Bonjour from the CIO

You need to have a passion in life, and riding during the Tour de France is mine. Every two years, I team up with Ronan Pensec (former French professional road bicycle racer) and take a group of friends to France to ride the last week, five hours ahead of the actual race, across the same climbs that the peloton do. Having just returned from the 100th Edition of the Grand Boucle, suffice to say, it was an experience. The week away also gave me an opportunity to reflect on the IT strategy and our priorities going forward.

The focus on enterprise wide IT solutions and de-duplication remains key. Tangible benefits from the ANU Email and ANU Service Desk projects are beginning to be recognised. We continue to rollout UniDoc which is on target to be completed by end Q1, 2014, and the Identity and Access Management Project is well underway. As mentioned recently by the Executive Director, Administration and Planning, Chris Grange, a key project in response to the budget recommendations will focus on delivering a coordinated end-to-end procurement solution for desktops across the institution; titled ANU Workspace. This project aims to aggregate and simplify the procurement process, deliver one image per operating system, and implement an ANU portal for deploying software.

As always, we welcome your feedback.

Peter Nikoletatos, CIO

Structured for success—new Project management templates package

Improved project management templates and a more detailed project management methodology—as an extension to the University Information and Communications Technology Committee (UICT) approved project proposal process—have been made available for review this month on the Information Technology Services (ITS) website. ITS is working closely with a number of service divisions to standardise the templates, thereby creating a common approach to project management documentation across the University. The new templates and implementation processes will assist project managers and other staff in initiating and structuring ANU projects for success.

As part of a broad consultation, ITS is seeking feedback on these templates from staff members and responses should be provided to communications.its@anu.edu.au by the end of August. The new project management methodology can be found at itservices.anu.edu.au/projects/management

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New Service Desk phone number in… 5-4-3-2-1!

On Monday 1 July, the new single phone number for IT support at ANU was launched—54321. This activity was one of the final key deliverables of the project. The previous number—59666—will be decommissioned at the end of Semester 2, 2013.

Training is also continuing for staff who have transitioned to the service desk tool, ServiceNow.

One of the remaining activities for Phase 1 is defining the arrangements for a virtual level 1 Service Desk function. This will enable IT service desks across the University to share service provision and provide backup to cover staff absences. This will also enable the sharing of knowledge, as jobs will be accessible in all support areas across the University. A discussion paper on the formation of a virtual level 1 Service Desk is currently out for comment.

Discussions regarding the potential scope of Phase 2 of the Service Desk project are also underway. If you are interested in contributing to the virtual Service Desk paper or the scope of Phase 2, please contact Project Director, Anne Kealley (or Project Manager, Michelle Mousdale) as soon as possible.

One of the expected goals of Phase 2 will be to finalise the consolidation of other helpdesk systems. Other factors to be considered are the requirements of the colleges and the need to retire legacy systems such as RightNow (the old DoI Helpdesk System). A project proposal for Phase 2 will be developed in the near future and put forward to the University Information Communications and Technology (UICT) Governance Committee for approval.

For further information, please visit itservices.anu.edu.au/projects/updates/anu-service-desk

Introducing ANU Workspace project

As part of the Vice Chancellor’s Budget Package, the ANU Workspace project—a whole-of-University desktop and software procurement—has commenced planning.

ANU Workspace is the single deployment of managed desktop computer services (including laptops and tablets) to ANU staff, and students (via the Information Commons), managed by a third party. ANU Workspace project will include standardising on to Windows 8 and Office 2013.

It is estimated that annual savings of $1 million per annum could be achieved through implementation of this project. ITS acknowledges that there will also be a need for a process of exemption from this model due to special-purpose needs. The preferred costing model of leasing will also be implemented for most cases.

For further information, please contact Project Manager, Tony Davis, or visit itservices.anu.edu.au/projects/updates(workspace

Technical system design underway for ANU Identity and Access Management project

A solution architect from Oracle Consulting Services (OCS) was engaged to assist in the design and delivery of the technical system for the ANU Identity project for the end of the first phase in October. The following two phases of the project will occur concurrently with the first phase and will focus on producing robust, consistent business processes for the newly built system, and providing further training for support staff.

As the project grows, the Identity project team will become more involved with the ANU community and look forward to providing areas with support for future development of the solution. A list of the project management group members will be published on the project webpage.

