From the CIO

ITS continues to develop its Service Catalogue and refine service level agreements (SLAs) within our service offering. Some of our services have involved strengthening strategic partnerships with the likes of AARNET.

We are also in the process of determining the 2014 ICT Program of Works, with an aim to gain UICT Governance Committee endorsement at its December meeting. Key initiatives on the program include changes and upgrades to the HR system, space management (ARCHIBUS), ANU Online, Research Management System, Electronic Records Management, Business Intelligence, Website Authoring and ANU Workspace.

The Risk Management and Audit Office (RMAO) and ITS have recently undertaken two external audits - one for Identity and Access Management and the other for Enterprise Architecture. Both audits identified a number of opportunities for improvement, and I'm pleased to advise that projects already underway will address many of the findings.

We continue to benchmark our service delivery by participating in the annual university benchmarking survey. The first draft of the benchmarking survey report indicates improvements in desktop support, and it was pleasing to see that the overall service quality is up on 2012 results.

I look forward to providing you an update on 2014 IT priorities and reflecting on the past 12 months at the CIO Quarterly Update on 6 December.

Peter Nikoletatos, CIO
@ANUcio

ANU Email upgrade

Staff and students have the capability to send and receive large email items greater than 25MB through CloudStor. This is securely hosted through Australia’s Academic and Research Network (AARNet) and prepared through the CloudStor webpage. In 2013, CloudStor introduced CloudStor+, a new high-performing and secure personal file storage solution for researchers at AARNet-connected institutions.

Benefits of CloudStor+ include but are not limited to:

> Up to 100GB of storage is available to individual researchers free of charge.
> For researchers or research groups wanting more than 100GB, charges will apply (in the vicinity of $30/month per Terabyte).
> The service will be available to researchers at institutions which are AARNet customers.

**New ANU Identity Manager to go live in November**

The new ANU Identity Manager—system to replace the OnLine Account Management System (OLAMS)—will go live during the last week of November. The address will remain the same—identity.anu.edu.au

Extra information sessions will be run for areas that are interested or will be impacted. The details will be published on the ANU Identity and Access Management project webpage (address below). The feedback obtained from staff during these sessions will be vital part of the ongoing engagement with areas to collect requirements. A test system will be made available to the Project Management Group (PMG), if you have any questions, please contact your local representative. The PMG membership has been published on the project webpage.

During October, ITS presented the first introductory session for ANU Identity Manager, to provide a glimpse into the new system that will replace OLAMS. The session was well received with over 58 of staff in attendance, and valuable feedback was received. The presentation has been uploaded to the project webpage.

The second stream of work for the project will commence in January 2014. This will also provide the opportunity to assess the system and outcomes of the first stream of work.

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

**Service Desk Management Group forms**

A Service Desk Management Group (SDMG) has been formed, with the first meeting held in October. Membership of this group includes staff from ITS, the ANU Online Business Solutions Group (BSG), Facilities & Services (F&S), and College IT Managers.

In October the ANU Service Desk project team commenced gathering requirements from areas still using the RightNow tool (the old DoI Helpdesk tool) with the aim of transitioning these areas out of the previous system, and determining the most appropriate solution for service jobs/requests.

Staff members from Enterprise Systems recently completed certified ServiceNow system administration training for the ANU IT Service Desk tool. This will greatly benefit ITS’ ability to maintain and continuously improve the ServiceNow tool in-house.

For further information, please contact the Project Manager, Michelle Mousdale or visit itservices.anu.edu.au/projects/updates/anu-service-desk

**ANUMail to be decommissioned in November**

The old ANUMail email system is now at end of life and will be decommissioned in November 2013, after which staff, students, Alumni, and affiliates will no longer be able to access or use their ANUMail mailbox.

If you still have large attachments or emails larger than 25MB which are of value stored within your ANUMail mailbox, and that were not migrated across to your Office 365 email account, please save these elsewhere as soon as possible. If you require assistance in doing this, please refer to itservices.anu.edu.au/email

If you are currently still using ANUMail to access your emails, please notify the ANU Email Project Team at anumail@anu.edu.au immediately and they will contact and assist you in accessing or

**New Yammer group for ANU Workspace project**

During October, a Yammer group site was created for the ANU Workspace project. The site is open to all ANU staff to join and provides the opportunity to share information, collect feedback and ask questions related to the project.

