From the CIO

Welcome to the first 2013 edition of The Link. I hope everyone had a relaxing break and successful start to the year.

In 2013, we continue on the path to de-duplication, and focus on delivering a key program of works endorsed by the university ICT Governance Committee. Significant work continues on the UniDoc, ANU Email and Service Desk projects, with high level updates available monthly via the project web pages for the benefit of the university community. To that end, ITS will continue to strengthen our Business Analyst team to help with strategic alignment, and focus on designing solutions for increasing productivity and business value.

ITS is thrilled to be working with the College of Business & Economics (CBE) and Microsoft to launch the first University Technology Lounge in the ACT this month. We invite you to experience this innovative space throughout 2013.

February is busy month with many engagement activities planned for the University community during O-Week, and we invite you to share the details of the many ITS information sessions that are available to new and returning students in the coming weeks.

Looking forward to working with you in 2013.

Peter Nikoletatos, CIO

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The Link

ANU Information Technology Services

February, 2013

The fresh new faces of the ITS Service Desk team. Clockwise from top left: Jonathan Stefaniak, Robert Turbet, Luke Tinker, Leron Kwong, Maino Mosby, Celia Higginbottom, Thomas Riches, Fran Donne and Sarah Bey

ANU Service Desk—new name, new service, new staff

The ANU Service Desk Project will deliver a single coordinated IT Service Desk using a common Information Technology Service Management (ITSM) tool to the ANU community.

The new ANU Service Desk software tool (ServiceNow) went live via a ‘soft pilot’ within the College of Law on 12 December 2012 and within several areas of the ANU College of Medicine, Biology and the Environment on 7 January 2013. In parallel with the Pilot, the University has also engaged a specialist vendor to assist in the implementation of key ITSM processes in support of the IT Service Desk.

ITS and the remaining pilot groups will migrate to ServiceNow in February 2013, including the transition from using the DoI Helpdesk System (RightNow tool) to the new ANU Service Desk software tool. RightNow will continue to be available for areas outside of ITS as their transition to the new tool will occur in a later phase. The bulk of ANU-wide deployment of the ANU Service Desk software tool will be finalised by March 2013.

To reflect the Division’s name change, web references to ‘DoI Helpdesk’ and its associated email address will change. Web access to both the RightNow and the new ANU Service Desk software tool will available from a new front end web page. Email addresses will also be published on this new web page. The existing contact phone number for the ITS Service Desk ext 59666 will remain the same for now.

ITS staff who attended the ServiceNow Train the Trainer sessions at the end of last year will be holding group training sessions throughout the Division as the change over to ServiceNow draws nearer. It is anticipated that the ITS and college working relationships will continue to strengthen with training sessions being provided by and to IT staff from across the ANU.

More details on the ANU Service Desk project can be found at itservices.anu.edu.au/project-updates/ANU-service-desk/
In December 2012, during the first phase of the UniDoc Project (the Policy Application) the vendor encountered a significant issue within the configuration of the software.

After a comprehensive investigation of the issue, the decision was taken by the CIO ITS to delay a capability demonstration scheduled for 21 December. A number of activities are underway to address the software issues encountered by the project in December, to mitigate the delays incurred as a result of the issue, and to finalise the revised project plan.

What is being delivered by the UniDoc project?

The UniDoc project aims to deliver an Electronic Document Records Management System (EDRMS) capability to the University. Delivery of the University EDRMS capability has been separated into three primary business outcomes; Policy Application, UniDoc to the Desktop, and Continual Improvement. More details on these can be found on the project webpages.

What can I do to prepare for the UniDoc Project?

Right now, nothing! The project team will let you know in advance when changes occur that will affect day-to-day management of documents.

Where can I find more information on the UniDoc Project?

