



From the CIO

Thank you to those who joined me this week for the first quarterly update of 2013. This session aimed to provide an update on the strategy and direction of Information Technology Services (ITS), and IT across campus. As always, I welcome your feedback at anytime to cio@anu.edu.au

ITS can celebrate many successes at the end of quarter one, most notably the completion and delivery of phase one of the UniDoc project, the new policies website, which went live on 27 March. Congratulations to all involved in this important milestone. Furthermore, ITS are well underway in developing a Records Information Management Strategy (RIMS), which will form the basis of phase two of the project, which commences shortly.

The University Information and Communications Technology (UIC) Governance Committee endorsed Program of Works is in full swing and on track as at end quarter one. Major ITS project updates can be found on page two of The Link and also under a new menu item—Projects—on the IT Services website (itservices.anu.edu.au/projects/updates).

Phishing remains a concern and strong focus of the IT Security team. As email accounts continue to be targeted by scammers we are constantly looking at ways to minimise disruptions across campus. Information on how staff and students can protect themselves is available on our website. Your diligence in helping manage this is greatly appreciated.

Our focus for 2013 will include both internal and university-wide engagement. To that extent, I will soon be coordinating a series of 'Fire Side' meetings. These small forums will let staff directly ask me questions relating to IT in general, IT at ANU, or discuss and contribute to the direction of ITS. No topic will be off limits. Stay tuned for more details shortly.

Peter Nikolettatos, CIO  @ANUcio

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Anne Kealley, Hayley Calderwood, and David Richardson present the first Project Roadshow

Project Roadshow hits the road

To maintain regular face-to-face engagement, and to ensure University colleagues are kept up-to-date with major ITS project news, the first in a series of Project Roadshows was held on Thursday 21 March.

Over 35 colleagues from service divisions and colleges across the University attended the first Project Roadshow, which was presented by Anne Kealley, Associate Director Service Delivery and Engagement, and David Richardson, Associate Director Infrastructure.

The presentation gave an update on major Information Technology Services (ITS) projects including ANU Service Desk; UniDoc; ANU Email; ANU Identity & Access Management, and ANU Wireless Enhancement.

Feedback from attendees was very positive, and the informal and open nature of the presentation was well received.

To ensure the Roadshow reaches the greatest number of colleagues possible, future Roadshows will be held in various locations across the campus. The April Roadshow will be held on Thursday 18 April, (see April calendar for further information). This presentation will provide an update on the major ITS projects listed above, as well as the ANU Private Cloud project. All interested ANU staff are invited to attend.

The PowerPoint and recorded presentations can be found on the IT Services website at itservices.anu.edu.au/projects/roadshows



New ANU Policy website launched

Phase one of the project is now complete with the launch of the new ANU Policy webpage on 27 March.

Website navigation is largely unchanged, however the website features some improvements including advanced search, a new icon to view the latest published policies, and headings added within policies for improved structure. Please note that further enhancements are being made to the site over the coming weeks. Should you experience any difficulties, it is essential that you log a job with the IT Service Desk—itservicedesk.anu.edu.au—so that we can track and monitor all issues, provide a timely resolution, and continue to improve the website.

If you would like to provide comments about the site, please select the feedback button on the left of the policy webpage. All of the comments will be collated, and a FAQs page will be published on the website soon.

In February 2013, the UniDoc project engaged an external company, Enterprise Knowledge, to deliver a Records Information Management Strategy (RIMS) which will be a part of a comprehensive suite of documents to assist with the gathering of business requirements for the Electronic Document Records Management System (EDRMS) for ANU that was produced in phase one. These requirements will be the basis of phase two of the UniDoc project. RIMS workshops commenced in March with key administration staff from across the campus providing valuable information and feedback to the process.

The UniDoc project webpage will be updated mid-month with the new key project milestones schedule.

