



## From the CIO


Welcome to our new cohort of students, returning ones and as always, our colleagues. Semester one is well underway and we continue to focus activities on enhancing the student experience. For example, the Microsoft Technology Lounge was successfully launched in late February; many well-attended informational and educational activities were held during O-Week, and direct engagement with student residences resumed.

An ANU eResearch Reference Group was established in December to advise the DVC Research on the strategic priorities, planning, management, and organisation of eResearch related activities, including high performance computing (NCI), at ANU. The Chair of the group is Professor Alistair Rendell. The first meeting was held in January and Terms of Reference will be available online soon. The Enterprise Research Management System (ERMS) Steering Committee was also established early this year and is charged with the strategic management of the University's research data management systems. I sit on this committee, which meets bi-monthly, and contribute to the development of the research data management strategy.

The University Information and Communications Technology (UICT) Governance Committee has an endorsed program of works for 2013, of which ITS is excited to be coordinating. The endorsed program includes, but is not limited to, the Study@ANU replacement project, which will deliver a new degree finder and online handbook website as part of an integrated institutional curriculum management solution. During 2013, an enterprise wide, self-service Integrated Management Reporting environment will be developed and deployed through a single web access point. In line with the key educational goals of ANU by 2020, the ANU Online will deliver an enterprise educational suite of technologies that will enable high-quality curriculum and approaches to learning and teaching, and extend the reach of the University's pathways for students through an institutional virtual learning environment. A list of all UICT endorsed projects is outlined on page three.

On 21 February, ANU became the only Australian member of edX—the online learning enterprise founded by Harvard University and MIT that aims to provide education to one billion people worldwide within 10 years. Courses are expected to be beta tested in 2013, and fully operational in 2014. ANU students and staff will be invited to nominate lecturers and courses for future ANUx courses.

Lastly, I invite you to join ITS for my first quarterly update in 2013, which will be held on 3 April, details in the calendar section.

Peter Nikolettatos, CIO  @ANUcio



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Cathie Gough, Professor Jayne Godfrey, Anne Kealley, Adam Reed, Samantha Shaw and Anna Aziz-Parker were all heavily involved in the fruition of the Microsoft Technology Lounge space

## Microsoft Technology Lounge a hit with students, staff and VIPs

The Microsoft Technology Lounge (Tech Lounge), an innovative student space in the Arndt Building in the College of Business and Economics, is officially open following three separate events held during February.

A joint Information Technology Services (ITS) and College of Business and Economics (CBE) staff event was held on Friday 8 February with staff from both areas visiting the space throughout the day.

The Tech Lounge was officially opened to students on the Friday of Orientation Week. A large number of students came through the space and interacted with the new technology, which was an encouraging start to the Tech Lounge venue. Zheng Li was the lucky student winner of the Xbox donated by Microsoft.

Vice Chancellor Professor Ian Young AO and Deputy Vice Chancellor (Academic) Professor Marnie

Hughes-Warrington, and Professor Jayne Godfrey were present at the VIP event, along with other ANU colleagues and Microsoft executives, held on Monday 18 February.

Members of the Microsoft U Crew (student ambassadors) were on hand at all launch events to introduce Windows 8 and illustrate the Kinect games in action.

February also saw the first external event, hosted by Pedestrian ([www.pedestrian.tv](http://www.pedestrian.tv)), held in the lounge. Local Canberra media outlets covered the Pedestrian launch, highlighting the significance of the space to the wider ANU community.

Senior executives from Microsoft and ANU congratulated the teams responsible for designing, installing and commissioning the new Tech Lounge that will enable students to interact with the latest hardware and software from Microsoft, Dell and others.



# ANU Service Desk project update

**In January 2013, the University engaged a specialist vendor to assist in the development and implementation of IT service processes underpinning the new ANU IT Service Desk.**

The first activity was the development of an IT Service Management (ITSM) Future State Blueprint document; a document which describes our target ITSM processes, functions and roles in managing IT services over their lifecycle. This document has been created after review and analysis of current ANU IT strategy documents and interviews with key stakeholders including ITS Associate Directors, ITS Managers, College IT Managers, School IT Managers and College General Managers. The Future State Blueprint is based on global best practice models and aligned with ANU requirements and objectives. Once finalised the Blueprint will be circulated to key stakeholders.