Discussions with the vendor are ongoing to finalise the Master Services Agreement. This agreement will cover all aspects of the engagement with the vendor.

A Frequently Asked Questions (FAQ) tab was added to the project webpage, and additional resources were published, including the filmed video of the Windows 8 information session held on Monday 16 September. Please visit itservices.anu.edu.au/projects/updates/anu-workspace

ITS would like to welcome a new Project Manager, Christian Bolog who started with ANU on 28 October.
ANU Online—WATTLE upgrade to Moodle 2.5 in December

ANU Online is a technology-supported initiative from the office of the Deputy Vice-Chancellor (Academic) that aims to create a platform to allow the University to take a new look at its programs and delivery. As part of the ANU Online roadmap, Moodle—the University’s Learning Management System, also referred to as WATTLE—will be upgraded to the latest version Moodle 2.5 in December.

This minor upgrade will bring our learning systems in line with other universities and will make way for additional ANU Online services to be released to the community in 2014. In order to perform this upgrade, the project will be taking advantage of the agreed University IT maintenance period, 9-10 December 2013.

As such, Moodle will be unavailable from the evening of 8 December to the end Tuesday 10 December inclusive. During this time, staff and students will not be able to access course materials. Upon the completion of the upgrade, all course content will be retained and made available in Moodle 2.5.

Testing will be carried out during October and November by the ANU Online team in conjunction with the college educational design teams. Information sessions will be scheduled in late November to brief staff on the changes to be expected in Moodle 2.5, and training resources will be created for staff and students in time for the release. Some of the features available in the new version include the ability to ‘drag and drop’ files into courses and an upgraded assignment module.

More information about the ANU Online program, including timelines and resources are available at online.anu.edu.au

Improved wireless signal to be rolled out across campus

Following the extensive cabling work being carried out to provision outdoor wireless access points (WAP), the mounting and testing of outdoor WAP will progress. Enhanced wireless coverage will soon be available in the following locations:

- 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.

The indoor wireless enhancements have been separated into the different precincts across ANU. These precincts include Garran, Ellery, Banks, Liversidge, Daley, Kingsley, and Baldessin. Heatmapping—testing the strength of the signal—across the seven precincts is almost complete. Cabling installation work in several buildings across these seven precincts will progress following heatmapping. Once cabling is in, mounting and testing of WAPs in some buildings will occur. The College of Science (Building 136) had enhanced wireless coverage rolled out in October.

ITS would like to thank the Networks and Communications team for their hard work and valued assistance to the project.

The Communications Plan was finalised during October and has been published to the project webpage. For further information, please visit itservices.anu.edu.au/projects/updates/anu-wireless-enhancement

Research Management System Upgrade

An upgrade to the ANU Research Information Enterprise System (ARIES) is now approaching a major milestone with “go-live” scheduled for late November. This upgrade will align the ANU’s version of the University Office product with that operated by several other institutions. The current ANU version is unique to us and therefore complicates our capacity to improve both functionality and business processes.

The major benefit from the upgrade is access to a commercial business system, which provides:

- mainstream enhancements,
- resolves known defects,
- new and improved functionality,
- complies with regulatory requirements.

The project is focused on achieving a number of key outcomes, and in particular:

- enhancing existing business processes relating to management, support and quality assurance of ARIES as an Enterprise System,
- via a vendor management framework, improve the quality of the service and product delivery,
- introduce, via a strong change management process, a new user interface with improved and more effective search options,
- effective communication and engagement with key stakeholder groups through the go-live period, inclusive of training and business process improvements,
- more extensive documentation that assists users in adapting to the change, improving data quality, and system utilisation.

More information on the ANU Research Management System Upgrade project can be found at itservices.anu.edu.au/projects/updates/anu-research-management-system-upgrade

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ERMS project prepares for new system

During October, Team Informatics (TI) finalised the system design to move the metadata for paper files from the Central Records System (CRS) to prepare for importation of records into the new system. TI also commenced construction of a development environment to test and configure the new system.