ANU Email team continues to migrate staff emails

During March 2013 the ANU Email team successfully migrated the majority of staff in the Division of International Student Recruitment, Division of Student Administration, Division of Student Services, Alumni and Marketing Office. The College of Arts & Social Sciences (CASS) was the first College to have the majority of their ANUMail accounts successfully migrated.

Testing groups and pilot programs were planned and set up in some of the Colleges to fix any issues prior to full migration. Some small groups in CASS, College of Engineering and Computer Science (CECS), College of Physical & Mathematical Sciences (CPMS), College of Medicine, Biology & Environment (CMBE), and College of Asia & the Pacific (CAP) have tested successfully and are now preparing for migration. The Mathematical Sciences Institute (MSI) concluded the piloting phase in early March and have commenced planning their migration.

Information Technology Services will continue to work with IT support areas to migrate email accounts while accommodating College priorities.

New home for ITS project related news and updates

All ITS project related information, including project management and project updates, was amalgamated in March and now sits under a new 'Projects' heading on IT Services website.

The amalgamation was done in an effort to highlight the major ITS project updates and monthly roadshows, and to combine all project related information in one location.

The new URLs are:

- > Management—itservices.anu.edu.au/projects/management
- > Updates—itservices.anu.edu.au/projects/updates
- > Roadshows—itservices.anu.edu.au/projects/roadshows

All bookmarks to the previous addresses will redirect to the above websites.

In other project website news, a project webpage for the ANU Identity and Access Management project has been created and will be updated monthly.



StudyAt ANU Replacement Project

Planning for the StudyAt ANU Replacement Project has commenced. This new application will deliver new degree finder and online handbook websites as part of an integrated institutional curriculum management solution. The outcome of this project will replace the existing StudyAt ANU application.

The governance structure for the project has been installed with a Steering Committee and reference group formed. The reference group will provide advice on business requirements and includes representation from the college student administration, education and marketing areas, and student association.

The project team consists of Tom Dixon; Dominy Evans; James Blanden; David Berriman; Joan Angel; Michael Warren, and Matt Grimmond. Engagement has also commenced with external vendors who will work in partnership with ANU.

Information Technology Services transitions to new ANU IT Service Desk

On Thursday 7 March Information Technology Services (ITS) joined the ANU College of Law and the areas supported by the Medicine and Health Sciences IT team in the transition from the old Dol Helpdesk tool (RightNow) to the new ANU IT Service Desk tool (ServiceNow).

Staff in areas supported by ITS are now required to log all requests for IT support via the new ANU IT Service Desk interface—its servicedesk.anu.edu.au. A message is displayed on the old Dol Helpdesk login page directing end users

to the new service desk tool.

The RightNow tool will still be available for functions not yet transitioned (for example, the business solutions groups in HR, Finance and Student Administration), and existing logged jobs will remain in that system pending completion. In addition, non-IT related jobs—for example those logged for support from Facilities and Services or the Research Office—will continue, for now, to use the old Dol Helpdesk tool (RightNow).

During March and April, the IT-related drop down menu options in the old Dol

Helpdesk tool (RightNow) will be removed with the aim to transition the majority of College IT service desks during this time. The College of Asia & the Pacific (CAP) will transition to the ANU IT Service Desk tool (ServiceNow) in June.

Phase one of the project, which encompassed the above changes, is set for completion by 28 June.

Scoping for phase two will commence soon. The first step of this will involve identifying all areas and functions remaining in RightNow and non-IT service requests.

One ANU Identity project gets a name change

The One ANU Identity project changed its name in March and will now be known as the ANU Identity and Access Management.

Why was a name change necessary?

The ANU Identity and Access Management project is about the provision of the right access, for the right people, at the right time. The name change better reflects this scope and the projects intent.

What does 'right access, for the right people, at the right time' mean?

The 'right access' refers to authorised, streamlined access to University-wide IT services.