Subsequent work will be the development of a roadmap that will describe the steps required to transition

from the current state to the target ITSM processes described in the Blueprint. Moving to a single coordinated service desk will also require the alignment of common practices in handling IT service requests and IT faults. In February 2013, the vendor conducted a series of workshops with participants representing College/School IT service desk operators, managers and key ITS staff with the aim of defining uniform workflows, procedures and templates as they relate to these ITSM processes. These workshops covered incident, request and problem management

During March 2013, more IT service groups from the Colleges will migrate to the IT Service Desk tool, ServiceNow. The next round of ITSM process workshops will be conducted during 13-15 March. These will cover knowledge management, IT change management, and service assets/configuration management.

For further information on the ANU IT Service Desk project visit [itservices.anu.edu.au/project-updates/anu-service-desk](http://itservices.anu.edu.au/project-updates/anu-service-desk)

## UniDoc project achieves milestones in early 2013

The UniDoc project team has been working in close collaboration with the University's implementation partners to revise the existing Policy Application deployment plan following the postponed capability demonstration scheduled for December 2012.

Milestones achieved in January include: revision and approval of the solution design; finalisation of a demonstration environment for the policy application; a communications roadshow; engagement of a specialist Information Management vendor, and commencement of project team training.

The Desktop Integration Suite (DIS) of the policy website will have pre-go-live activities underway throughout March with an anticipated go-live date of end March. Whilst the Policy Application is being deployed, the project commenced a Records Information Management Strategy (RIMS) to develop a comprehensive Information Management Strategy, a suite of documents which will facilitate the commencement of the primary UniDoc deployment. This phase commenced in February with the transition approach currently in development. Training workshops are planned for select users, identified as key administration staff and ANU policy document owners.

For further information on the UniDoc project visit [itservices.anu.edu.au/project-updates/unidoc](http://itservices.anu.edu.au/project-updates/unidoc)

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## One ANU Identity project begins collaborative engagement phase

**The One ANU Identity project, which will establish a single identity management solution for all ANU staff and students, commenced collaborative engagement with Service Divisions and Colleges as part of the detailed business requirements gathering phase in February.**

The Project will collaboratively review the University's existing identity and access management solutions and gauge where user pain points are to deliver two main aims. These aims are:

- > to ensure that the system infrastructure is in place to facilitate appropriate access to the systems

people need, in the shortest possible timeframes and with minimal effort by both themselves and the staff providing the access

- > to deliver the foundations for a standard, fully owned, robust business process around starters, movers and leavers.

In addition, the upgrade to the Oracle Identity management suite, that will support identity management at the University, is still being planned.

Further information on the project will be available on the project webpage—[itservices.anu.edu.au/project-updates/one-anu-identity](http://itservices.anu.edu.au/project-updates/one-anu-identity)—early March.

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## UICT endorsed projects

Our focus continues on delivering enterprise-wide initiatives, aimed at increasing productivity and reducing duplication. The University ICT Governance Committee has oversight of 18 key projects, including ANU Online, the Tuckwell Scholarship, iANU, Study @ ANU, Campus Functional Upgrades, Enquiry Management System, ARIES Functional Upgrades, Integrated Management Reporting, Travel System, Finance System Updates, ANU Email, ANU Service Desk, Identity Management (One ANU Identity), Media Repository, HR/Campus Database Split, UniDoc, Integrated Management Report and Archibus – Space Management.

## Dell and ANU—a longstanding relationship

**The association between ANU and Dell goes back many years and has evolved as both organisations moved through transformational change.**

The alignment of the shared vision and capability continues to develop with Dell heavily involved in areas of technology such as the ANU Private Cloud; the investigation of VDI; the latest generations of computer and storage; the possibilities for future end user computing lifecycle options, and assisting to develop the strategy for infrastructure modernisation.