Written status updates are posted to the UniDoc Project webpage—itservices.anu.edu.au/project-updates/unidoc—and are distributed to College General Managers, Service Division Directors, College IT Managers and Marketing Teams. Status updates are also provided by the Project Director, the Associate Director Service Delivery & Engagement, and the CIO to a number of standing meetings across the University. Further information is available by contacting the UniDoc Project Manager, Shane Geisler or the UniDoc Project Director, Dominy Evans.

One ANU Identity project commences

The One ANU Identity project has recently been initiated with the aim of establishing a single identity and authentication for all ANU staff and students.

The business benefits of the project include:

- Increased staff productivity right from commencement of employment
- Increased effective utilisation of support staff
- Increased positive audit findings
- Improved accuracy of staff directory.

Planning is underway for what, when and how the project will deliver. Discussions with service areas and colleges to understand the specifics of how they use information relating to University staff and students are about to commence. Planning is also underway for the upgrade to the Oracle Identity Management suite that will support identity management at the University.

Further information on the project will be available on a project-updates webpage by the end of February.
Microsoft Technology Lounge – a first for ANU and Canberra

ITS has joined forces with Microsoft to build an informal technology space filled with innovative technology, launching this month.

A joint venture with the College of Business and Economics (CBE), the Tech Lounge is designed to be a space for students to interact with new technologies, to study, research, relax and play.

Microsoft has supplied the lounge—designed as a funky common room—with computer hardware and software, and sponsored the design and fit-out of the space.

Featured hardware includes Xbox 360s with Kinect, tablets, laptops, and desktop computers.

A first for the ACT, this new space will be open to all ANU students and staff mid-February to hang out, work together in groups and experiment with new technology.

The Tech Lounge, located on the ground floor of the Arndt building (#25), will officially launch on Tuesday 12 February, with future events to encourage students to utilise the brand new space.

The Tech Lounge will be open to students and staff on weekdays from 8.00am–6.00pm.

More details can be found at itservices.anu.edu.au/news-and-events/microsoft-technology-lounge

ITS is planning additional lounges throughout 2013.

ITS O-Week activities and 2013 publications

ITS preparations are well underway for Orientation Week (O-Week) 2013, which kicks off on Monday 11 February.

ITS will be participating in several events and activities during O-Week including three student focused ITS and Library presentation sessions, and providing campus computer room tours. ITS booths will be available at both the International Student Day and the O-Week Market Day. Please refer to the Information Technology Services and Orientation Week calendar (on the last page) for more details.

ITS will be distributing new 2013 publications including Student Postcards (replacing the IS Guide) which will highlight IT Services most relevant services to new students based on statistics from the IT Services website. The Learn How and Teaching and Computer Room Maps have also been updated. These publications will be distributed throughout O-Week events and activities, and will be available in the Library and residences.

Promotional products have also been developed for promoting the web address and provide useful and quirky techy items to students. Giveaways include a shoulder bag, brush buddy, pens and stylus.

New faces for AskANU in 2013

The AskANU team is in the process of recruiting a number of fresh new consultants to join their team in 2013.

To assist with what is expected to be an even busier than usual start to the year, the AskANU team will be staffing a new drop-in centre during the first week of the semester. Based in the Chifley Library, the drop-in centre will assist both new and returning students with setting up their email and wireless internet and activating their account on the Recharge print system.

The drop-in centre will be run in addition to the AskANU desks, which are based in the Chifley and Hancock Libraries.
University Information and Communications Technology (UICT) Governance Committee

The UICT Governance Committee was established in accordance with a recommendation from the 2012 Administrative Review of the then Division of Information.

The Committee is the peak body in the University’s ICT governance framework, and shall advise and make recommendations to the Vice-Chancellor on the strategic priorities, planning, management and organisation of Information and Communications Technology services at the ANU.

Introducing the ITS Governance team

The Information Technology Services (ITS) Governance team is a support and compliance-based team, responsible for an ITS-wide perspective, and was formed as part of the 2012 ITS restructure.