The 'right people' refers to the University community as a whole regardless of status (eg staff and students of all types), visitors and others (eg contractors, vendors, Persons of Interest) who have an authorised relationship with ANU.

The 'right time' refers to the timely provision of access from the start of a person's relationship with the University, until the termination of this relationship at the appropriate time.

When will the change occur?

The name change is effective immediately.

An ANU Identity and Access Management project webpage is being developed and will be available soon via itservices.anu.edu.au/projects/updates

Supporting students



IT Pop-up Kiosk feedback confirms its success

Almost a quarter of attendees provided feedback on the services provided by Information Technology Services (ITS) during their visit to the IT Pop-up Kiosk earlier this year.

The IT Pop-up Kiosk, which was located in Chifley Library between weeks one and two of this semester, attracted over 500 students needing help to set up their email accounts; connect to the wireless network, or have general print copy, and scan questions answered.

Of the feedback received, 97 per cent of students found the kiosk 'very useful' and 'answered all their questions', and all but one respondent said that they would recommend the Kiosk to other students needing help with IT related questions.

The feedback received from the students was overwhelmingly positive, with the concept of the kiosk and AskANU Consultants both receiving praise.

Constructive criticism, including confusing signage and previous printing and wireless concerns, was provided by a very small number of attendees and these comments have been passed on for consideration in future amendments to the respective systems.

The enthusiasm shown for the inaugural Kiosk was an encouraging start to 2013, and ITS plan to repeat the service in the future.



Back, left to right: Andrew Pearson, Drew Treasure, Bilal Omari. Front, left to right: Andrew Churches, Diep (KD) Ngo, Michael Butler, Pirra Elford

Turn it off and on again!

College of Business and Economics Information Technology

Unlike the IT team in the British comedy series the IT Crowd where very little gets done, the College of Business and Economics Information Technology team (CBE IT) addresses approximately 200 incident calls per month and are on the ball with 70% of incidents resolved within 24 hours and maintains a month over month uptime of 99.9% on its essential services... and they rarely tell people to “turn it off and on again!”

The CBE IT team plays a critical role at the ANU College of Business and Economics. The College has approximately 450 full-time staff and Higher Degree Research (HDR) students with diverse needs and requirements of academia and professional staff needs. With IT underpinning many daily tasks, CBE IT assist and enable staff to achieve excellence in College research, teaching and commercial pursuits.

The CBE IT team has been led by Andrew Churches since 2009. Andrew has 20 years experience in the field and is supported by a team of six. This team covers both desktop support as well as leveraging the underlying infrastructure to best meet the individual and collective requirements of the College community.

Driving high quality help desk support to the College staff, the CBE IT team is committed to resolving incidents as they occur. The team’s philosophy can be best described as “prevention is better than a cure”. With this in mind the team balances their time with implementing strategies for infrastructure improvement and maintenance along with help desk support.

In addition to the core help desk support activities at the College, the CBE IT team is about to finish the two-year domain migration project that includes moving all data, mailboxes, databases, printer queues, licensing servers from a physical domain to a virtual domain.

CBE IT is also in the process of establishing a system-monitoring tool that alerts the team against any malfunction across its systems, ensuring the continuous improvement of weak spots within the CBE infrastructure. This system ensures server uptime is maximised and that small issues with the infrastructure are addressed before they affect CBE staff.

Other projects running concurrently with these are the ANU Email project and the ANU Service Desk project. Close collaboration and engagement with ITS is essential to seeing these projects, and many others, through to fruition.

It is an exciting time to be involved in the IT community at the ANU. Working in partnership with colleagues in ITS, it is expected that CBE IT will help position the College to meet its imperatives and business goals.

For more information on the College of Business and Economics visit cbe.anu.edu.au

Printing enhancements in the Information Commons

With a little over 2.1 million print jobs—and 15 million sheets of paper—pushed through the Information Commons (IC) printing system in 2012, printing continues to be one of the major services students interact with.