University Records is currently working with areas to finalise the Business Classification Scheme (BCS). The BCS incorporates the National Archives of Australia (NAA) Keyword AAA Thesaurus of administrative terms commonly used by Commonwealth agencies. This is to ensure that the ANU BCS complied with the NAA’s records management best practice principles for Commonwealth agencies.

ITS would like to farewell and thank Tony Davis for his efforts and support to the project in 2013. ITS would like to introduce Leanne Campbell (Service Improvement Group), who will be taking over project management for this phase of the project.

For further information, please visit itservices.anu.edu.au/projects/updates/erms

Resources to encourage excellence in teaching and learning

3D Printing module introduced into College of Engineering and Computer Science

In early 2013, the ANU College of Engineering and Computer Science introduced 3D Printing as a module within for undergraduate students.

The course formally fits into three modules taught in the college—Discovering Engineering and Engineering Innovation, and is also used to test the technology in Engineering Design, Manufacturing Technologies and Individual Research Project. The new 3D printing module is taught by Jeremy Smith, and aims to teach students not just how to create models, but also the business and ethical aspects thereof. Another main purpose of these unique printers and the course is rapid prototyping, to see if a particular design will work properly. Once a design is complete, it can be created by one of the more complex milling machines.

These printers are manufactured by 3D Touch and use filaments to create the models. The filaments (rolls of special plastic) are fed through tubes, melted to about 0.125mm and then laid down on the printing bed.

Each object being printed consists normally of three parts; the printing bed (that is discarded afterwards), support structures and the final object. At the end of the process, the bed and support structures are removed and the model filed down to form a smooth surface.

The printers have some interesting facts attached to them.

> The printers cost approximately $5,000 each
> Filament rolls cost $60 each
> Printing failure rate is 30%. This is mainly due to file issues and printer problems. The printer is very dependent upon the temperature of the filament. If the temperature is too cold, the filament might crack.
> Support for the printers is done in-house. The college has experienced no major issues with the equipment.
> Printing a test model takes anywhere from 90 minutes to nine hours.

To find out more about the 3D Printing module, visit cecs.anu.edu.au or contact Jeremy Smith on jeremy.smith@anu.edu.au
Creative and unique student postcard ideas were celebrated, and the winner announced of the Information Technology Services Postcard competition on 16 October.

The IT student competition concept was first launched in 2011 to engage with students on IT related services. In it’s first year, the Student Video Contest, which received 7 entries. In 2012, the Student App Contest attracted 13 entries, and in 2013, the competition received 32 entries, with postcard concepts covering services including computers and printing; online learning; enterprise systems, and wireless, to name a few.

The winning entry, Reverse Proxy, was submitted by Kanil Fernando and featured a streamline design promoting how to access many online ANU services, websites and electronic journals and databases. Kanil has won an iPad mini and five runners up will be awarded a $30 iTunes voucher.

Thank you to our judges—Peter Nikoletatos, CIO; Tegan Dolstra, Communications Officer, Strategic Communications and Public Affairs office; Jennifer Tanner, Communications Officer (Public Affairs); Strategic Communications and Public Affairs office; Cathie Gough, Communications Manager, Information Technology Services, and Byron Carr, Graphic Designer, Information Technology Services—for their time and interest in the contest, and to all entrants for their creative ideas.

The submitted ideas can be viewed on the ITS website—itservices.anu.edu.au/news-and-events—until the end of the year.

Greg De Mamiel has been nominated to receive a Vice-Chancellor award for Innovation and Excellence in Service.

Greg works within the Networks and Communications team in the Infrastructure portfolio, and was nominated by his manager David Richardson, for his ongoing commitment in improving the quality of service provision for students and staff through an initiative that has resulted in considerable cost reductions and efficiencies in work practices for the ANU. Greg is responsible for maintaining approximately 8,000 IP phones and over 6,000 analogue. Maintaining phone services provides an important service to staff and students. Like any technology, phones have their faults, and Greg was able to determine an initiative that would allow staff and students phones to be fixed on site, rather than the university wearing the cost to replace them regularly (costly), the clients waiting sometimes weeks for delivery of the new phone, and has greatly reduced the need to dispose of the old phones, reducing the environmental impact of phone disposal.

Greg would like to acknowledge and thank the Research School of Biology (Electronics Workshop) technicians for their contribution to his nomination.