One example of Dell's commitment to ANU was the significant contribution of hardware and services that was made

in 2012 to support the establishment of the ANU Private Cloud—a project that is near to completion and will soon be ready for handover.

Information Technology Services (ITS) recognises the high value Dell puts on its relationship with ANU and they continually prove to be a trusted partner.

Dell sees ANU as a progressive organisation with vision and passion, looking for innovative ideas to deliver higher levels of customer service efficiently and effectively. These are valued attributes that allow Dell to feel they are making a positive contribution to the future of ANU.

## Helpdesk survey winner



The lucky winner of the December 2012 IT Online Helpdesk Survey, Nashrah Siddiqui, from the Division of Registrar & Student Services.

## Chifley Library Virtual Fast Lane expansion trial

**A Citrix server is being used to create virtual desktops and applications in a trial being run in the Chifley Library Virtual Fast Lane.**

Three Wyse Zero terminals connected to the Citrix server have been installed in the Virtual Fast Lane to deliver an express environment for students to browse the web; access Microsoft Office and Adobe reader applications, and print.

The terminals use considerably less power than a normal desktop PC, and are considerably smaller.

The Virtual Fast Lane trial forms part of a wider Information Technology Services (ITS) project to demonstrate and evaluate Citrix technology, and determine if it could be leveraged to enhance and improve the services ITS

currently provide.

In addition to the Virtual Fast Lane trial, ITS is currently testing the technology, including BYOD tablets, and Admin Staff desktops, with the College of Business and Economics and College of Arts and Social Sciences.

The trial is for a limited time, and once completed, the hardware will be removed. It is hoped the trial will deliver real world understanding of the technology, and determine whether it is suitable for Fast Lane style use.

The Managed Operating Environment team, with assistance from the Infrastructure as a Service, Windows Server, and NetComms teams, has been working with Dell on the trial.

## ITS Operational Plan updated monthly

**To ensure continued alignment with the University's goals, the Information Technology Services Operational Plan is updated on the 15th of each month.**

This plan represents ITS day-to-day operational activities and specific initiatives for the year. The Plan also identifies, where relevant, the key ANU stakeholders who are our partners in these activities, when relevant.

To download a copy of the plan please visit [itservices.anu.edu.au/plans-and-objectives/operational-plan](http://itservices.anu.edu.au/plans-and-objectives/operational-plan)

## CommVault project

A meeting with the project manager from the CommVault project—a project created to redesign and align infrastructure for backups and archiving—was held on 11 February to outline and confirm the CommVault project schedule.

The first phase of the project will re-align information supplied during interviews

held last year with all IT managers from ANU Colleges, Schools, and Centres. The interviews were undertaken to identify what would be required to hold/retain backups and archives for all ANU.

An email was sent to all stakeholders and IT managers in February to organise another brief interview and finalise their requirements for the design.

## Project updates—continued

### ANU Private Cloud project

The ANU Private Cloud project, is on schedule. Internal Infrastructure as a Service teams and Dell have been doing extensive testing, which will be finalised soon.

Another component to this project, which involves the network attached storage and capacity storage environment, is well under way and is up and running as of late February 2013.

## Supporting students



## Impressive ITS presence at 2013 O-Week activities

Information Technology Services (ITS) had an impressive presence during 2013 Orientation Week and week one activities with 14 events and presentations held to help introduce new students to the IT and Library services available to them at ANU.

A large number of ITS events were held for the first time in 2013 and were very well received by students and staff alike.

Over 35 students attended the walking campus computer room tour, a guided tour of the lesser-known computer labs on campus, and once again printing was discussed as being of high importance to ANU students, even before classes have commenced!

Over 75 students attended the Student Services Panel discussion, of which ITS was a participant for the first time. Bernard Lineham represented

ITS and he did a fantastic job of answering on-the-spot questions from inquisitive attendees.

