From the CIO

I have recently returned from the Senior Administrators’ Retreat where we discussed a range of projects and initiatives in response to the Budget recommendations and identified some key IT priorities for ANU. While we need to be fiscally vigilant the opportunity to be innovative through de-duplication presents exciting opportunities.

The end of August also marked the successful completion of the ANU Email (provided by Microsoft Office 365) project. Over 33,000 mailboxes were migrated from various email platforms to a single email platform. Congratulations to staff involved in the delivery of this university-wide flagship project.

Programs and Courses, a revamped website for people that wish to study at ANU was successfully launched at Open Day. Many of the several thousand students who attended Open Day at ANU showed strong interest in the new website, which allows students to compare courses and create flexible double degrees of their choice. It was also the first key project for ITS built on .NET and Azure.

On another note, I am continuing to enjoy the dialogue at my Fireside chats and will schedule more sessions until the end of 2013. I welcome all discussions on IT-related issues and/or ideas. Email cathie.gough@anu.edu.au to register.

Lastly, I invite you to my CIO Quarterly Update on Wednesday 2 October, to be held in the Leonard Huxley Lecture Theatre at 1pm.

As always, we welcome your feedback.

Peter Nikoletatos, CIO  
@ANUcio

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Lift off! ANU Email into the cloud

Over 33,000 accounts have now been migrated to Microsoft Office 365, as the ANU Email project draws to a close. The ANU Email project represents months of hard work and cross unit collaboration across the University, and is a significant achievement moving from a number of different email platforms to the one consolidated platform.

Migrations during August included the College of Business and Economics (CBE) and the Office of the Vice-Chancellor (OVC), which completed all planned migrations successfully early in the month.

Following the migration to Office 365, the project team will focus on continuous improvement of the system and the different benefits available to staff and students. These include Microsoft Lync, shared calendaring and meeting rooms, Sharepoint, Cloudstor (a secure service to send and receive email items larger than 25MB), and the email archive.

This could not have been achieved without the tirelessness and incredible dedication of the ANU Email project team, technical staff, and supporting staff within ITS. ITS would like to extend a special thank you to the staff within the colleges who were an integral part of the Working Group, and devoted considerable time and effort to the project. Well done—a fantastic effort by all involved!
Wireless enhancements planned for ANU

The requirements gathering process for improving the wireless coverage at ANU has concluded, following a call for feedback from ANU college staff and students. ANU Networks and Communications (Netcomms) have completed a heat-mapping process (testing the strength of wireless signal) in outdoor locations across campus including the grassed area in front of Chifley Library, lawns in the centre of ANU College of Law, Copland quadrangle, Union Court, outside Crawford Building, and the open area between Hancock Library and the Science colleges. During September, cabling work will be carried out at the specific locations determined by Netcomms where outdoor wireless access points will then be mounted—mostly on external walls of buildings—to improve the wireless signal. Information Technology Services (ITS) aims to have improved wireless coverage in the above-mentioned outdoor areas by the end of September.

The indoor wireless access points for several ANU buildings requiring enhanced wireless coverage, are being rolled out in two grouped precincts. In group one, the first four precincts to be heat-mapped, are Garran, Ellery, Banks and Liversidge. This activity, currently in progress, will be followed by installation of relevant communication cabling and outlets, followed by NetComms fitting, testing, and sending the signal live. ITS aims to complete this activity by early November. The second group of precincts to follow this same process.

Towards the end of the year, HR processes will slowly begin to change when staff move between positions or new staff commence as a result of the new streamlined system. OLAMS will be decommissioned as part of this project. For more information, please speak to the representative in your area or visit itservices.anu.edu.au/projects/updates/anu-identity.

ANU Identity & Access Management update

During August, the planning and preparation for the ANU Identity & Access Management project concluded, along with the pilot tool for testing the system. John Frezza (HR Systems) joined the project to advise requirements and assist in the HR component, as well as evaluate the interaction between the HR system and the Online Account Management System (OLAMS).

