2013 has been a year of great achievements and project progress for Information Technology Services. A number of major, University-wide projects began or concluded in 2013 including ANU Email and ANU Service Desk. I encourage you to read the portfolio updates enclosed in The Link to hear more about project and staff successes. These projects, and many others, have benefited from a heightened level of communication and engagement with the wider University community that will ultimately deliver major technological advancements to ANU students and staff.

A key highlight of this year has been the growth and development of the Operational Management Group. Formed originally in mid 2012, this group, consisting of core ITS operational managers and College IT Managers, has invested in developing strong partnerships to work together across the colleges and service divisions to implement IT initiatives and major IT projects. This group, who meet fortnightly, will continue to work together in 2014.

I was pleased to present the ANU IT Strategy for 2014-2016 at my quarterly update held on Friday 6 December. ITS will be leading or supporting a number of major IT initiatives in 2014, including but not limited to ANU Workspace, de-duplicated ICT service delivery model, infrastructure transformation project and Identity and Access Management. Looking towards 2016, key indicators of the end state incorporate standardised ANU-wide ICT service delivery, efficient ICT acquisition processes within the ICT governance model and strong engagement and communication channels across the ANU community.

2014 will not be without it’s challenges, be it financial or otherwise, but we will continue to invest in our staff for the future, we will persist with our journey towards de-duplication, and invest strongly in key strategic business and vendor partnerships. Our goal remains to be transparent in everything we do. It is hard not to be optimistic about the future.

To all the wonderful staff in ITS, and our colleagues across ANU, thank you, and I wish you all a safe, enjoyable and well earned break. I am looking forward to working with you in 2014.

Reflections from the Chief Information Officer

Communications survey

Help ITS communicate news to you in the most effective way possible. Please complete this survey to assist with planning for engagement and events in 2014. Complete the survey by Friday 10 January 2014 for your chance to win a $30 iTunes voucher.

To complete the survey, visit quicklink.anu.edu.au/hozw
2013 year in review—portfolio highlights

Service, Delivery & Engagement

The Service Delivery & Engagement (SDE) portfolio enjoyed the successful delivery of projects and generated valuable engagement with the ANU staff and student community during 2013.

The successful launch of the ANU IT Service Desk (phase one) created avenues for cross unit collaboration through a strengthening partnership between IT staff in the Colleges, Service Divisions and ITS and the implementation of a common service desk tool—ServiceNow. This project also saw the launch of a central phone number for IT support at ANU—x54321.

The ANU Workspace project—highlighted by Vice-Chancellor Ian Young as a significant part of the 2013 Budget Package—is underway. The ANU Workspace project aims to increase the efficiency of how staff and student desktops and laptops within ANU are sourced, updated, and replaced. This includes the effective deployment and management of software and up to date patching. This project will also see a transformation of the Information Commons through ‘the New IC’ in time for semester 1, 2014 and a transition to Windows 8.1 and Office 2013 for students and staff.

The ITS Website saw significant changes, with the consolidation and decommission of several websites including IT Security, Sophos, Netcomms, Eduroam, ANU TV, Wireless, and Projects. Further ITS managed websites that are scheduled to be rebranded or consolidated into the ITS website in 2014 include (but are not limited to) the APOLLO and QuickLink services, and the ANU telephone directory.

IT Project Roadshows commenced, with hundreds of staff attending over the nine months. Many different areas utilised the Roadshow forum as a way to share information pertaining to projects from their areas. Positive and helpful feedback was collected from staff across ANU, and we look forward to commencing again in February 2014.

In January, the SDE portfolio welcomed the AV Services Team to ITS. The AV team completed an upgrade to the Mills Room audio-visual system and ANU House in Melbourne along with project upgrades in a number of T&LC venues thereby improving reliability in these venues. The team has also commenced a program to provide capacity for remote monitoring and control of AV systems in teaching spaces and is working with ANU Online, paving the way for next generation learning systems at ANU.

And finally, the second annual IT Support Satisfaction Survey conducted by Systems Thinking in October saw a demonstrable improvement in satisfaction levels across a range of reported measures. Congratulations to all!

Executive Officer, Office of the CIO

There are many key highlights for the ITS Governance Team.

The appointment of an experienced ICT Contracts Manager has resulted in a vastly improved approach to this activity, which has contributed significantly to the professionalism with which ITS now negotiates and settles its vendor transactions. This positive outcome also includes a much stronger relationship with the ANU Legal Office, and closer adherence to the appropriate processes which are governed by UPCO. By the end of the year, ITS will also see the implementation of a contract and software licence register. ITS looks forward to welcoming back Helena Chan to the position of Software Licencing Manager, with the expectation that she will complement the ICT Contracts Manager’s work in the software licencing space.