A major overhaul of the IC printing system's backend was completed at the beginning of 2013, with every component upgraded. By separating and upgrading the components, the system is becoming increasingly stable and easily scalable.

A new wireless printing service—wirelessprinting.anu.edu.au—was added in February and replaced the recently retired PrintQ. Wireless Printing features a reduced number of steps to print (from five to three), as well as expanded device capability—you can now print email

attachments from your mobile phone or tablet. In addition, users with pre-paid Recharge vouchers can print wirelessly, where they were unable to using PrintQ.

IC printing services were promoted heavily through the IT Pop-up Kiosk that was run in Chifley Library during week one and two of this semester. The Kiosk gave students the opportunity to sit with an IT staff member and learn how simple the ANU wireless, email and printing services are to use.

A new communication plan for IC printing has also commenced. Stage one of the communication plan involved the removal of difficult to read, and easily outdated, instructional posters. These posters were replaced with small folding flyers that provide students and staff with quick access to vital information when access

to a website is not available.

The evolution of the IC printing system continues with Information Technology Services (ITS) contemplating a number of amendments. ITS would like to trial alternate methods of printing from devices not provided by the University for those users who currently do not have access to these resources.

Investigations are underway for having ANU Security feed ANU ID card data directly into ITS systems. This direct feed will let ITS capture a greater number of RFID, ANU ID Cards that are becoming the common place for tap-to-login in a variety of services including printing.

In addition, ITS will continue to monitor the service and apply patches where required for increasing stability.

An introduction to the new Technical Services (AV) team

Following several months of change management processes in 2012, Space Services was officially separated and the Technical Services (AV), ANU photography, and multimedia teams joined Information Technology Services (ITS) in January 2013.

Manager of the new Technical Services (AV) team, Roy Meuronen, former Networks and Communications staff member, has been working through business process re-alignment.

Technical Services staff have been busy with a range of summer upgrade projects including:

- > Upgrade of teaching room AV systems in PAP Moran G007 and G008, as well as Crisp G017 and G018.
- > New Occupational Health and Safety (OHS) training room system at 5 Liversidge was commissioned.
- > A presentation system was installed in the Vice Chancellor's meeting room in the Chancery tower.

Work also commenced in Manning Clark Centre theatres one, two and three to upgrade the projectors; provide a more reliable service with dual redundant lamps, and to relocate the projectors to allow easier access for maintenance.

Planning for a major AV upgrade to add video conferencing capability to the high profile Chancery Mills Room is currently being undertaken.

ANU photography and multimedia teams continue to provide professional, high quality photography and video services to clients across campus. The team played an important part in the Menzies Library 50th Anniversary celebrations in March, providing coverage of the event as well as helping prepare materials for the exhibition.

As digital audio-visual (AV) control systems become more programmable and network centric, it made sense to manage the fleet using philosophies learned from other Information Technology (IT) spheres. ITS AV systems are tightly integrated with venue PCs and Digital Lecture Delivery (DLD) systems, so close integration with the IT staff that support these systems will help provide a better experience for end users—students and lecturers.



Back, left to right: Xiaolin (Ken) Ma, Joe Ienco, Jack Fox, Paul Maclay, Gil Leo, Danijel Kovac.
Front, left to right: Bill Keegan, Chris Hoogesteger, Stuart Hay, Roy Meuronen, David Haviv, Mark Cameron.
Absent: Neal McCracken.

ANU Data Commons project nears completion

Over the last eighteen months a development team—including Project Manager, Doug Moncur; Rahul Khanna; Genevieve Turner, and Martin Hamilton—has been hard at work on the ANU Data Commons, an Australian National Data Service (ANDS) funded project, building the infrastructure necessary to identify and capture research data held by ANU.

Working closely with colleagues in the Australian Phenomics Network; the Research Schools of Earth Sciences and Astronomy and Astrophysics, and the Digital Humanities Hub, the ANU Data Commons team have implemented a generic data capture and repository solution aimed at collecting and managing this data.