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New Programs and Courses website well received at ANU Open Day

The new StudyAt ANU website application—Programs and Courses, available at programsandcourses.anu.edu.au—launched for the ANU Open Day on 31 August, was well received by potential and current students. The first release of the Programs and Courses website was on Friday 2 August, and was tested using real data collected from colleges for the new application. The second release was on ANU Open Day (31 August, 2013), featuring improved search functionality, and an admin portal for college staff to update data on an ongoing basis. The third release will be in September to address any final requirements. For further information about the project, visit itservices.anu.edu.au/projects/updates/studyat-anu-replacement.

Scoping and enhancements to the ANU Service Desk underway

Scoping for phase two of the ANU Service Desk project is continuing throughout September, while enhancements to ServiceNow are in the process of being implemented. These include text changes for job notification templates, improvements to the knowledge article in the system for Service Level Agreements (SLAs) relating to incident notifications, and lastly, how users can request future changes to ServiceNow.

‘Watch list’ of a job, type their full name using the magnifying glass icon. Do not type the email address, unless the address is external to ANU or a functional address. The system does not match up the login details with the email address.

Did you know? The number of jobs logged in ServiceNow from January - July is 18,560! Averaged over seven months, that equates to over 2,500 enquiries logged per month!
ANU Workspace project activity during August included a discovery process for existing software and hardware at the University. Contracts were signed with the preferred supplier, and a list of FAQ’s was published on the project webpage.

Information sessions for Windows 8 will be held in mid September. The sessions—aimed at academic staff—will provide a live demonstration, an opportunity to ask questions, and see what it would be like to teach using Windows 8. The information session details are below. General staff are welcome to attend.

Windows 8 info sessions held on Monday September 9 in the Research School of Chemistry Theatre, Building 36 from 2.30–3.30pm, and Monday September 16 in the Haydon Allen Lecture Theatre (The Tank), Building 23 from 2.30–3.30pm.

Interactive Windows 8 training for staff will be organised at a later stage.

ANU IT Forum wrap-up—The Disrupted University

Almost 60 staff from across campus attended the presentation by Dr Nick Tate—Director of Research Data Storage Infrastructure (RDSI)—on Monday 26 August in the Innovations building.

Dr Tate presented his keynote presentation ‘The Disrupted University’ at the ANU IT Forum, taken from the The Higher Education Technology Agenda (THETA) conference, held in April. The presentation was well received by staff.

Dr Tate conducted his presentation 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 with diminishing budgets.

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.

For more information about the ANU IT Forum, and to download the PowerPoint presentation and video recording of Dr Tate’s presentation, please visit itservices.anu.edu.au/governance-and-structure/committees/anu-it-forum

Supporting students

The IT Pop-up Kiosk, held during Bush Week in late July, was once again very well received by new ANU students.

The kiosk, located on the ground floor of Chifley Library, attracted over 100 students requiring answers to their IT-related queries throughout the course of a week. AskANU IT Consultants were present during 5 days, happily assisting students with their questions about email, the ANU wireless network, printing, copying, and scanning. Feedback received from students who utilised the kiosk was highly positive, with 100 per cent of students who completed the survey indicating that they would recommend the kiosk to other students requiring assistance with their IT-related questions.

Other feedback received indicated that the staff were very friendly and helpful, and were efficient in delivering assistance to students.

ITS plans to repeat this service in future orientation periods at ANU.
Supporting staff

IT benchmarking survey available this month

Details regarding the ANU IT Benchmarking Survey—designed to measure the quality of IT support to staff and students across the University—was emailed to all ANU staff and a selection of students on Monday 2 September.

The survey, which runs for two weeks, will provide the University with feedback on what is working well within the IT services at ANU, as well as identify the areas that could be improved. Other Australian and New Zealand universities will also be participating in the survey, and these results will enable ANU to benchmark our service across the Australian Higher Education sector.