The ITS booth at International Student Day, and the ITS and Library booths at Market Day, were inundated with students and staff. Over 1,500 Library and ITS shoulder bags, packed with promotional items and 2013 publications, were handed out at both events.

Another first for ITS were individual presentations to each of the ANU Residences. Over 1,200 students attended the sessions, which introduced campus-wide computing, Information Technology, and Library services at ANU.

Promotion of ITS services continued in weeks one and two of the Semester as the IT Pop-up Kiosk opened in the Chifley Library. The kiosk was manned

by specialist ITS staff who were on hand to help students set up their email accounts; connect to the wireless network, and answer general print, copy and scan questions. Over 500 people attended the kiosk during the two-week period.

A huge number of promotional items and publications were distributed at all events during O-Week, and will continue to be available in Library branches and ANU residences throughout the semester.

ITS would like to thank all those that volunteered their time at all ITS events. Without your support our events would not have been the success that they were.

The ITS presence during O-Week has been widely noted and has set a very positive tone for 2013.

## iANU app helps students connect with the ANU community

**Business Analysis and Testing Team members Lakshmi West and Mounika Paka have been working hard with Blackboard Mobile to deliver iANU—an ANU app for O-Week.**

A link to the iANU app was sent to approximately 3,000 new students to help them connect with the ANU community and prepare for first semester.

The app features an Orientation module that lets students select from a range of

social, cultural and academic activities in the O-Week program and add them to the calendar on their device. Maps and visual photographs of destinations will help students to find their way around campus.

Through the Wattle module students will be able to access lecture notes; readings; digital lecture recordings, and other learning resources.

Augmented Reality (AR) on the iPhone 4+ leverages the iPhone's camera and GPS to identify the buildings around

them and explore the campus in 3D interactive view.

Future releases of iANU will look to bring more exciting features including tours; places; transit; print quota, and find a computer among many other possibilities.

In addition, the new Business Analysis and Testing Team members have settled into their teams and roles very quickly and are already immersed in their assigned projects with much enthusiasm.



## ANU Email project update

**The ANU Email project team continue to migrate staff across campus to Microsoft Office 365 (Office 365) in 2013.**

During February, all Library staff were moved successfully to Office 365. AskANU team members, ANU Student Association (ANUSA) and Postgraduate and Research Students' Association (PARSA) have also been moved this year. ANU College of Arts & Social Sciences (CASS), ANU College of Asia & the Pacific (CAP) and the Mathematical Sciences Institute (MSI) within ANU College of Physical & Mathematical Sciences have all commenced pilots to move to the new system shortly.

The ANU Email project team will be engaging with the following ANU areas in the coming weeks to commence the process for migration: Emeritus

Faculty; Alumni Relations & Philanthropy; Division of International Operations and Student Recruitment (DIOSR); Division of Student Services (DSS) and Division of Student Administration (DSA); ANU Marketing Office; Planning and Statistical Services; Research Services; University Accommodation; Drill Hall Gallery; National Computational Infrastructure (NCI); North Australian Research Unit; National Security College; National Centre for Indigenous Studies; the Office of the Vice-Chancellor (including Strategic Communications and Public Affairs, Governance Office, Risk Management & Audit Office, and the Executive); Commercialisation/ Business Development, and Climate Change Institute.

For further information and updates on this project visit [itservices.anu.edu.au/project-updates/anu-email](http://itservices.anu.edu.au/project-updates/anu-email)



## Community of Practice March meeting: Presentation Skills for Project Managers

Communication is a key aspect of Project Management and good presentation skills are vital for effectively communicating with stakeholders at all levels.

Come hear award winning presenter Damien Hughes talk about the importance of presentation skills and how to apply Presentation Zen to really get the audience's attention and convey your message (details on page eight).

Damien has worked in ANU since 2003, he arrived in RSE in 2011 to work across the various research Centres and support the strategic goals of the RSE. Damien was previously the Chief Operations Officer of the ARC Centre of Excellence for Quantum-Atom Optics.