The repository is based on the open source Fedora-commons application and provides a means of storing descriptive metadata for the captured data, and manages the storage of the data itself on the Information Technology Services (ITS) data storage infrastructure.

The ANU Data Commons is not just for automatically captured data, it also meets the increasing storage requirement for ANU published research and makes it available online, allowing researchers

across the University to upload datasets for long-term storage and future re-use.

The repository has been designed to be agnostic as to the type of data stored in it. In the final analysis, data is just sequences of ones and zeros, it is the descriptive metadata that places it in context and the technical metadata describing file format and the like that allows data to have value.

The ANU Data Commons web interface, through which people can search and upload data, is only one of the ways available for researchers to add data. A java based uploader application has also been developed that can read a parameter file supplied by the researcher and uses it to upload a sequence of files and assembles them into a collection. A collection is a grouping that is meaningful to the researcher—such as an observing run to an astronomer, an experiment to a geneticist or earth scientist, or a field trip to an anthropologist.

Experimental instruments such as DNA sequencers, large astronomical instruments, and seismometers are typically able to capture data and save it to a local storage device. The data uploader, which can be run on Windows, Linux or Mac operating systems, can be programmed to carry out automatic

uploads of data and can build collections of data with little or no assistance from the researcher.

This automated process provides a generic data capture and upload mechanism, and is already being used by a separate research project which lies outside the scope of the original data capture project.

But why the digital humanities?

Humanities research increasingly involves working with digital media such as photographs or annotated scans of nineteenth century newspapers or transcripts of theatre production. The Digital Humanities Hub has, over the last three years, been developing Online Cultural Collections Analysis and Management System (OCCAMS), a collection management and annotation tool to allow the humanities researcher to draw together and annotate digital resources. The ANU Data Commons repository has been successfully integrated to provide the final stage by which the humanities researcher can save their assembled data and annotations as a dataset, demonstrating that the ANU Data Commons solution is truly generic, and goes beyond the handling a single type of data from a single instrument.

Supporting staff



ANU IT Forum meetings open to all ANU staff

The ANU IT Forum, an Information Technology Services (ITS) supported group for University-wide engagement on IT matters, invites all ANU staff working in, or with an interest in, the ANU IT environment to attend the monthly meetings.

The next meeting will be held on 29 April in the McDonald Room of the R.G. Menzies Library from 10–11am.

For further information and previous meeting agendas please visit itservices.anu.edu.au/anu-it-forum

Don't take the bait! Don't click phishing emails

The University receives a high number of phishing emails—a method used by criminals to collect information, such as passwords or personal information, by masquerading as a trusted source—posing as the University or other organisations and seeking email addresses and passwords from ANU students and staff on a daily basis.

During February and March, a large number of phishing emails lead to a number of ANU email accounts becoming compromised and used to send a huge number of spam messages. As a result, the anu.edu.au outgoing mail server was placed on

the proofpoint.com reputation list and a number of outgoing emails were blocked as a result.

Information Technology Services (ITS) IT Security team asks all ANU staff to be on alert for such fake emails and to always remember that ANU will never ask you for your username or password via email.

Staff should refrain from clicking on any suspicious email links. Staff can also understand their user responsibilities by reviewing the Information Infrastructure Controls Policy.

Please forward any spam to spam@anu.edu.au. Any email claiming to be from ANU should be reported to it.security@anu.edu.au immediately.



R.G. Menzies 50th Anniversary celebrations a huge success

Over 200 guests attended the official R.G. Menzies 50th Anniversary celebrations on Wednesday 13 March, which included the Heritage of R.G. Menzies Building public lecture presented by Amy Guthrie, Sustainability Officer–Heritage ANU, and The 50 years of ANU and the University Library exhibition.