The survey is being conducted by Systems Thinking Pty Ltd, and will take approximately 10–15 minutes to complete. The survey is anonymous and all responses will be treated with confidentiality.

If you receive an email from Systems Thinking, we encourage your response by Sunday 15 September. By providing feedback, staff and students will go into the running to win one of 10 $30 iTunes vouchers.

Thank you to Aine Dowling—previous editor of The Link

This month, we thank and pay tribute to Aine Dowling. Aine has played the important role of editor of The Link since its creation in early 2011 through to 2013. Aine worked in the former Division of Information until late 2012 when she became the Policy Officer at the Governance Office. Aine is a freelance writer in her spare time, holding the editor position for the Chinwag publication (Foster Dogs) and Surya Magazine, and is a regular contributor to Latte! Magazine, produced by Business Chicks Australia.

Aine will unfortunately no longer be editing The Link but we thank her for the em dashes, introducing the interrobang, the Oxford comma, and her many other pearls of wisdom over the past two-and-a-half years.

Call for ITS Christmas party volunteers

ITS is looking for enthusiastic volunteers to help out with the 2013 ITS Christmas party, to be held in the Fellow Gardens at University House on 6 December (time TBC).

Please contact the EA, CIO—Alexandra Horden—at ea.cio@anu.edu.au, or on 6125 1772 to express your interest in helping out in the lead up to the Christmas period.

Social media milestones

ITS surpassed 100 likes on Facebook in late August! ITS continue to engage with the ANU student community through Facebook and provide exposure to the IT services on offer. The ITS Communications Team welcomes ideas and news for posting through the ITS Facebook or Twitter pages any time by emailing communications.its@anu.edu.au

Human Resource Management Services

The AskANU Call Centre relocated from Chifley Library to J Block in late July to work alongside the IT Service Desk Team. Human Resource Management Services (HRMS) passwords are now being collected from here and information regarding HRMS access will now be sent to new users who are assigned passwords.

If you have not previously had HRMS access, you will need to call the ANU Service Desk on 54321—and select option 1 then option 2—to arrange a time to obtain your password to access the HRMS. You can collect your password from the AskANU Call Centre at Building 003J, J Block. Please bring a form of identification with you to collect your password.

Helpdesk survey update

ITS would also like to announce that the latest survey attracted the highest number of entries (136) since the IT Helpdesk survey was first run back in 2010.

The Service Now system will now be able to run reports so staff will no longer be sent monthly surveys manually.
Four sites now on the ITS website

ITS decommissioned a number of websites in August as part of its ongoing strategy towards de-duplication and integration of information into the one online platform.

The four sites that have been decommissioned include the Network and Communications (NetComms), IT Security, Eduroam, and Wireless websites.

The content from these websites now sits on the ITS website, and can be found at itservices.anu.edu.au

IT security tips of the month

If your browser questions a website’s security, stop, think, and verify.

When visiting the “https” secure sites of banks and online shopping retailers, you may see an onscreen warning, such as “There is a problem with the website’s security certificate” or “Secure Connection Failed.” Don’t just click to continue or to make an exception. The warning may only indicate that there is a harmless temporary problem with the site or with the network. But it can also mean that the site is bogus or has been compromised by hackers, and someone is listening in on your conversation with your bank or retailer.

Be smart. Contact your bank or retailer by phone to find out if they know about a problem with their website or the network. Don’t be the next victim of fraud. [sic]

Control access to buildings and work areas

Each one of us has a responsibility to ensure that our building is secure. When you enter the building from a side door or after hours, make sure the door closes properly and check to see that no one has slipped in behind you. If you see someone you don’t know wandering around, don’t be afraid to grab a co-worker and ask which room they’re looking for or who they’re visiting. It’s better to be safe than sorry! [sic]

Please note: IT security tips of the month are taken directly from SANS (System, Admin, Audit, Network, Security). For more security tips, visit sans.org/tip_of_the_day.php

IT security awareness

The IT Security team has continued their ongoing work with the College of Asia & The Pacific (CAP) this month, with regular scans across the CAP infrastructure.