ITS will farewell Christine Keogh, IT Change Manager, who has worked tirelessly toward achieving a better understanding of the importance of clearly defined processes and governance in relation to IT Change activities.

The engagement between the Governance Team and the many IT areas across campus has been strengthened through collating and coordinating all of our benchmarking activities; organising the Operational Management Group; and finishing the year with the completion of the Employee Lifecycle project, which has been a review of the end to end induction, transition and exit IT-based processes required during an employee’s time at the University, to ensure we start 2014 with a much clearer process for all to find and follow.

Our Policy and Audit activity has been well managed during Aine Dowling’s absence. Several new procedures to bring clarity to the University’s IT activities have been developed, the latest being the University Email procedure; which has also involved a herculean effort to contact all functional email address holders (over 3000) to consolidate these accounts and make sure they are compliant with the new procedure.

And finally, the Executive Assistant to the CIO, in addition to managing the CIO’s calendar, committees and caffeine load, has heightened awareness about service delivery expectations in many ways, not least through the development of ITS’ Service Level Expectations document, which will be used to communicate our services across the University.

The goal for the ITS Governance Team this year has been to facilitate and enable the work of ANU staff through clear governance that is supportive and pragmatic rather than bureaucratic.
Enterprise Systems and Project Delivery

The Enterprise Systems and Project Delivery portfolio had a very busy and fruitful year.

Early in 2013 saw the delivery of two key bodies of work for ANU. Firstly, the delivery of the ANU Policy Website was launched on 27 March, and has seen many developments during 2013 including: an expanded search function, improved document conversion from Word to HTML and PDF, and a FAQ page to assist users with queries.

The delivery of a solution to manage the Tuckwell Scholarship Fund was another major milestone in early 2013 which was delivered through a web solution servicing numerous international scholarship programs.

A revised Project Management methodology and templates package was launched in August through the ITS website. During the last four months, the webpage has seen 1,135 visits, which equates to roughly 9 visits per day. This initiative was part of a broad consultation and collaboration with numerous Service Divisions to improve and standardise templates and project management documentation across the University. Project management will be further strengthened with the limited production release (in a pilot form) of an electronic Enterprise Project Management solution at the end of 2013 which will improve project reporting, tracking, resource forecasting thereby forming a foundation piece for successful project completions.

In line with the ITS strategy to ‘structure projects for successful delivery’, ITS made available on the website two key additional frameworks— a Business Analysis Framework, and a Testing Framework. These can be found by visiting itservices.anu.edu.au/business-analysis

The primary purpose of these frameworks is to create a shared understanding of the overall targets, approach, tools and timing of business analysis and testing activities for the University’s Enterprise Systems in delivering high quality outputs.

John Parry was appointed to the role of Associate Director for the portfolio in October after acting in the role since May.

The Project Management team contributed to, or lead, the following successful projects during 2013: StudyAt ANU Replacement, launch of Programs & Courses (to replace StudyAt), ANU Email, ANU Service Desk, Research Management System Upgrade (ARIES), Finance Electronic Travel Form, and the establishment of an Enterprise Project Management Service.

Key business outcomes from these projects were:
> Re-engineering of the policy management framework, including electronic workflow
> Delivery of a new student onboarding/engagement interfaces
> Update of ANU’s Research Management System
> New Service Desk solution
> Introduction of an enterprise email management solution.

ITS Human Resources

HR began 2013 as the team continued to settle into their new location in the Chancellery Building. The team coordinated many activities in 2013, including continuing the ITS Indigenous Employment Program by welcoming two new IT trainees, introducing the Skills Framework for the Information Age (SFIA) Foundations Framework position descriptions (PD’s), and many general ITS staff enjoyed leave in an effort to reduce excess leave accruals.

ITS HR created several new resources for staff in 2013 including a Guide for ANU Professional Staff Supervisors, and a Career and Performance Development Process Guide. The HR team continue to support staff in the Division through the revision of the ITS New Staff Welcome Guide, and the induction program, specifically tailored to welcome staff to ITS, continues.

ITS Finance

In 2012, the Finance and Human Resources (HR) functions were transferred into the central Finance & Business Services (F&BS) and HR departments. 2013 has seen the first full year of an F&BS Finance Manager supporting the IT function. Within this role, the Finance Manager has streamlined the departments available in the finance system for ITS and, in association with John Parry, started to formulate the introduction of a streamlined funding request and approval model for ITS and University Information and Communications Technology Governance Committee (UICT) funded initiatives. ITS has seen the introduction of the accounts payable workflow for ITS related invoices in 2013.

ITS Purchasing and Asset management have successfully engaged with ITS staff to streamline the raising of purchase orders through the use of the service desk. The ITS Purchasing and Asset management team have streamlined the email communication channel for contacting them. Staff can email purchasing.its@anu.edu.au. The website references for ITS purchasing and asset management have been updated to reflect this. The ITS and Asset Management team are looking forward to further improvements in 2014.