## New ICT Contracts Manager joins Information Technology Services

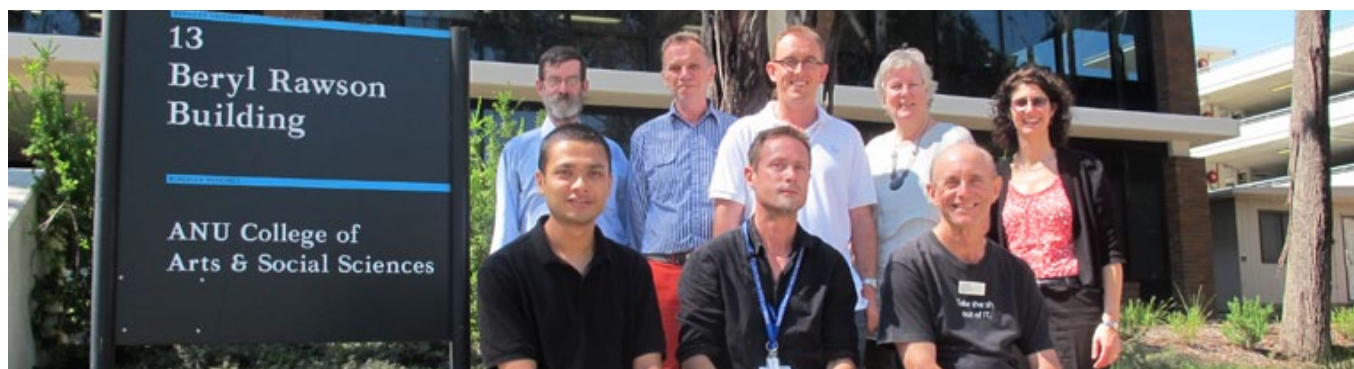
**David Hall commenced as the Information Technology Services (ITS) ICT Contracts Manager in February. Before starting at ANU, David was the Manager, ICT Contracts and Licensing for the ACT Government.**

In his position as ITS ICT Contracts Manager, David will manage all ITS vendor contracts and licences. He will work closely with colleagues in the University Procurement and Contracts Office (UPCO) and the Legal Office, to ensure that all ITS contract management is in alignment with the University's sanctioned procurement processes and procedures. Straightforward purchasing activities that occur under the auspices of ITS contracts and licences will continue to be coordinated by the ITS ICT Purchasing Team.

Among David's first challenges will be to establish a strategic ICT procurement life cycle management plan; to create a register of all ITS contracts and licences; and to prepare a brief for the CIO on the current financial performance and effectiveness of our existing ICT contracts. One of his key ongoing responsibilities will be to liaise with all ITS staff who require input into vendor negotiations, and to ensure he has the best possible understanding of the University's requirements when negotiating contracts or licences.

David is located in South Oval (88T1), and will be a member of the Governance Team—a team which has been established to ensure coordinated oversight of all ITS governance responsibilities, and which reports to the Executive Officer, CIO.





Back, left to right: John Mills, Bryan Shanahan, Glenn Schultz, Helen Walker and Anna Foxcroft. Front, left to right: Darshan Pradhan, Steven Skavinski and Darryl Cram.

## IT within the College of Arts and Social Sciences

**The ANU College of Arts and Social Sciences (CASS) intends to set national and international standards in research, education and community engagement across its three platforms—humanities, creative arts, and social sciences.**

The CASS Information Technology (IT) Services Team consists of an IT Manager; the IT Service Desk team (including one team leader and four service desk officers); a Procurement Officer; a Project Officer, and a Developer/Service Desk Operator.

The CASS IT Services Team provide support and services to 1,200 clients including CASS Central Administration; Academic staff including the Research School of Humanities and the Arts, Research School of Social Sciences, and Australian Demographic and Social Research Institute; undergraduate and post graduate students; visiting fellows, and groups such as summer scholars.