IT Security have also been working closely with the Windows team, developing the Windows Server 2008 and 2012 gold standard images, which will be used when deploying Windows servers on ITS’ virtual server infrastructure.

Other work carried out has included firewall rule audits, which has entailed liaising with Service Division and College IT Managers to assess how IT security can update dated firewall rules.

All areas across the University are encouraged to contact IT if they require any assistance. ANU IT Security is responsible for managing and investigating IT security incidents and breaches. They also provide advice on how to keep your personal devices safe, offer free anti-virus service for your computer, and can advise staff on malware removal and phishing emails and websites. The IT Security team can be contacted via email at it.security@anu.edu.au, and/or by phone on 6125 6333.

IT ‘Did you know’ facts

Google has bought an average of 1 company per week since 2010

It is a well-known fact that Google has a monopoly on the search engine market and have revolutionised the way we use the Internet.

Since 2010, Google has been acquiring an average of one company per month. Overall, Google have acquired approximately 100 companies, including Pyra Labs, Ignite Logic, Android, Upstartle, and Jotspot. Some of their biggest acquisitions have been Current Communications Group in 2005, YouTube in 2006, and dMarc Broadcasting in 2006.

Many current Google services started as companies that Google bought. For example, Dodgeball became Google Latitude, and GrandCentral became Google Voice. (Source: www.omg-facts.com)
ANU College of Law IT&C Unit—we deal with anything that has a chip in it!

The ANU College of Law (CoL) Information Technology and Communications (IT&C) Unit is divided into four areas—Management, Operations, Programming, and Multimedia. The role of the IT&C Unit is to effectively deal with “anything that has a chip in it”, which now includes all of the college’s meeting rooms and the videoconference facility. The complexity of the work requires the CoL IT unit to be flexible.

The team currently supports approximately 240 full-time staff and Higher Degree Research (HDR) students on campus, 100 external lecturers, and approximately 1,500 postgraduate students throughout Australia, and in the Legal Workshop’s Graduate Diploma in Legal Practice (GDLP) program.

The unit—usually managed by Phil Drury (seconded to the role of College General Manager)—consists of eight staff members with expertise in all areas of information technology.

Alan Lew is currently the acting IT&C Manager and has been with the College since 1999. He has experience in all areas of operations, programming, and multi-media.

Multimedia and online student support is a constantly growing area in the College. Richard (Ricky) Vuckovic produces a range of audiovisual and interactive multimedia materials for courses and public outreach events. He is also involved in the research and development in education technology and maintains the multimedia infrastructure of the College.

Andrew Vella deals with the College web services and their databases. His current projects include developing and managing the Virtual Office Space (VOS) for Legal Workshop and International Trade Law, building an IT Unit Intranet, developing an honours calculation program for student administration, and developing Drupal modules for the CoL. Andrew is supported by Raminder Singh, who also works in the web space.

Fiona McCaskill is responsible for the development and maintenance of the CoL website. The site has been built using Drupal’s content management system.

Gerry Wilson is part of the Operations Team. He is responsible for the implementation and ongoing support for infrastructure and computer systems management. The Operations Team provides device image deployment, application deployment, patch management, and asset control.

Jonathan Barrett provides operational support, dealing with all incoming enquiries. He is the first point of contact for staff and visitors to the CoL for IT needs.

In addition to the usual day-to-day helpdesk support, the team is working closely with ITS on the ANU Email project and the ANU Service Desk project.

The Unit was awarded the Vice Chancellor’s Award for Innovation & Excellence in Service Quality in 2008.
Staff profile—Matt Tilney, Systems and Desktop Services

Where have we seen him?