Security and Compliance

Security and Compliance is pleased to report that there have been fewer compromised accounts and fewer major security incidents in 2013. Business as usual for this portfolio has entailed reviewing all ANU firewalls to ensure systems are adequately protected, continued work on consolidating SSL certificates, and communicating server best practices. On-going TRIPwire monitoring allows better visibility of ANU servers and systems, while the team continues to install a base image across ITS managed systems, working with several colleges to bring them inline with ITS.

The Security and Compliance team have also been members of many project management or technical groups for ITS projects including but not limited to ANU Service Desk, ANU Identity and ANU Workspace.
Infrastructure as a Service—
change is the only constant

A year of growth, change and projects could be an accurate way to summarise the Infrastructure as a Service (IaaS) portfolio mantra for 2013. This portfolio has been an integral part of many ITS managed and supported projects, some commencing in 2012, some concluding in 2013, and some underway for completion in 2014.

The ANU Email project, completed 30 August, has undoubtedly been a key highlight for the year, with 38,400 email accounts being migrated to Office 365 from more than 30 different platforms. This equates to over ten terabytes of data. Acknowledgements must go to the entire project team, which spans across all colleges and service divisions, for their collaborative approach and cooperation in reaching this outcome. The current email system will be upgraded—Wave 15—on 18 December, and more communication will be distributed shortly to ensure a smooth upgrade.

ANU Identity project has successfully consolidated the large number of different attributes that are used across the university for managing identities and access. This shall aid in simplifying the manner in which identities are used and streamline Human Resource processes for staff. Achieving this difficult task will enable the university to streamline activities that were once highly complex and disjointed.

ITS built the ANU Private Cloud, migrating off and decommissioning of SGI, HDS and HP storage platforms, as part of the ANU Infrastructure Transformation (or Dell Compellant) Project. To date the project has had significant achievements including:

- The decommissioning of SGI array - 630TB of data migrated over
- Migration of 260TB from HDS
- Significant reduction of duplicated data
- The creation of 555 new Virtual Machines in the cloud
- HDS and HP scheduled for removal in early February

The project has also consumed 84% of the available CPU (compute capability) of the Cloud Storage, and 77% of the available memory.

For the Dell storage infrastructure we now manage:

- 2PB of capacity within the Compellent (production) storage environment.
- 2PB of capacity with the Powervault (backup) storage environment.

This will be consumed further as the final remaining systems are brought over in the new-year completing a significant amount of effort to utilise this resource.

In addition to commencing the above transformation project, the Pebble Replacement Project is in the process of installing new hardware to replace the out-of-date and at risk storage. Once complete, the project will progress with selecting and implementing a modern application for all ANU users based upon requirements.

ANU Wireless continues to improve the coverage of wireless access across the university with multiple areas now with enhanced coverage. This process has taken longer than expected due to a reduction in staff numbers within the project, but continues to focus on ensuring quality coverage across campus. This activity will continue across the first quarter of 2014.

An honorary mention must go to Andrew Wellington and Rob Snape for their input into the ANU School of Music Rock ‘n’ Roll music streaming project.

ITS and IaaS staff member Greg De Mamiel was recognised for his outstanding service to the university, by receipt of a Vice Chancellor Awards for Innovation and Excellence in Service. Craig Shoard of the Networks and Communications team, was also recognised for his 25 years of service at ANU. Greg was presented with his award in a ceremony at University House on 27 November (below photo).

Many other outstanding statistics for this portfolio (namely the UNIX team) include that over 300 million spam messages were blocked in 2013, the ITS web cluster has served up 600 million web items, the squid server served up one billion web items, provisioned 11,200 accounts, and ITS have assisted with the Library Sierra and Ariel upgrade projects.
Infrastructure to support excellence in research

The seventh annual eResearch Australasia Conference 2013, held in Brisbane 20-25 October, marked a critical milestone in the life of Australia’s eResearch program. Chief Information Officer, Peter Nikoletatos and Peter Elford of the Research Data Storage Infrastructure (RSDI) project, attended and shared their observations and learnings.

Most of the infrastructure projects funded through the Federal government’s National Collaborative Research Infrastructure Strategy (NCRIS) are now providing new capabilities to Australian researchers, so the conference theme, “Delivering eResearch for the Masses” was entirely appropriate. Coping with the volume (scale), velocity (analysis), variety (different forms) and veracity (uncertainty) of research data, remains a dominant theme.

Several use cases highlighted new paradigms for managing government data, where the combination of large-scale data-storage and work-class compute and expertise have created new data products. For example, GeoScience Australia (GA), in partnership with NCI, are making not just raw satellite images available, but data structures that allow calibrated information slices to be extracted from multiple images. Along with GA, CSIRO and the Australian Antarctic Division are able to share data with a broader research community by hosting data of interest to researchers on shared storage facilities, outside their business as usual operational infrastructure.

