The events of recent weeks seem to suggest that change is the only constant. External and internal factors continually challenge us to improve—that is evolve—what we do. Within ITS, we have focused on delivering core enterprise wide solutions. For example, the ANU Email project has made significant progress and we aim to have achieved a single email platform by the end of August. The next phase of this project will begin to converge functions, for example, instant messaging, presence, desktop video conferencing, inter alia.

The ANU Service Desk celebrates major milestones this month and our solution, ServiceNow, has begun to provide some valuable university wide data. This will help to determine operational priorities that need to be considered. I am keen to empower this group by identifying what skills, tools and expertise would be required to resolve 100 per cent of calls at first point of contact.

Once again, please register for a Fireside chat to discuss any IT-related issue or idea. Details are in the calendar or on the ITS website under News & events.

Lastly, I invite you to my CIO Quarterly Update on Wednesday 10 July, to be held in the R.N. Robertson Theatre at 1pm. I will provide an update on IT priorities in response to the recent budget announcements.

Peter Nikoletatos, CIO
@ANUcio

The ANU Service Desk team has established effective partnerships with College IT teams as part of the Project’s first phase. The team have also created a support service for all staff and students, who can now call a single telephone contact number—6125 4321—for IT support at ANU.

The ANU Service Desk Project—a collaborative success

The first phase of the ANU Service Desk Project has established effective collaborative partnerships with IT teams across the University through the support of the Project Working Group and, in doing so, achieved the following:

> the implementation of a single ITSM tool across the ANU campus with the transition of the majority of the University’s IT service desks to the new IT Service Desk tool, ServiceNow

> the development of a set of agreed uniform workflows and procedures to support delivery of the IT Service Desk function into the future. These documents, developed by the Project Working Group over a number of workshops facilitated by UXC Consulting, describe the following standard IT processes to be implemented at ANU:

> excellent participation in professional development training for IT staff in the form of certified ITIL Foundations training—the industry standard.

None of this could have been achieved without the considerable participation of, and support from, the College IT teams along with staff in the Centre for Higher Education, Learning and Teaching (CHELT), Information Literacy Program (ILP), Facilities and Services (F&S) and Information Technology Services (ITS).

Special thanks to Michelle Mousdale, Project Manager, for her tireless work on the project, engagement with local IT and ITS staff and coordination of the Project Working Group. We would also like to acknowledge the terrific support from the web development team within Enterprise Systems in ITS.

(Continued on page 2)
Project updates

The ANU Service Desk Project—a collaborative success (continued from page 1)

You can now call a single telephone contact number—6125 4321—for IT support at ANU. This number became active as of 1 July.

Discussions regarding the potential scope of Phase 2 have also commenced. If you are interested in this, please contact either the Project Director—Anne Kealley, or the Project Manager—Michelle Mousdale as soon as possible. One of the expected goals for Phase 2 will be to finalise the consolidation of other systems. Other factors to be considered are the requirements of central admin and the University colleges. A project proposal for Phase 2 will be developed in the near future and put forward to UICT for approval.

ITS have also commenced planning for the second annual IT support satisfaction survey proposed for September/October 2013, to be conducted by Systems Thinking, a specialist research and solutions company. Systems Thinking is the preferred provider of evidence-based research, measurement and benchmarking of IT service performance within universities throughout Australia and New Zealand.

Records team information audit for UniDoc

UniDoc Phase 2 is now titled Documents and Records Rollout, and the Project Scope document has been uploaded to the project webpage. University Records has commenced a records information audit across campus in order to note what types of records exist in the different areas, for example, whether paper or electronic. The audit will be completed by the end of July.

Roxanne Missingham, University Librarian, considers UniDoc to be an extremely important project. “The benefits from an Electronic Document and Records Management System (EDRMS) will be seen in all aspects of University activities,” she said, “and 24/7 access to records from the desktop will revolutionise the way we do our work.

“There will be considerable work to gather requirements across the University, and the involvement of the colleges, service divisions and administrative units is extremely important to ensure that the solution best meets our needs.

“I’d like to congratulate ANU Records on the foundational work that is being done reviewing the Business Classification Scheme (BSC), and thank colleges and all areas across the University for their input into the review. The audit of digital and paper records for migration to the new system is also a vital piece of work.”

The ANU BCS was developed by the University Records unit in preparation for the EDRMS deployment. The BCS incorporates the National Archives of Australia (NAA) Keyword AAA Thesaurus of administrative terms commonly used by Commonwealth agencies. This was done to ensure that the ANU BCS complied with NAA’s records management best practice principles for Commonwealth agencies. Use of the Keyword AAA Thesaurus by ANU is allowed under a licence agreement between the University and the NAA.