For further information, please contact Project Manager, Heath Roberts, or visit itservices.anu.edu.au/projects/updates/anu-identity

External projects featured in Roadshow

Over 35 colleagues from across the University attended the fifth IT Project Roadshow presentation on Tuesday 30 July. The Roadshow featured a number of projects, including the ANU Service Desk, ANU Email, Wireless enhancement, Finance System Updates, Enquiry Management System, StudyAt ANU Replacement, and Workspace. Finance and Enquiry Management System projects were new to the Roadshow during July. In the aim of sharing projects across the campus, we welcome other areas to participate in this forum—please contact hayley.calderwood@anu.edu.au

The next Roadshow will be held on Tuesday 27 August, 2.10–2.50pm at Innovations Theatre, Building 124. For those unable to attend the July Project Roadshow, the presentation can be viewed at itservices.anu.edu.au/projects/roadshows

StudyAt ANU name change to Programs and Courses

StudyAt ANU application is now called ‘Programs and Courses’. After nine weeks of programming and development, the first release of the application is now live and ready for User-Acceptance-Testing (UAT).

The production link for the application is programsandcourses.anu.edu.au and during UAT, this link will only be accessible within the ANU IP address range, that is, from on-site at ANU campus.

The first release will see the delivery of most of the user facing functionality, with the enhancements to the search function and the development of the administration portal to happen throughout August, and delivered in time for ANU Open Day on 31 August. There will be a third release of Programs and Courses at the end of September to address any final requirements.

For a full overview of the project, please contact Project Manager, Tom Dixon, or visit the StudyAt ANU Replacement project webpage at itservices.anu.edu.au/projects/updates/studyat-anu-replacement
ANU Email project receives additional staff resources

During July, four casual students from the AskANU consultant team were moved to the ANU Email project to strengthen our student engagement and provide assistance to college resources in the email migration to Office 365.

ANU College of Business & Economics completed testing and pilot migrations, and commenced the full migration process for staff accounts. ANU College of Law will commence pilot migration in mid August. All other areas of the University are progressing well and scheduled to complete on time.

The Office of the Vice-Chancellor will be migrated to Office 365 in early August. This will involve a significant effort, and will include the following groups: ANU Executive, Risk Management & Audit Office, Governance Office, Legal Office, ANU Melbourne, North Australia Research Unit, and Strategic Communications and Public Affairs.

A 100GB email archive function was successfully deployed to staff across campus on Monday 2 July. A reminder that CloudStor is available to staff and students to be able to send emails greater than 25MB in size. Further information can be found on the Email section of the Information Technology Services website.

The rapid momentum of the project is a direct result of the continued efforts and hard work of the Project Working Group. Each area has experienced different issues during the project, and the Working Group meetings are a fantastic opportunity to share information and solutions during the migration process.

The project remains on track to deliver one ANU email platform by the end of August, 2013.

For further information, please contact Project Manager, Heath Roberts, or visit itservices.anu.edu.au/projects/updates/anu-email

UniDoc improvements to Policy website

The main deliverable of Phase 1 of the UniDoc project was the construction of the technical platform and system to support the Electronic Document and Records Management System (EDRMS). The first test case for this system was the redesign of the Policy website. Àine Dowling of the Governance Office has provided an overall update to the Policy website.

What improvements have been made to the website since the launch?

Since the launch, a number of further developments have been made to the site including:

> Improved document conversion (from Word to HTML and PDF)
> Improved printing and downloading document functions
> Expanded search function
> An FAQ page to assist users with Printing, Searching, and Web Browsers.

Forms are no longer available in PDF (unless they were originally uploaded in that format) and all forms can now be downloaded in Microsoft word.docx, or word.rtf for electronic submission.

What does it mean for staff?

A useful addition to the website is the advanced search function which enables staff to search by title, keywords, document type, audience, and function. For openness and transparency, all documents on the site are now available to the public.

Any ANU secure documents—such as some of the Finance and Legal forms—are now held within the respective areas. Changes to the Policy website have also resulted in a greater ease of reading across the page, with the policy purpose and statement now at the top of each page, and the metadata section at the bottom.

Future improvements?

The Governance Office is looking at installing Google analytics to the Policy webpages to enable a full range of statistical information and reporting for the University, and the service divisions.

The Governance Office is also developing a Policy Toolkit, which will include a revised Policy Framework, guidelines for system administrators and front-end users, guidelines for policy writers, and revised templates. The Toolkit, once available, will be accessible via the website.

