them.

“The University has given me wonderful opportunities. If I were a freelance photographer—yes, I would have been witness to world history, but I wouldn’t have had the opportunity to work with the University. I’ve also had the opportunity to work in both the traditional and digital photographic media.”

What does the future hold?
In 2010 Stuart was invited on an ANU archaeological dig in Syria for six weeks, where he lived among the Bedouin and has fabulous photos of the souk and camel market, and he would love to return to the middle-east—particularly Petra in Jordan. “Petra is a unique city carved into the dusky-pink sandstone rock-face more than 2,000 years ago, and later becoming the junction for the silk, spice and trade routes linking China, India and southern Arabian countries. I would love to photograph the rock and architecture there—it would be the experience of a life-time.”

ICT Purchasing welcomes Richard Lagarto as a casual employee; congratulates Lourens Roux and Chris Textor on the completion of Certificate IV Government procurement and contracting; and farewells Jo Bryant who has moved to the Office of Commercialisation.

The IT Service Desk welcomes Maino Mosby to the Information Commons team, but farewelled Jesse Harwood, after they successfully completed their traineeships in November. The Information Commons team has been bolstered with the addition of Robert Turbet on a casual basis for the next few months.

Following an intensive interview process, with involvement from the Colleges, six new fulltime Service Desk staff—Amanda Snashall; Fran Donne; Luke Tinkler; Sarah Bey, Thomas Riches, and Celia Higginbottom—have been appointed to the ITS Service Desk.

The Project Office welcomes Michelle Mousdale as Project Manager for the Service Desk project.

Theo Kelly re-joined the AskANU team, on a casual basis in October, and Trish Heinrich reached her 10 years’ service on 18 November.

Jonathan Dean joined the University Records team in November as an Electronic Documents and Records Management System (EDRMS) Administrator and Kim O’Dea will be welcomed back from maternity leave.

After two years of working for the formerly known as Division of Information, ITS farewells Aine Dowling, Project Officer (Policy and Audit) and editor for The Link. Aine is moving to the Governance Office and will be located in Building 10 in Chancellery. We wish Aine all the best.
December and January calendar

7 December
**ITS and SIS Christmas Party**
Time: 3–6pm
Venue: Melville Hall
Theme: White Christmas—dress in white if you can!

9 December
**University Staff Kid's Party**
Time: 10.30am–1.30pm
Venue: SRA Sports Extension Building (19A)
There will be face painting, clowns, balloon modellers, jumping castles, unlimited fairy floss and snow-cones, games, and of course Santa!
The cost per child is $10 and payment is by credit card only. To register your children for this event visit onestop.anu.edu.au/html/webpayment/ANUXMAS/payment.html

12 December
**Operational Managers Group Meeting**

21 December
**University Christmas closedown**

25 December
**Christmas Day**

26 December
**Boxing Day**

1 January
**New Years Day**

2 January
**University Offices re-open for 2013**

25 January
**Australia Day public holiday**

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**Lunch Challenge**
There’s no such thing as a free lunch ... but you can win one!

Count the candy canes! Count how many candy canes are hidden in the picture below and email the correct answer by 15 January 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

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**Photo taken at the Division of Information Christmas Party, 2011.**

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**Last month’s correct answers were:**

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4  5  6  7  2
9  4  7  4
1  9  x  2  34
17  3
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We hope you enjoy the December edition of *The Link*. Have a safe and merry Christmas and we look forward to bringing you the next newsletter in February 2013.

In the meantime, we invite your feedback and suggestions to continue bringing you the news you’d like to hear in 2013. Please take our 5 minute survey and have your say on *The Link*; your monthly newsletter.

To complete the survey, visit quicklink.anu.edu.au/6yqy

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To stay informed following an incident or disaster:

- @ANU_IT_Services @ANU media
- Information Technology Services ANU
- 1800 AskANU (275 266)