Greg will be presented his award in a ceremony to be held on 26 November in University House. On behalf of all at ITS, we congratulate Greg on his award.
Developing IT service excellence

Customer Service training sessions commenced for ITS staff have five more sessions scheduled for December. Alexandra Hordern is coordinating this activity, and all ITS staff will be required to attend. Look out for an Outlook invitation from Alexandra in the coming weeks.

There are two aims for this course.

> Examine the concept of exceptional customer service, and
> Address the separation of IT activities across the University.

The establishment of the ANU Service Desk has provided us with an opportunity to start breaking down these silos, to create an environment in which to build a sense of team among all people charged with providing IT support at the University, irrespective of our differing governance arrangements.

The training course is a chance for staff to meet other ANU Service Desk staff, share individual concerns and goals; and to strive for unity, cohesion, collegiality and partnership, among all ANU IT staff. The course will be facilitated by Jacqueline Klauser, and will run for a full day (9am to 5pm).

Staff updates

Bernard Lineham is temporarily acting as Associate Director, Service Delivery & Engagement, until 11 November, while Anne Kealley is on leave. Jonathan Stefaniak is acting Service Manager during this time.

ITS warmly welcomes Leanne Smith to the ITS Project Office, and Neville Mehta who is working on the Tuckwell Scholarship Project.

ITS would like to farewell Juliet Fisher who has worked in Project Management at ANU for ten years. Juliet will be finishing on 1 November, and we wish her all the best.

The ITS Service Desk team farewellled Robert Turbet, and welcomed back Amanda Snashall, who has returned from taking 9 months leave.

The Teaching and Learning Commons Support team (Manager, Judy Apps) will be relocating from Copland to the Innovations Building from 29 November. Their phone numbers and email addresses will remain the same.

The Human Resources team recently advised some changes to the Human Resource teams supporting Information Technology Services and Scholarly Information Services. The contacts are:

**Information Technology Services**

HR Consultant – Matthew Dean x56853
HR Officer – Cathy de Vries x50871
HR Assistant – Angelia Malizani x54009
Email: hr.its@anu.edu.au

**Scholarly Information Services**

HR Consultant – Patricia Hood x52010
HR Officer – Louis Malalbe x57935
HR Assistant – Angelia Malizani x54009
Email: hr.sis@anu.edu.au

All ITS/SIS HR staff have access to both email accounts. It would be appreciated if staff do not send emails to personal email addresses to avoid delays in response when staff are absent. The HR team appreciates your ongoing support with these changes.

CIO Fireside meetings coming to a close for 2013

There are two final dates for staff to take advantage of the CIO Fireside chats for 2013, which are Monday 11 November, 1.30–2.30pm, and Thursday 28 November, 10–11am.

These small forums are a fantastic way to have time with the Chief Information Officer. Staff are encouraged to ask questions about IT in general, IT at ANU, or discuss or contribute to the direction of ITS. No topic is off limits. To participate in a session, please email cathie.gough@anu.edu.au or call on x56978.

ITS website—celebrating one year on from launch

The IT Services website celebrates strong statistics and many positive enhancements one year on from its creation in October 2012. As a result of Division of Information separating into two divisions—Information Technology Services and Scholarly Information Services—the former website information.anu.edu.au received a thorough review and re-design, in time to launch as itservices.anu.edu.au in October 2012, inline with the formal announcement of the new division name, Information Technology Services.

During the 12 months post it’s launch, the IT Services website has received 902,000 visits, 272,146 unique visitors and an incredible 1,393,309 page views overall. The five most visited webpages within the site are the Email webpages in two of the top five spots with 780,886 of the total web page views, the ITS homepage, telephones, and online services. A new addition to the site was the introduction of ITS project updates in early 2013 which has attracted a total 22,000 visits and is featured in the top ten most visited sections of the overall website.

Included in the streamlining process was the consolidation of separate ITS managed websites into the ITS website, including IT Security, Netcomms, Eduroam, Wireless and Projects. Thanks must go to David Richardson, Darren Coleman, Bear Paintain, David Howse and Ali Emirlioglu for their assistance and patience throughout the consolidation process. Thank you to all ITS web contributors for their input into the ITS website, most notably Byron Carr, ITS Web and Graphic Designer, the ITS Communications team, and former ITS staff Patrick Byrnes and Sally Haysom.