Questions/comments from staff

Any questions or comments/feedback on the Policy website should be directed to policy@anu.edu.au. If users experience any difficulty with the operation of the website they should log a job with the IT Service Desk at itservicedesk.anu.edu.au

SnipIT: UniDoc Phase 2 update

During July, Team Informatics—an Oracle Global partner—was selected as the implementation company for delivery of Phase 2. Team Informatics were chosen for their success in delivering records management solutions for eight other universities, and many government departments across Australia and the US. Team Informatics will be on board in early August.

The University Records team is continuing to compile responses from areas across ANU from the recent records information audit. This activity is due to finish in late August.

For further information, please contact Project Manager, Tony Davis, or visit itservices.anu.edu.au/projects/updates/unidoc
Head of Research Data Storage Infrastructure (RDSI) at the University of Queensland—Dr Nick Tate (pictured below)—will present ‘The Disrupted University’ at this month’s ANU IT Forum to be held at the Innovations Lecture Theatre, Building 124 on 26 August. Dr Tate’s presentation will be based on the future trend in Australian and New Zealand universities to run significantly less IT infrastructure, and the need for CIO’s to adopt ‘disruptive technologies’ to allow them to deliver within diminishing budgets.

These disruptive technologies include such technologies as Cloud Computing, which will continue at an increasing pace, to significantly disrupt the way we deliver IT infrastructure, software and applications—and because such innovations are redefining the nature of the IT market. Within the next five years, it will be more cost effective to use the cloud than to provide IT infrastructure internally within universities, and the other barriers normally present will have fallen away.

Dr Tate explores and communicates these ideas with examples that illustrate such concepts, and will suggest the likely future role of the CIO and how this will affect the composition of the IT workforce in universities. A recording of the presentation will be available after 26 August on the ANU IT Forum webpage at itservices.anu.edu.au/governance-and-structure/committees/anu-it-forum

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.

IT Security update

The IT Security team has been working closely over the last month with College of Asia & the Pacific (CAP) IT to improve their IT security infrastructure. IT Security has implemented centralised system monitoring and log monitoring, configuration change monitoring, as well as performing regular security scans across the CAP infrastructure. IT Security will continue to work closely with CAP to identify key resources that require monitoring and provide assistance where necessary.

All areas across the University are encouraged to contact IT Security if they require any assistance. The IT Security team can be contacted via email—it.security@anu.edu.au—and/or by phone on 6125 6333.

New uniforms underway for ITS

ITS are in the process of developing a new uniform wardrobe for key staff who engage with clients face-to-face on a regular basis. Through consultation with operational managers, the requirements process has begun and engagement has commenced with an ANU approved uniform provider. A selection of uniform items are available for viewing in South Oval and feedback is welcome to Associate Director, Service Delivery & Engagement, Anne Kealley, by Friday 23 August. Further information on ordering the uniform will be available shortly.

ITS to enter Canberra Times Fun Run

ITS will be entering a team in this years Canberra Times Fun Run—which will be held on Sunday 8 September. If you would like to enter, please contact Alexandra Hordern, Executive Assistant to the CIO by Friday 16 August.

Have your say on The Link

What is your favourite part of The Link newsletter? Want to see more of what’s of interest to you? ITS aims to feature news that is timely, newsworthy and relevant to its readers. The Link Reader Survey is open until the end of August and will take less than 10 minutes to complete. Have your say at quicklink.anu.edu.au/j0hc
ITS Executive Team values promote success

The ITS Executive Team has developed a set of core principles and values to work by, and these are available to all ITS staff. The idea for a set of core principles was conceptualised in late February this year by the ITS Executive Team after a team-building brainstorming session; which identified the need for a selection of values which the Executive Team will follow.

The core values focus on:

> Good communication across the University
> Common sense and professionalism
> Promoting an IT community
> Sharing of resources
> Connecting with people
> Celebrating significant achievements.

The ITS Values poster can be found in most ITS buildings. To order an additional copy for your work area, please email Cathie Gough at communications.its@anu.edu.au

Helpdesk survey winner

The lucky winner of the June 2013 ANU Online IT Helpdesk Survey, Tamara Leahy, from the Centre for Arab and Islamic Studies, College of Arts & Social Sciences, is presented with an iPad Mini.

IT security tips to feature in The Link

The Link will be featuring IT security Tips of the Month—taken directly from the SANS (System Admin, Audit, Network, Security) Security Awareness Tip of The Day webpage—as part of its ongoing commitment to informing readers of potential IT security risks. These tips are updated daily and are available to view at www.sans.org/tip_of_the_day.php

Highlighted IT security tips from the July edition of the newsletter have been included for the awareness of all ANU staff.