The Project Management Group membership was confirmed during July and the list will be published on the UniDoc project webpage at itservices.anu.edu.au/projects/updates/unidoc.

Over 35 colleagues from across the University attended the fourth IT Project Roadshow presentation on Wednesday 19 June, which covered the progress of the ANU Service Desk, ANU Email, Wireless enhancement, and UniDoc projects. Awareness of the IT Project Roadshow is increasing across the University with the Roadshow featured in On Campus, sent to all staff and students on 14 June.

Once again, attendees provided important feedback including the need for a wireless coverage map. ITS appreciates the input and will look to incorporate information on items raised in future Roadshows.

The next Roadshow will be held on Tuesday 30 July, 2–3pm at Hedley Bull Theatre 1, Building 130.

For those unable to attend the June Project Roadshow, the presentation can be viewed at itservices.anu.edu.au/projects/roadshows.

Project Roadshow continues to grow

Acting Associate Director for Enterprise Systems and ITS Project Delivery, Johh Parry, presents at the June IT Project Roadshow.
ANU Email project

Over 1,600 staff mailboxes were successfully migrated to Microsoft Office 365 in June. This included staff mailboxes from College of Engineering and Computer Science (CECS), Research School of Psychology (RSP), National Centre for Public Awareness of Science (CPAS), Research School of Astronomy and Astrophysics (RSAA), Research School of Earth Sciences (RSES), Mathematical Sciences Institute (MSI), Fenner School of Environment & Society, Research School of Chemistry (RSC), Research School of Biology (RSB), College of Asia and the Pacific (CAP), College of Arts and Social Sciences (CASS), and University Accommodation.

In May, the following groups were migrated to Office 365: Planning and Statistical Services, Research Services Division, Drill Hall Gallery, National Computational Infrastructure (NCI), and the Climate Change Institute.

Further migration will commence this month following testing within the College of Business & Economics (CBE), and ANU College of Law (CoL). The Office of the Vice-Chancellor (OVC), North Australian Research Unit, and the National Centre for Indigenous Studies will also commence migration this month.

The ANU Email project team would like to acknowledge the members of the CAP IT team for their cooperation and collaboration in successfully migrating 100 per cent of their mailboxes to Office 365. A great effort by all involved!

Send or receive items larger than 25MB

One of the benefits of migrating to Microsoft Office 365 is the capability to send and receive emails larger than 25MB. This is securely hosted through Australia’s Academic and Research Network (AARNet) and prepared through the CloudStor webpage.

CloudStor stores large attachments in the cloud for a period of 20 days from sending, after which it is deleted. The recipient(s) of the email receives a link where they can download the attachment before the 20 day expiry period.

New Email Archive Function

Staff who have migrated to Office 365 have access to a 100GB email archive. As of 2 July, an archive folder will appear in the left hand menu under all inbox folders. Staff who are migrated after 2 July will gain this function automatically as part of the migration process.

It is anticipated that ANU Email will be in place for all of ANU by the end of August 2013.

Further information on both the CloudStor and email archive functions can be obtained from the Email section of the Information Technology Services website at itservices.anu.edu.au/email

ANU IT Forum—Navigating the Edge of the World

Almost 70 staff from across campus attended the presentation by Professor Marnie Hughes-Warrington (DVC Academic) on Monday 24 June.

Professor Hughes-Warrington presented her keynote presentation—Navigating The Edge of the World—at the ANU IT Forum, taken from the recent THETA (The Higher Education Technology Agenda) conference in April. The presentation was well received by staff.

A video recording of the presentation can be viewed on the ANU IT Forum webpage at itservices.anu.edu.au/governance-and-structure/committees/anu-it-forum

Professor Hughes-Warrington conducted her presentation on past and present trends in education to ANU staff and students. Drawing on her background in world history and her role in driving the strategic direction of ANU Online, Professor Hughes-Warrington presented an exploration into what it means for staff and students to ‘navigate the edge of the world’, including the integral role of relationships in education.

The ANU IT Forum is an IT Services supported group for University-wide engagement on IT matters. The Forum meets on a monthly basis and is open to all ANU staff working in, or with an interest in, the ANU IT environment.