The team consists of Hayley Calderwood, Executive Assistant, Office of the Chief Information Officer (CIO); Siobhan Muir-Williams, Executive Assistant, CIO, and Kus Pandey, Executive Officer, CIO. An ICT Contracts Manager will join the team in the coming weeks, and will manage all ICT contracts and licences negotiated by ITS for the University, and a replacement Governance Officer is being sought while for Aine Dowling is on temporary transfer to the Chancelty until June.

The ITS Governance team delivers:

- secretariat support for key ICT committees including the University Information Communications Technology Governance Committee (UICT); ITS Executive Team; ITS Operational Management Group (OMG); ANU IT Forum; ITS OHS Committee, and the ANDS Committee.
- ITS policy, audit and risk management.
- support to the CIO, both on a pragmatic and a strategic basis

For further information on the UICT, and other ITS committees, visit itservices.anu.edu.au/governance-and-structure/committees

ITS client feedback and engagement

The monthly Information Technology Services (ITS) newsletter, The Link, is continuing to gain the interest of ITS and the wider ANU community following feedback received in a recent reader survey.

Thank you to those staff that completed The Link survey in December or January.

Readers find the new sections—supporting staff, teaching and learning, resources for research, social awareness, and staff news—interesting, with most people reading at least four or more sections on a regular basis. The most popular section continues to be staff news with 90 per cent of readers reading this section regularly.

A number of comments were received including a request for articles with technology information (such as which tablets on the market are the best); a series of articles on a particular IT topic, for example IT Service Management, and information on upcoming external IT training. Readers continue to enjoy reading The Link both online through email and via printed copies, with almost a 50 per cent outcome for both formats. A preference for the newsletter to be either four or eight pages was the average response, and catchy headlines were also a feature of the survey comments.

ITS will work to include these suggestions in upcoming editions, and look forward to bringing you University-wide ICT news in 2013.

ANU IT Helpdesk survey iPad winners for November and December 2012

The lucky winner of the November 2012 ANU IT Helpdesk Survey was science student, Simon Murphy (left) and the winner of the December 2012 survey was Student Administration Officer for the Research School of Biology, Brooke Mozley (right).
ITS Infrastructure as a Service

ITS Infrastructure as a Service (IaaS) Server and Infrastructure services team hope you all had a safe and relaxing Christmas and New Year.

A number of new challenges and services will be delivered to the ANU in 2013 as projects both in the planning and ongoing stages unfold throughout the year.

Currently IaaS is involved in a number of projects and is working together with internal ITS groups, ANU colleges, schools, ANU divisions, and ITS strategic partners to see these projects through successfully and delivered on time.

Some current projects on the go are:

- ANU single email platform, Microsoft Office 365, is well under way with ITS, F&B, S, HR, and students currently in the cloud
- Consultation and planning with ANU colleges and schools will commence early in the year in preparation for migration to Microsoft Office 365
- Building a new Virtual Server and Storage environment (ANU Private Cloud) with ITS strategic partner Dell—along with invaluable support from the Netcomms team—IaaS are on schedule to have this system up and running in mid-February 2013
- Assisting with the design and implementation of the infrastructure for the UniDoc (EDRMS) project with ITS colleagues
- Working with ITS Data security partner CommVault to design and implement a robust and scalable backup environment across ANU
- Planning and creating a technical demonstration of Virtual Desktop Infrastructure (VDI) with End User Support Services, Netcomms, and the Dell VDI team
- Planning and designing a new Identity Management (IDM) System to replace the current system
- ITS Server decommissioning will be ongoing throughout the first and second quarters of 2013
- ITS Storage consolidation will commence as soon as the new Dell Compellent storage system is operational
- Consolidation of the SGI Storage Arrays for NCI.

IaaS is looking forward to 2013 and the many challenges that will come with it.

Data Centre Operations assists with new supercomputer facility for NCI

Data Centre Operations is currently involved in the new National Computational Infrastructure (NCI) Data Centre build project, which includes construction of the new facility and the installation of the new Fujitsu Primergy Supercomputer.