Paper files Have to Be Protected Too

You’ve probably heard that “To err is human, but to foul things up completely you need a computer.” We know it’s important to protect the big databases that we store, but we can’t ignore paper records. The amount of information held on paper may be much smaller, but many of the most serious leaks happen through very human methods—reports stolen from desktops or read over someone’s shoulder. Keep sensitive paper files locked away when they are not being used and don’t read them in public places. [sic]

Nobody from the Help Desk needs your password

While watching some scenarios in some videos on computer security, one of the audience members turned bright red. After the video, she confided in me that she had once received a call from “The Help Desk” saying that they needed her password to trouble-shoot a problem they were having backing up her files. She provided it. Fortunately, she thought about it and 5 minutes later called the help desk to confirm. The help desk staff immediately locked her account and had her drop by with ID so they could provide her with a new password. [sic]

Policy Writing course available to ITS staff

The Governance Office recently developed a short course for policy writers/drafters (policy practitioners) at ANU.

Conducted through the Crawford School of Public Policy, this one-day course is specifically designed to provide policy practitioners with tools to assist them in developing ANU policy and procedures. The course includes the following elements:

> What is a policy/procedure/ guideline?
> Consultation
> Document titling
> Keywords
> Voice and language
> Essential inclusions
> Plain English
> Using tables and links in documents
> Case study/group work.

Through group work, the course offers a look at current policies and discusses simplification, ease of understanding and interpretation, gaps, and essential inclusions. The course also identifies what information a policy should contain, and the difference between a policy and a procedure. To date, two courses have been run and the School has received excellent feedback on the course, the trainer, and the venue.

Service divisions are ‘owners’ of policy, but ANU colleges interpret and implement policy, and although this course is designed for policy practitioners, a number of college staff attended the second course. Writers of internal processes and procedures—such as ITS staff members involved in policy—will also find the course helpful.

The course was initially designed as a one-off but if more staff are interested in the course, the Governance Office is happy to organise other courses later in the year. The course includes morning/afternoon teas and lunch, handouts and reference papers, and a certificate of completion.

For more information contact policy@anu.edu.au, and for more information on ITS policies, visit quicklink.anu.edu.au/uqqu
Supporting staff

Relationship continues to strengthen between ANU and Optus to create shared value

The relationship between the Australian National University (ANU) and Optus has continued to strengthen since Optus first became the University’s telecommunications partner in 2006. As ANU strives to reach its 2020 vision, Optus has moved beyond traditional services by focusing on strategies to enable the University to:

> Find unique technological solutions for its customers
> Accelerate business and learning transformation
> Create shared value.

As a key strategic partner, Optus continues to help the University effectively provide a breadth of communication solutions, as well as bring the right people, specialists and partners together to best meet the University’s communication requirements.

However, the relationship between Optus and the University is evolving beyond the provision of services to a trusted collaborative partnership as evidenced by the ongoing collaboration to find unique technological solutions—such as Information Communications Technology (ICT) advancements to help improve research experiences for staff and students.

ANU is also working with Optus to create opportunities for more effective collaboration between University staff members. To this end, Optus ran an Insights Communications workshop with ITS staff members. This personal development program recognises individual communication styles critical to getting things done and creating better communication channels between staff members.

The mutual benefit in this collaboration between the two organisations is immense, and Optus will continue to invest in technology locally—inclusive of 4G in Canberra—as well as strengthen relationships with ANU and their respective areas.

Supporting students

Orientation Week wrap-up

ITS held successful events during Orientation Week, Bush Week, and on Market Day for Semester 2 students. ITS held a joint presentation with Scholarly Information Services (Library) on Monday 15 July, followed by a campus walking tour of the Information Commons across ANU. Students were invited to the Tech Lounge on Friday 19 July for an event including giveaways, competitions, and complementary food for incoming students.

The Bush Week Market Day stall saw many a keen student take advantage of the information and freebies available—this was a joint stall run by ITS and the Library communication teams. The IT Pop-up Kiosk in Chifley Library was also held in Bush Week (22–26 July), and provided a starting-point for ANU students to familiarise themselves with services offered by ITS. This included getting help with setting up their mobile devices to access ANU services, setting up their email account, and connecting to the wireless network, as well as printing, copying, and scanning.