ITS participation in Orientation Week, Semester 2

ITS have been busy preparing student-focused activities for Semester 2 Orientation Week to be held between 15–19 July. A number of ITS initiatives and services will be presented to ANU students and staff during O-Week including the IT Pop Up Desk in Chifley Library—which provides a starting-point for ANU students wanting to familiarise themselves with services offered by ITS. This includes getting help with setting up their mobile devices to access ANU services, and a walking tour of selected InfoCommons sites, plus a 30 minute presentation to students in Manning Clarke. ITS will also provide an information booklet on IT activities available for students during O-Week.
IT Indigenous Traineeship offers long-term prospects

The IT Indigenous Traineeship program officially commenced last month with the hiring of two new trainees, Christopher Wilson and Travis Williams (pictured below with former trainee Maino Mosby), who will be part of the ITS Service Desk team for the next two years.

The traineeship is part of a long-term strategy to offer enthusiastic trainees the opportunity to work for IT Services at ANU while undertaking their apprenticeship in IT.

Team leader Jonathan Stefaniak, believes involving the trainees in the day-to-day activities of the ANU Service Desk and organising mini work experiences with other technical teams within ITS, will complement their studies at the Canberra Institute of Technology (CIT) where Chris and Travis are undertaking a Certificate IV in IT.

“We will shape what they are studying at CIT and offer mentorship and support in their weekly tasks in a structured manner,” Jonathan said.

“The trainees have a role to fulfill here which involves assisting the team in the Service Desk operations, working in the InfoCommons, and generally familiarising themselves with the IT services at ANU.”

Jonathan said the trainees will become more familiar with the work as they progress through their training and studies.

“The aim of the program is to give them a broad level of exposure to the IT industry so they can hopefully find an area they are particularly passionate about, and through this the confidence to choose a direction for their future IT careers,” he said. “Ideally we want to retain the trainees for the future at IT Services, like we did with past-trainee Maino Mosby, who now works full-time with the ITS Service Desk team.”

Jonathan said they were looking to build a team for the Service Desk now and into the future and that their main concern was supporting people who were genuinely interested in the IT space and who enjoy helping people.

“Being part of a large institution like ANU will give the trainees good insight into a range of areas within IT and give them the opportunity to build networks amongst the IT community at ANU,” he said.

Chris and Travis are both looking forward to working for IT Services and progressing their careers within the industry. Chris said he was excited about working in an area he has been interested in for some time and is keen to continue working at ANU beyond the traineeship. “I have found the staff here to be very helpful and supportive,” he said. “Although there were a range of traineeship options I could have gone for, the ANU traineeship was the most viable for me in terms of what it can offer me in the future.”

Solving the budget cuts – ITS staff offers valuable feedback

Approximately 60 ITS and ANU staff attended the final of 17 ANU budget-cut discussion forums held in Coombs Theatre on Friday 14 June, presented by Executive Director (Administration and Planning), Chris Grange. Feedback and suggestions from ITS staff at the session included the possibility of increased energy efficiency across campus and de-duplication of information across University websites. In response to recent government funding cuts to universities, over 1,000 staff and students participated in the forums in June, contributing 316 suggestions to reduce spending and/or generate revenue. To stay up to date with the discussion, please visit budgetsolutions.anu.edu.au/suggestions

CIO Fireside meetings to continue throughout 2013

Peter Nikoletatos introduced the first of a series of Fireside meetings in April, with both staff from ITS and colleges attending the fortnightly meetings.

These small forums (maximum eight per session) are open to all ANU staff, and give staff the opportunity to directly ask the CIO questions relating to IT at ANU, IT in general, and/or discuss as well as contribute to the direction of ITS. No topic is off limits.

The sessions will continue into Quarter 3 and the next sessions are as follows:

- Tuesday 9 July, 1–2pm
- Wednesday 31 July, 3–4pm
- Thursday 15 August, 10–11am
- Tuesday 27 August, 2–3pm
- Monday 16 September, 3–4pm
- Tuesday 1 October, 3–4pm

To book into a session, please email Cathie.Gough@anu.edu.au or phone her on extension 56978.

All sessions will be held in the CIO’s office in South Oval (building 88T1).
Yammer is designed to empower employees to be more productive and successful by enabling them to collaborate easily, make smarter decisions faster and self-organise into teams to take on any business challenge.

ITS gets on-board with Yammer

ITS (Service Delivery and Engagement) has recently established an online presence on the social networking site Yammer, and is calling for staff to join the forum. The purpose of this group is to create a collaborative forum for ITS employees to share project news, engage with one-another, discuss ideas and achievements, and identify opportunities for IT collaboration across campus. According to the Yammer social media site, Yammer is a great place for staff to share innovative ideas and solve problems that may cross any number of areas.