In 2012, the CASS IT Services Team resolved 6,923 incidents and 4,949 calls were answered as level one support.

A major initiative for CASS at the end of 2012 and in 2013 is strong engagement with key CASS stakeholders across the University including Information Technology Services (ITS), Colleges, and the Schools within CASS.

ITS were engaged in December 2012 to assist with CASS backend services and infrastructure. As part of this engagement, the CASS System Administrator is located with the ITS System Administrators responsible for delivering these services. The advantage of this relationship with ITS was to build redundancy; reduce risk by having more than one staff member supporting the servers; shared knowledge and skills development, and collaboration with peers working in IT at ANU.

To better engage with and understand ITS and Colleges, CASS has invited Service Desk team leads to fortnightly CASS IT meetings.

The CASS IT Services Team continues to be involved with the ITS-managed ANU Service Desk and ANU Email projects by sharing information and

knowledge. A project manager from within CASS has been assigned to manage internal requirements for the College, while engaging and liaising with ITS to deliver Microsoft Office 365 to CASS.



CASS IT Manager,  
George Lovrinovic

An ongoing challenge for CASS will be to continue to improve communication with the Schools within CASS. A concept that has been developed to help achieve this is to have the Senior Managers of the Administration group become CASS Friends of Schools. This will develop closer relationships with, and a better understanding of, the individual schools.

CASS and ITS will continue to collaborate and provide services to the clients of CASS in 2013, allowing the College to focus on teaching and research.

For more information about the College of Arts & Social Science visit [cass.anu.edu.au](http://cass.anu.edu.au)

## Cultural awareness

### Celebrating the 50<sup>th</sup> Anniversary of the R.G. Menzies Library

**Queen Elizabeth II opened the R.G. Menzies Building of the Australian National University Library on 13 March 1963 and stated, “the library is the centre of the university” and “books are the basis of our civilisation”.**

Vice Chancellor Professor Ian Young AO will officiate the official Anniversary

launch, which will be held on Wednesday 13 March at 10am on the lawns of R.G. Menzies Building.

The official launch will unveil a series of celebratory events including special heritage tours of the building; public lectures, and an exhibition, '50 years of ANU and the University Library', which will highlight the history and changes

in the heritage building, the ANU Library, the people, collections, and technological developments as reflected by an academic library and its various services then and now.

For further information visit the Menzies 50<sup>th</sup> events page—[anulib.anu.edu.au/events/menzies-50th](http://anulib.anu.edu.au/events/menzies-50th)



## Staff Profile

### Peter Elford

**Network Program Manager,  
Research Data Storage  
Infrastructure (RDSI) project  
by Aine Dowling MCSE**

#### Where have we seen you?

Peter Elford rejoined ANU in January 2013 as the Network Program Manager for the Research Data Storage Infrastructure (RDSI) project—an eResearch initiative of the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE), and funded through the Super Science program. The RDSI will be implemented at eight locations (or nodes) around Australia, and the Canberra node is at the National Computational Infrastructure (NCI) located on the ANU campus.

#### What is your story?

Peter was born, raised and educated in Canberra (Aranda Primary, Canberra High, Hawker College, ANU), and has lived in a variety of locations on the Northside. Peter's previous stint at ANU was in the 1980's where he started his working career at the (then) Computer Services Centre and later, in the early 1990s, building the Australian Academic and Research Network (AARNet). "My association with ANU is even longer than that though—my father Malcolm was an academic at the Research School of Physical Sciences from 1961–1995, I met my wife Fiona

in first year Physics, and two of my three children are graduates of ANU. I remember visiting ANU when there were sheep paddocks behind JCSMR."

After leaving ANU, Peter spent nearly twenty years with Cisco (a large US-based ICT company) in a variety of roles in the government, education, and utility sectors. Peter has been involved with broadband networks since the very beginning of the Internet in Australia and is passionate about the positive impact ICT can have on all aspects of life. "It is partly through my interest in the impact of the NBN that I have become involved with the Gunghalin Community Council (as vice president) and the Regional Development Australia (RDA) ACT Committee ([www.rdaact.org.au](http://www.rdaact.org.au))."