ITS student postcard competition launched in July

ITS commenced an exciting competition in July, which is set to attract ANU students who wish to display their artistic talents in creating/designing a postcard about an IT Service. The winning design will be featured in all ITS postcard locations, including Library locations and residences. Any current ANU student can enter the competition which opened on 15 July, and will close at midnight on 27 September. Postcard designs can be a photograph, drawing, painting digital illustration, text-based, or any other medium. The winner of the competition will receive an iPad mini, and all runners-up will win a $20 iTunes voucher and a Gods Café coffee voucher.

For more information, and a complete list of the terms and conditions, please visit itservices.anu.edu.au/postcard-competition
Kus Pandey
Executive Officer to the CIO

Where have we seen her?
Kus Pandey is the Executive Officer (EO) to the CIO. In some ways, her role involves acting as an extension of Peter (CIO) in that she is responsible for a full overview of ITS activity, Kus says that rather than having specific technical knowledge of one portfolio like the Associate Directors do, she needs to have a cross-section of knowledge and an understanding of all ITS operations.

“An example of this is the Workforce Planning project I’ll be undertaking later in the year—which requires an understanding of all the elements of our service delivery, as well as the people involved.”

Her work also involves collaborating with all ANU staff to find solutions for specific issues. Kus is very interested in understanding ITS’s business processes and being involved in projects that remove the impediments that affect the organisation’s ability to work effectively, efficiently and harmoniously.

What is her story?
Kus has been working at the ANU since July 2005. She started in the then Research Office (RO) as a data analyst. During this time, ARIES was just coming into production mode, and Kus was heavily involved in the research data analysis that was made possible by its implementation as an enterprise system. “Being the nerd that I am, I found this work fascinating,” she says.

In mid-2006, Kus took up a temporary transfer to work as an EO in the OVC (Office of the Vice Chancellor). Her major focus at this time was a review of HDR activity, which involved an enormous amount of consultation, and was very engaging work. When Kus had to leave for the unexpected early arrival of her first child, there was a touch of disappointment at leaving before the work had been completed.

Having had two children, Kus is still returning to full-time work. She has been with ITS for the last 18 months, after having taken up a temporary transfer to ITS (the then Division of Information—DoI) in late 2011.

Kus says she has been very fortunate in transitioning into an ongoing role here within ITS. “While I have certainly increased my hours (for which I blame Peter entirely—he is far too interesting and inspiring to work for), I will remain part-time until my youngest son starts school full-time,” she says.

What does the future hold?
Kus would like to be a part of ANU for a long time. ANU is Kus’ alma mater and she is very proud to work for an institution that contributes so much to the greater good of humanity. “I reason that if I cannot cure cancer myself, it is humbling and rewarding to be able to support the researchers who can, along with the researchers who can then resolve the myriad resulting issues of an increasing population and a limited resource base,” she says.

Kus said it was very important for her to work in a place that has such high moral value. “I want to be involved in the long-term goals of the University, and share the CIO’s vision of aligning our daily operations with strategic aspirations that will benefit the whole University,” she says.

“I consider it a privilege to work here, as it gives me the flexibility to have a career while still being a devoted mother.”

ITS farewells Dominy Evans

Associate Director of Enterprise Systems, Dominy Evans, will be leaving the ANU on 9 August, after working at ANU for several years—most recently leading the ITS Enterprise Systems portfolio as the Associate Director.

Dominy has been instrumental in shaping the Enterprise Systems portfolio as well as establishing a consistent support model for the Peoplesoft environment (HR, Finance and Student Campus). In addition, Dominy continued to develop the Business Analysis team and more recently, contributed as a Delegate on Phase 1 of the UniDoc project and the Tuckwell Scholarship application. ITS wishes Dominy all the best in his future endeavours and thanks him for his service to the University.
There's no such thing as a free lunch ...but you can win one!

Email the correct answer to the puzzle below by 15 August 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

Try to fill in the missing numbers

Use the numbers 1 to 9 to complete the equations. Each number is only used once and each row is a maths equation for which you need to work from left to right. Each column is also a maths equation in which you need to work from top to bottom.

```
-          +          -          1
-          +          +          29
×          -          -          -
×          -
-10 9 1
```

ITS Communications would like to apologise for a production error in last month’s ‘Word Challenge—Winter Vegetables’. Readers were asked to find ‘all six’ vegetables when there were in fact five, and one Summer fruit. The five answers to the Lunch Challenge were parsnip, spinach, turnip, radish, cabbage, and mango.

Feedback

We hope you have enjoyed the August 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

- twitter.com/ANUcio
- twitter.com/ANUITServices
- facebook.com/ANUITServices
- yammer.com/anu.edu.au