Delivery of the anniversary celebrations involved close collaboration between the staff of Menzies Library and Information Technology Services (ITS) teams including the Communications team, Managed Operating Environments, and Technical Services (AV).

The Communications team, primarily through Samantha Shaw and Byron Carr, developed and implemented the communications plan for the event and, in collaboration with the respective exhibition managers, delivered the large-scale design elements for three of the individual exhibitions—the People, University Library, and Collections. The Communications team were also involved in the InstaHub—a casual, creative space where guests could upload and share their Menzies Library images to Instagram.

The Managed Operating Environment team were also involved in the Instahub, providing the technical

expertise to create a live feed of visitors Instagrammed images.

ANU photography and multimedia teams played an important part in the celebrations, providing coverage of the event as well as helping prepare materials for the exhibition.

The anniversary celebrations were an enormous success and congratulations must go to the individuals, and teams, both Library and ITS, who delivered the event.

For further information visit anulib.anu.edu.au/events/menzies-50th

Staff news

Staff Profile

Helena Chan

**Project Manager,
ANU Email project**



Where have we seen you?

Helena joined ANU and Information Technology Services (ITS) in September 2011. She is based in the Menzies Library, though her role as Project Manager for the major ANU Email

project means she is often visiting colleagues across the ANU campus.

What is your story?

Helena was born in Hong Kong, but moved to Taiwan with her family at a very early age. From Taiwan, Helena moved to Perth where she commenced a degree in computing studies. Part way through her degree, Helena and her husband moved to Canberra where she completed her degree at the University of Canberra.

Since completing her degree, Helena has gained more than 25 years in the public and private sectors as a CIO, Senior Manager, and consultant in the Information Technology Industry.

While her professional interests lie in IT, Helena has many personal interests, many of which fall in the arts. “I play piano and have an interest in art; I have attended many courses at ANU including watercolor and art appreciation.” Helena also likes travelling, and with a daughter in San Francisco; a son in Berlin and many of her family members living in America, this is not surprising!

What does the future hold?

“It is exciting to be a part of a changing IT environment at ANU. There are many new and exciting initiatives at ANU, including those in *ANU by 2020*, and I am very interested to be involved and contribute to the challenges and the successes.”

In addition to her work at ITS, Helena would like to undertake further study to enrich and broaden her professional knowledge.

Staff changes

Information Technology Services (ITS) welcomed Tom Dixon in March. Tom joins the ITS Project Office as the Project Manager for the StudyAT ANU replacement project.

ITS farwelled Samantha Shaw, Communications Assistant; Ariel Moisis, Windows System Administrator, and Debra Houlahan in March.

The ITS Governance team completed the recruitment process for the recently vacated role of Executive Assistant in the Office of the CIO, and an announcement of the successful applicant will be made soon.

April ITS calendar

1 April	Easter Monday public holiday
3 April	ITS Quarterly Update 1 1pm–2.30pm (12.50pm arrive) Leonard Huxley Theatre, Leonard Huxley Building #56
3, 17 April	Executive Team Meeting
7 April	Daylight saving ends
10, 24 April	Operational Managers Group Meeting
18 April	Project Roadshow 1.10–1.50pm, Finkel Theatre
	Community of Practice April meeting Presenter: Tom Dixon, Project Manager, StudyAt ANU Project 11am–12pm, South Oval Meeting Room, Building 88T1 RSVP: projects@anu.edu.au
25 April	Anzac Day public holiday
31 April	ANU IT Forum 10–11am McDonald Room, R.G. Menzies Building All welcome to attend

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 April 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

Math equation challenge

Each number is only used once. Each row is a math equation—work from left to right. Each column is also a math equation—work from top to bottom.

	x		/		12
x		-		+	
	+		x		51
+		-		x	
	+		x		12
61		-9		5	

Last month's challenge

And the lucky March winner was Estee Tee, Loans Desk staff member in Hancock Library.

Feedback

We hope you have enjoyed the April 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