In Matt’s words, his position at ANU involves “everything”. Officially, Matt is the Mac Systems Administrator for the Managed Operating Environments (MOE). More recently, Matt has been doing work associated with printing services for the Information Commons, specifically focusing on interdepartmental communication and working closely with the Library.

“My work hasn’t just been about technical implementations but also about bridging the learning and skills gap to make sure there is appropriate information provided to our clients,” Matt says. Examples of this include the ‘print, copy, scan’ fliers that Matt helped produce for ITS as well as a range of services for students that Matt has also helped create and coordinate, such as the IT Popup Kiosk in semester one, 2013.

People might have also seen Matt at last year’s Christmas party performing the “Gangnam Style” flash mob. “There probably won’t be a repeat of that at this year’s Christmas party, as I think you can only get away with shock tactics once,” he says.

What’s his story?

Matt is from a small town called Blayney, which is located just outside Bathurst in NSW’s central-west. “My primary school had 350 students and my high school only had 298 students. The whole town covers about the same size as the ANU campus.”

Matt reflects that at some point in his life, he discovered that he was naturally suited to working on computers, which he puts down to his love of technology. This helped shape his decision to come to Canberra and study IT. “Canberra is just like home, it’s a big country town. I chose ANU for this reason as well as the fact that it was a beautiful university in the sense that the buildings were both cool and modernistic, and unusual to anything I’d seen back home.”

Matt lived at Fenner Hall as an undergraduate, which is where he met his wife Arwen, who was also studying at ANU at the time. It was here that Matt also heard about IT jobs going at the University, and decided to apply. His first role at ANU was as a Desktop Support Officer back in 2006.

Interests outside of work for Matt include salsa dancing, which he has been doing for the past 8 years and has received a diploma in both beginner and intermediate salsa. He also works in a specialist hi fi store, purely out of interest as well as helping a friend out with his business.

What does the future hold?

Matt remembers filling out a student questionnaire in high school, in which one of the questions related to where students see themselves in 10 years time. “In answering this question, I distinctly remember writing ‘somewhere, doing something’. This has been my unfortunate philosophy ever since,” he says. Matt’s most recent trip to Europe and the Middle East is an example of Matt being more than happy not to plan too far ahead in life. “The whole trip was planned in the three to four month period leading up to the trip before I left.”

Having been a student at ANU, Matt sees huge potential for ITS going forward to better assist students in meeting their IT requirements. “One of the important skill sets I bring is knowing what it is like to be an ANU student and having an expectation that technology should perform in a certain way. This knowledge enables me to understand exactly what the student is looking for, and look at ways how we can better provide the necessary services from a student’s perspective.”

Staff updates

From August, Hashantha Mendis will be filling in for Danielle Anderson as the Business and Service Group (BSG) Wattle manager, while Danielle is on maternity leave. Hashantha will continue to work towards integrating first-level support for Wattle into the ANU Service Desk.

ITS would like to welcome Lidia Tama as the new Project Manager for the Wireless Enhancement project. Lidia will also be supporting the Facilities and Services team with IT-related projects, commencing with the Maximo systems update.

ITS would like to also welcome Anne Sanchez Lobato, who commenced in her role as the Junior Business Analyst for Enterprise Systems on 12 August.

ITS would like to farewell Benjamin Carbery and Bhagyashri Patel, who left their roles in Infrastructure services and Enterprise Systems, respectively. ITS would like to wish Benjamin and Bhagyashri all the best in their future endeavours.
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 September 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

**Find-a-project!**

Can you find six of the ITS managed projects? Some of the projects may be abbreviated to the first word of the project.

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The answers to the August ‘Missing numbers’ lunch challenge were (from top, left to right): 3, 2, 4, 5, 7, 6, 8, 1, and 9.

Feedback

We hope you have enjoyed the September 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/ANUIITServcies
- facebook.com/ANUIITServices
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