ITS Networks and Communications will be assisting with installing the building networks and the supercomputer specialist networks.

The new supercomputer facility is scheduled to go into production from March 2013.

For more updates, photos or videos on this project, visit the NCI web site nci.org.au/news-and-events/news

Resources and collections for ANU research

Business Analysis and Testing Team

The new year has kicked off with a busy start for the Business Analysis and Testing Team within Enterprise Systems, with the introduction of four new Business Analysts; Olga Vasilyeva, Jyotsna Clarkin, Ryan Johnson and Amanthi Wijeykoon.

The team also welcomed two new Test Analysts; Jennie Martyniak and Mounika Paka. The growth in the team leaves ITS well positioned to deliver on plans for 2013 and beyond.

The team has also been working on a number of exciting projects including the ANU Student App, for iOS and Android devices. The ANU app has been approved by Apple and is available for free through the App Store. The Android app is available through the Google Play Store.
New Service Manager role starts in ITS

Service Delivery and Engagement

ITS recently advertised the new role of Service Manager within the Service Delivery and Engagement (SD&E) portfolio. Bernard Lineham, previously the IT Manager for the ANU College of Medicine, Biology and Environment and the ANU College of Physical and Mathematical Sciences, was selected from a competitive field to fill the new role.

So what is a Service Manager anyway?

According to the ITIL library of best practice processes for IT, service management should involve the implementation and management of quality IT services that meet the needs of the University. This includes the management of people, processes and technology to ensure the best and most appropriate IT services are delivered throughout our University. While that might sound like rather a large task, Bernard has support in achieving those outcomes from a terrific team that includes the IT Service Desk (AskANU, AskANU IT and Desktop Support) and End User Support Services (ICT Purchasing and Assets, Managed Operating Environments and Technical Services (AV)).

As we look to the future of IT service management at ANU, the ANU Service Desk project is now in full swing, with new tools and new processes coming online to enable all of the IT support community at ANU to contribute to a single client facing service desk. Bernard is heavily engaged in this project and is focussed on ensuring that the ITS goals for delivering superlative IT services and support to everyone at the ANU are achieved.

New functional email accounts for Human Resources

With recent structural and name changes the HR team has updated its functional email accounts to be in line with these updates.

> To contact a HR staff member regarding an Information Technology Services query please contact: hr.its@anu.edu.au (replacing doi.hr@sysinfr@anu.edu.au)

> To contact a HR staff member regarding a Scholarly Information Services query please contact: hr.sis@anu.edu.au (replacing doi.hr@schoinfo@anu.edu.au)

The former doi.hr@sysinfr@anu.edu.au and doi.hr@schoinfo@anu.edu.au accounts will divert emails to these new accounts for three months, after which the former email addresses will be deactivated.

Effective Monday 17 December 2012, the doi.hr@anu.edu.au account has been deactivated. An automated message redirecting users to use either hr.its@anu.edu.au or hr.sis@anu.edu.au is currently in place.

The email accounts are the only changes that have been made at this time, no structural team changes have been made to HR.

Managed Operating Environment quietly busy with upgrades

The Managed Operating Environment (MOE) team has been busy finalising numerous projects, with the quiet Christmas period actually their busiest time of the year. Projects have covered both staff and student computing and include upgrading all staff desktops to Internet Explorer 8 and Firefox 17 ESR, installation of a Microsoft Tech Lounge in the Arndt building, upgrading 40 applications in the Information Commons, and completing a virtualisation technology demo.

The team is also finalising significant upgrades to the student printing system. The upgraded components allow the MOE team to simplify the design, and should improve the reliability of service offered to students.

The MOE team would like to thank all staff who helped to test the changes. Your assistance helps to deliver better outcomes to all clients.
Staff profile

Siobhan Muir-Williams

Executive Assistant to CIO by Aine Dowling MCSE

Where have you seen her?
The very trendy Siobhan is based at South Oval Building 88T1 and is the first point of contact for the Executive Office. Her main tasks are to manage the calendar and meetings for Peter Nikoletatos; perform the duties of secretariat to a number of ITS committees, and to keep the Executive office running smoothly and efficiently.