Further ex-DoI websites are still to be either re-branded, or consolidated into the ITS website, including, but not limited to, Apollo and the QuickLink Service. We look forward to making continual improvements to the ITS website to further make access to ANU IT Services an easy and positive experience for students and staff.
Supporting staff

**Initial results from the University IT Benchmarking Survey**

The systems Thinking Quality Benchmarking report comparing ANU IT service quality to other Australian and New Zealand universities will be published in December 2013.

Preliminary results comparing ANU IT service quality from 2012-2013 have been received. Highlights from this first report indicate the below.

For staff:
- Remote desktop support continues to be outstanding
- Desktop support and email support are well regarded and above target
- Overall satisfaction with service quality is slightly higher than last year

Service Level Agreements

Standard Service Level Agreements which align to the ITS Service Catalogue are close to being finalised for use within the University.

A Service Level Agreement (SLA) is an effective tool for articulating the services ITS offers to its clients, setting expectations around the delivery of those services and clarifying the responsibilities of clients in assisting ITS to provide the best possible IT services. An SLA is also a useful way to benchmark activities internally, as it sets a measurable standard of service, consistent or superior to industry standards, for ITS staff achieve in their duties. All ITS staff will continue to be responsible for delivering IT services according to the SLAs to the University’s Colleges, divisions and business units. SLAs will be central to ITS’ commitment to ensuring service excellence across the University.

Some metrics that SLAs may specifically include:
- Developing a standardization service model would be beneficial for IT support teams
- Communication between teams for complex problems requires ongoing refinement

For students:
- Overall satisfaction with service quality has improved from 2012 to 2013
- Computer Laboratory support, the weakest area in 2012, has improved in 2013.

Thank you once again to all staff and students who contributed to the survey. Look out for the full report details once they are received.

**Winner of Helpdesk Survey**

The lucky winner of the latest ANU Online IT Helpdesk Survey, Francesca Foppoli, School Administrator, School of Language Studies, is presented with an iPad Mini.

**IT security tips of the month**

Treat your laptop like you want to keep it

Thinking of taking your laptop on the road? It’s a great way to work and stay in touch when you’re out and about, but you need to take some steps to keep your laptop safe-and in your possession. Here are some things you can do to keep track of your laptop:
- Treat it like cash.
- Get it out of the car... don’t ever leave it behind.
- Keep it locked... use a security cable.
- Keep it off the floor... or at least between your feet.
- Keep passwords separate... not near the laptop or case.
- Don’t leave it “for just a sec”... no matter where you are.
- Pay attention in airports... especially at security.
- Use bells and whistles... if you’ve got an alarm, turn it on.

Don’t get hooked by a Phishing expedition

- Don’t reply to email or pop-up messages that ask for personal or financial information, and don’t click on links in the message.
- Don’t cut and paste a link from the message into your Web browser -- phishers can make links look like they go one place, but actually send you to a different site.
- Use anti-virus and anti-spyware software, as well as a two-way firewall, and update them all regularly.
- Don’t send personal or financial information by email.
- Be cautious about opening any attachment or downloading any files from emails you receive regardless of who sent them.

IT Security tips are sourced from www.sans.org/tip_of_the_day.php
For my last holiday, I went to... New Zealand for two weeks, during which my partner and I drove around the South and North Islands. This was an adventurous experience and had plenty of great scenery (I would recommend Milford Sound to anyone).

Right now I’m listening to... A wide range of music, but at the moment I’m listening to Imagine Dragons, Temper Trap, Foals, of Monsters and Men.

At the moment I’m working most closely on... The ANU Workspace project which endeavors to upgrade and consolidate the ANU desktop systems.

In 10 years I hope to be... Swimming and relaxing on Hawaiian beaches, sipping cocktails with friends!

Most people don’t know that I... Have played cricket for most of my life as a batter and bowler, and have just signed up to play a season with the ANU Cricket Club.

Feedback
We hope you have enjoyed the November 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/ANUITServcies
facebook.com/ANUITServices
yammer.com/anu.edu.au