Yammer is essentially a secure, private social media platform geared towards enhancing connectivity within an organisation (similar to the way LinkedIn and Facebook operate). It is designed for use within a private enterprise, rather than in the public domain, meaning that although the ITS Yammer group would be visible to all of ANU—no information is visible outside the University.

According to the Yammer social media site, “Yammer is designed to empower employees to be more productive and successful by enabling them to collaborate easily, make smarter decisions faster and self-organise into teams to take on any business challenge.”

Features of Yammer include integration of Twitter and Microsoft SharePoint, direct messaging to private groups within the network, security features such as being able to remove old users no longer connected to the group, sharing information through news feeds, posting of events and announcements, as well as being able to ‘praise’ (which is the term used on the website to offer congratulations to your fellow employees) the work of employees within the group. Launched in 2008 and acquired by Microsoft in 2012, Yammer is one of the fastest growing enterprise software companies in the world exceeding over four million users in only three years. It is used by more than 200,000 companies worldwide and has experienced 259 per cent growth and gained 312 new customers in the last year. Yammer has seven million individual registered users, with an increase from five million at the time of its acquisition by Microsoft.

Yammer is another step towards the University’s overall goal of embedding social media across the campus in order to better connect with both staff and students. The social media phenomenon has dramatically changed the way we share and connect with people, and it will have an even more profound impact on the way companies and organisations operate. To create a Yammer account and join the ITS and SD&E groups visit www.yammer.com

Gartner—IT research at University’s fingertips

Gartner IT Research is a leading online service providing research reports and advice about information technology (IT) designed to meet the specific needs of IT professionals, students and University staff.

Gartner brings the academic community timely and objective real-world information on trends, research reports, and market analysis including product descriptions and comparisons; insight into the application of technology to business problems, which is used in many MBA/MBIS programs; an understanding of long-term trends and issues that future IT managers will face, as well as a calendar of upcoming conferences and events for IT managers and specialists.

Gartner IT Research is directly available to ANU staff and students by login through the ITS Website and the University Library catalogue. Staff and students can gain access to strategic research that covers:

> application development, integration and middleware
> business intelligence and data integration
> business process improvement and management
> business and technology integration
> business stakeholder engagement
> business continuity planning
> business information management
> emerging trends and technology
> enterprise architecture
> enterprise system management
> enterprise resource planning
> higher performance workplaces
> IT asset management
> knowledge management
> mobile business computing
> network management
> open source
> project management
> pattern based strategy
> strategic planning
> regulatory compliance
> security and privacy
> standard operating environments
> social networking and collaboration
> servers and storage
> web services, development and planning.

Access to this site is available at itservices.anu.edu.au/help-and-support/reference-services
Acting Associate Director for Enterprise Systems and ITS Project Delivery

ITS welcomes John Parry as Acting Associate Director for Enterprise Systems and Project Delivery. John has accepted the position on a short-term basis. John previously held the roles of Executive Director, Business Transformation and Chief Information Officer (CIO) at the University of Tasmania.

John’s initial challenges in the role will be to formalise and embed a project management methodology and associated practices; build and finalise proposed changes to the original Enterprise Systems group, and strengthen relationships with key enterprise system and project stakeholders across the University including the various administrative support groups.

This will entail improving Enterprise System coordination across divisions and enhancing service roadmaps and strategic directions through affirmation of the Enterprise System Service Catalogue and confirmation of roles and responsibilities.

The ANU has an aggressive agenda of projects to be delivered over 2013 and 2014, and John is looking forward to working collaboratively with all areas of the University to improve Enterprise Systems and underpin the University’s strategic aspirations.

John is located in South Oval (88T1) and reports directly to the CIO.

ANU IT Helpdesk survey iPad winner for February 2013

The lucky winner of the February 2013 Helpdesk survey was Dr Hwan-Jin Yoon, Statistical Consultant, Division of Student Administration & Student Services.

ANU Information Technology Services is committed to continually improving its services, and feedback provided by staff and students who utilise the Service Desk system play an important part in this process. Each month, a random selection of Service Desk clients are sent a short survey about their experience using the new ServiceNow system. Of the respondents, one is randomly selected to win a prize, and all results are collated into reports used for determining how ITS can continue to enhance the system and better the service to the university community.