What’s her story?
Born in Canberra, Siobhan attended Calwell High; gained her Year 12 at CIT, and has just completed a B.Public Relations at the University of Canberra. Siobhan arrived at ANU in May this year to help with the ITS Policy Review. “I was told there was a part-time position available that involved writing policy,” said Siobhan, “and I had just finished a three-month internship with ACT Directorate of Education and Training and thought a policy role could follow on from that, and maybe develop my business writing skills. The position was very flexible so I could work around my uni lectures and tutorials—which was great.”

With the bulk of the policy work slowing down a little, Siobhan decided to expand her administrative skills and applied for the position of EA to CIO, taking up the role in mid-November. “I loved ANU from the moment I started, and really wanted to continue working here, and the role of EA gives me more experience in admin, and I’m also building my network across the campus as I’m meeting new people every day. “The ANU has given me wonderful opportunities to develop, and it’s just great to have been able to finish uni and step into a full-time job the next day. ITS has been so supportive and the campus is such a lovely place to work—I love the environment—at lunchtime I love to sit on the deck and watch the families of ducks on the oval.”

What does the future hold?
Now that Siobhan has finally finished uni she is able to focus on her career and life outside study. “I’ve been so immersed in study for the last four years, it’s been almost impossible to think of anything else! Now I can focus on building my career, and ultimately I would love to work in PR in events or festivals.” Travel is not out of the question either—a self-confessed shoeaholic; Paris is first in line when the opportunity for an overseas trip presents itself. “Imagine Paris in fashion week … oh my, the shoes I could buy there!”

Staff changes

Systems & Desktop Services welcomes James Sheehan starting with AskANU, and farewells Matt Waters, who left the University in December, and Leron Kwong, who graduated from ANU with Honours in 2012 and commences a government graduate position in February.

The ITS Governance team completed the recruitment process for an ICT Contracts Manager in January and an announcement of the successful applicant will be made soon. A replacement for Aine Dowling, who is on temporary transfer to Chancellery until June, is also being sought.

The Netcomms team has a busy year ahead and thus a number of staff are taking a well-earned extended break over the Christmas period. They will shortly be losing Ben Carbery from the team for six months and they would like to thank him for all his hard work to date and wish him well. They would also like to extend their congratulations to Sam Gou who was married on 19 January.

The IT Service Desk would like to wish Amanda Snashall the best as she takes leave to complete her PhD at the Research School of Chemistry. Robert Turbet will temporarily transfer from the Information Commons team to the Service Desk in Amanda’s absence.

New Manager, ITS Finance

Allison commenced with ANU on 7 January, and will assist ITS with long-term budgeting, and to cost projects through their full lifecycle. Allison can be contacted by emailing finance.its@anu.edu.au
Lunch challenge

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

Email the correct answers to the riddles below by 15 February 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 Technology Services promotional item.

Email your answers to communications.its@anu.edu.au

Short riddles with short answers

1. Two girls were born to the same mother, on the same day, at the same time, in the same month and year and yet they’re not twins. How can this be?
2. What occurs once in every minute, twice in every moment, yet never in a thousand years?
3. Brothers and sisters have I none, but this man’s father is my father’s son. Who is the man?
4. Jackie’s mum has seven kids. They are Maddie, Madeleine, Madison, Magdalena, Marion, and Monica. What is the 7th child’s name?

Last month’s challenge

26 candy canes were hidden in the picture. Broderick Proeger, User Services Loans Office at the Chifley Library was the lucky winner.

Feedback

We hope you have enjoyed the February 2013 edition of The Link. Feedback and comments are welcome at any time by emailing communications.its@anu.edu.au

To stay informed during an incident or disaster

> @ANU_IT_Services, @ANUmedia
> Information Technology Services ANU
> 1800 AskANU (275 268)