#### What does the future hold?

"I'm really excited to be working within the higher education and research sector again, on a project of national scale that has the potential to change the way research data is gathered, produced, managed and accessed. The RDSI project is a great example of how ICT can be transformational, just as AARNet was (and is), and how the NBN is certain to be in the future. I expect to be working nationally (virtually!) from my NBN-connected-study in Gungahlin within the next few weeks, as well as watching the Brumbies away games without having to install a satellite dish on my roof!"

## Staff changes

Information Technology Services (ITS) farewelled Steve Swinsburg, Java Team Leader, Enterprise Systems; Shane Giesler, ITS Project Manager, and William Missingham, IT Security Officer in February.

The ITS Service Desk team welcomed Michael Donovan, Information Commons Support Officer in February.

The IT Governance team invites staff members from ITS and the wider ANU community, interested in the recently vacated role of Executive Assistant in the Office of the CIO, to contact the Executive Officer—[eo.cio@anu.edu.au](mailto:eo.cio@anu.edu.au)

In related staff news, the Teaching and Learning Commons Support Service team farewelled Murray Napier, who has recently retired. Murray has been a long-serving member of the former Division of Information and wider University community and ITS wishes him an enjoyable retirement.

ITS would like to welcome Heather Jenks who joined the Scholarly Information Services team as Associate Director, Information Services.



### New Project Communications Officer joins ITS

Hayley Calderwood commenced as the Project Communications

Officer, Information Technology Services (ITS) in February.

As the Project Communications Officer, Hayley will manage stakeholder communications for major ITS projects and will work closely with the ITS Project Office, Project Managers and Project Directors to determine best methods and undertake engagement with all stakeholders throughout the lifecycle of IT projects impacting the University community.

This is a new role for ITS, and one that is key to the successful delivery of major service changes and projects at ANU.

## March ITS calendar

11 March	Canberra Day public holiday
12 March	Canberra Day
13 March	Menzies Library 50 <sup>th</sup> Anniversary launch Starts at 10.00am on the lawns in front of the R.G. Menzies Building
13, 27 March	Operational Managers Group Meeting
21 March	Community of Practice March meeting: Presentation Skills for Project Managers  Presenter: Damien Hughes, Acting Executive Officer, Research School of Economics  Venue: South Oval Meeting Room, Building 88T1  RSVP: projects@anu.edu.au
29 March	Good Friday
30 March	Easter Saturday
31 March	Easter Sunday
1 April	Easter Monday
3 April	ITS Quarterly Update 1 1pm–2:30pm (12:50pm arrive) Innovations Theatre, Leonard Huxley Building (#56)

## Lunch challenge

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

Email the correct answers to the puzzles below by 15 March and you will go into the draw to win a lunch voucher for The Gods Café. Everyone who enters will receive a highly collectable Information Technology Services promotional item.

Email your answers to [communications.its@anu.edu.au](mailto:communications.its@anu.edu.au)

**Morph the first word to the last word by just changing one letter at a time.**

<i>cape</i>	<i>stare</i>	<i>fort</i>
.....	.....	.....
.....	.....	.....
<i>more</i>	<i>smile</i>	.....
		<i>make</i>

### Last month's challenge

February's correct answers were:

1. The two babies are two of a set of triplets
2. She was walking
3. The letter m
4. The man is my son
5. Jackie

And the lucky February winner was Jennifer Sheehan, Digital Design Officer, from the College of Asia and the Pacific.

### Feedback

We hope you have enjoyed the March 2013 edition of *The Link*. Feedback and comments are welcome at any time by emailing [communications.its@anu.edu.au](mailto:communications.its@anu.edu.au)

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

- [twitter.com/ANUcio](https://twitter.com/ANUcio), [twitter.com/ANUITServices](https://twitter.com/ANUITServices)
- [facebook.com/ANUITServices](https://facebook.com/ANUITServices)