Virtual Labs, where discipline specific data, tools and methods are brought together in a single portal or environment, are proving to be the most effective way of directly connecting eResearch to researchers, and getting quick outcomes. Examples highlighted included the Genomics Virtual Lab and the Geophysics Virtual Lab (both have NCI participation).

The conference highlighted the importance of outreach or marketing to connect with the research community to raise the awareness of eResearch opportunities/methods, particularly to the challenge of providing both broad eResearch support (i.e. across many researchers and/or disciplines) and deep support, for specific e-dependent disciplines, such as climate change, particle physics, and radio astronomy.

With federal funding likely to reduce in upcoming years, the panel session spent some time on sustainability models (ie. ongoing funding for) for eResearch services. Speakers explored balancing and aligning delivery through institutions, state-based shared-service eResearch service providers, and national facilities, with a focus on ensuring eResearch (improving Research efficiency and effectiveness using ICT) enables research differentiation on the basis of research excellence not facilities excellence.

For more information about eResearch at ANU, visit itservices.anu.edu.au/research-computing
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Monash and ANU CIOs meet with success

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ITS End of Year Celebration

ITS and ANU colleagues celebrated the many successes of 2013 and enjoyed some merry cheer at University House on Friday 6 December.

Thank you to the organising committee for making the celebration a success, and for the fun (if not curly) trivia questions!

We thank and farewell five ITS staff members who have opted to take part in the early retirement scheme. Congratulations and best wishes to Christine Keogh, Piotr Wielopolski, William Keegan, Dorota Janiszewska and Peter Davies.

ITS welcomes Jo Meddemen, Acting Software Licencing Manager.

Michelle Mousdale has permanently transferred to ITS in the Project Management Office, and Cathie Gough has moved to CASS as the Acting Marketing Manager, for a four month temporary transfer.

ITS would like to farewell Adam Baumeister from ITS Infrastructure.

IT security tips of the month

Beware of Shoulder Surfing

A person who is standing near as you fill out a form, enter your PIN number, or punch in your calling card numbers may be doing more than just waiting their turn. To help prevent shoulder surfing, shield your paperwork from view using your body and cup your hand over the keypad.

If you print it, go get it right away!

Don’t leave important, sensitive, or confidential material lying around the office. Common printing areas are frequented by people coming and going. Often you will be in line to pick up your documents and others may handle them before you. This leads to unnecessary information disclosures.

One boss had a print job disappear, and had e-mailed the whole floor about it. The pages never turned up. Always use the closest print station, or a dedicated printer for confidential information, and go get it right away!

Backup important files on a regular basis

Backup important files on a regular basis and store the backups in a safe place. (Preferably off site.) You can backup files to removable disk or save copies to network shares.

Unfortunately, it’s not a matter of “if” you’ll lose files one way or another; it’s a matter of “when”.

Never respond to an email asking for personal information

Companies you do business with should never ask for account information, credit card numbers or PIN information in an email message.

If you have any questions about an email you receive that supposedly comes from your financial institution, call the local branch office. Do NOT respond to the email.

IT Security tips are sourced from www.sans.org/tip_of_the_day.php

Staff updates

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ITS would like to farewell Adam Baumeister from ITS Infrastructure.

We wish Adam all the best in his future endeavours.

The F&S Teaching and Learning Commons Support Service office relocated from the Copland Building #22 to Innovations Building #124, Level 2, Garran Road on 27 November.

To contact the team—call the TLCSS Helpdesk on x55909, email tlcss@anu.edu.au, or log a service request through the IT Service Desk at itservicedesk.anu.edu.au

To contact the ITS AV team—call x54321 (options 1, 1), or log a service request through the IT Service Desk at itservicedesk.anu.edu.au

Thank you to the organising committee for making the celebration a success, and for the fun (if not curly) trivia questions!
5 minutes with...

Jenny Turini
System Administrator

For my last holiday, I went to...
Czech Republic, Budapest and Austria, just in time for
the floods in Central Europe. Looks great underwater.

Right now I’m listening to...
The hum of the pcs at my desk. When I am
listening to music I like to listen classical
music, it helps calm the mind.

At the moment I’m working most closely on...
Lots of things: Office 365 Wave 15 upgrade,
IDM, Workspace, Pebble and business
as usual amongst other things.

In 10 years I hope to be...
Independently wealthy and be volunteering with
either the International Red Cross or UNHCR.

Most people don’t know that I...
Got lost in Afghanistan and ended up in Russia,
was picked up by the military in Pakistan
for being out after curfew and various other
adventures whilst travelling for a few years.

Feedback

We hope you have enjoyed the December 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