To be in with a chance to have your say, log a job in the new ServiceNow system by visiting itservicedesk.anu.edu.au

Functional email accounts update

A number of functional email accounts have been decommissioned and/ or replaced with updated ITS email accounts. For details on the decommissioned Division of Information (DoI) functional addresses as well as updates on ITS functional email accounts, please visit: itservices.anu.edu.au/contact-us/its-functional-email-accounts/
Staff news

The ANU Photography group has recently been incorporated into Strategic Communications and Public Affairs (SCPA). Their contact details will remain as photography@anu.edu.au. Roy Meuronen and the AV Services team remain in ITS in the Service Delivery & Engagement portfolio.

Helena Chan will be returning to her substantive position as ITS Software Licensing Manager from the beginning of July. Helena will be located in South Oval, building 8T1 and will be reporting to David Hall as part of the ITS Governance team. Heath Roberts has commenced as Project Manager for the ANU Email Project. ITS would like to thank Helena for her incredible work managing the ANU Email project to date.

HR updates Salary Increments Procedure

ITS HR will be updating its Salary Increments Procedure this month resulting in the removal of unnecessary delegate approvals and the associated time delays in progressing a staff member through the salary structure within their role classification. The revised process is an initial step towards automating salary increments and will not remove the need for incremental progression to be dependent upon a staff member’s acquisition of new skills, experience, knowledge and satisfactory performance against an agreed Statement of Expectations.

The aim of the revised process is also to remove the need for a salary increment form. To access the updated Salary Increments Procedure, please visit policies.anu.edu.au/ppl/document/ANUP_000619

Staff profile

Byron Carr
Graphic and Web Designer

Where have we seen Byron?

Byron Carr first joined ANU in 2008 as an assistant in University Records. After working in Records for three months, Byron transferred to Human Resources where he worked as an HR Assistant. It wasn’t until early 2011, when he joined the former Division of Information (DoI) Outreach (now ITS Communications) team that Byron began to apply what he’d been studying: graphic design. While in the DoI Outreach team, he was privileged to work with a senior Graphic Designer, Web Manager, communications staff, and a Communications Manager. As a result of the recent split of the former DoI Communications team, Byron now works for ITS as the sole Graphic and Web Designer.

What is Byron’s story?

Byron grew up in Ulladulla on the South Coast and moved to Canberra in 2006 to complete Year 12. Since finishing school, Byron has attained an Advanced Diploma in Digital Media at the Canberra Institute of Technology, and is currently undertaking a Bachelor of Graphic Design at the University of Canberra. Just last year Byron got engaged to his partner on Valentine’s Day and is planning the wedding for Valentine’s Day 2014 at Jervis Bay. Other things on the horizon for Byron include a trip to Cambodia at the end of the year, and a honeymoon in Hawaii after the wedding. “I really love travel,” says Byron. “I have already been to Hawaii and have travelled extensively in south-east Asia. Our Cambodia trip in November will definitely be the most adventurous one we have done together, and I’m looking forward to experiencing another culture.”

What does the future hold for Byron?

Byron will play much more of a leadership role for the ITS Communications team and is set to take on more responsibility in both web management and graphic design. Byron definitely enjoys the prospect of a challenge going into the future. “I’m really looking forward to producing creative and useful designs for ANU, while putting my own creative style into the work,” he says. “Graphic design is a huge part of my life—I study it; practice it, and also work as a freelancer. Most of my weekends and afternoons are spent either doing university assignments or freelance projects.” Byron is excited about his trip at the end of the year and is also looking forward to graduating from university in November. Other interesting things you may not know about Byron:
>
> He is an extra in a new zombie film coming out later in the year
>
> He plays the ukulele
>
> He enjoys outdoor activities such as kayaking and biking.

Staff update

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

Email the correct answers to the word challenge below by 17 July and you will go into the draw to win a lunch voucher for The Gods Café. Everyone who enters will receive an Information Technology Services promotional item.

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

Word Challenge—Winter vegetables
Can you find all six?

O  D  A  P  I  E  E  P  G  I
I  Y  X  I  J  G  T  A  X  K
S  P  I  N  A  C  H  R  I  V
Z  P  W  B  F  R  A  S  D  C
O  N  B  L  A  E  B  N  D  U
A  A  P  D  D  Y  N  I  A  J
C  P  I  N  R  U  T  P  V  G
I  S  B  B  U  D  K  U  E  P
H  Z  M  A  N  G  O  H  O  L
O  Z  N  W  U  Z  P  O  S  S

And the lucky winner of the June Spot the Difference lunch challenge was Felicity Gouldthorp, Office of the Vice-Chancellor. The answers to last months challenge were:

Phone on wall
Sombrero on girl
Missing circle on floor
Missing girl
Shirt has changed colour

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

To keep up-to-date with the latest ITS news and events

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