From the CIO

The CIO Fireside meetings commenced in April, and I would like to thank those who attended for their feedback. It was a pleasure engaging with ITS staff and colleagues across the colleges and I invite you to schedule a time to speak with me in the coming months, as these meetings will continue fortnightly throughout 2013. See page four for future dates.

On behalf of ITS, I would like to welcome Chris Grange, our new Executive Director (Administration and Planning). Chris was previously Vice-Principal Administration at the University of Wollongong, and commenced at ANU on 29 April.

During April, the University Information and Communications Technology (UICT) Governance Committee endorsed funding for the following five projects: StudyAt ANU, ANU Service Desk, ANU Email, ARIES enhancements and the Tuckwell Scholarship Application System. There are approximately 18 projects on the list at various stages (concept, scope, forecast to complete) before being submitted to UICT for funding approval.

The Skills Framework for the Information Age (SFIA, pronounced *Sophia*) is a model for describing and managing competencies for ICT professionals for the 21st century, and is intended to help match the skills of the workforce to the needs of the business. ITS Associate Directors have recently each had an individualised session with a SFIA consultant working through the structure of each portfolio and assist us to continue to map our skills to the core needs of the business.

You are cordially invited to the next IT Project Roadshow, scheduled for 22 May. Details in the calendar section on page eight.

Peter Nikoletatos, CIO   ![Twitter] @ANUcio

In this issue
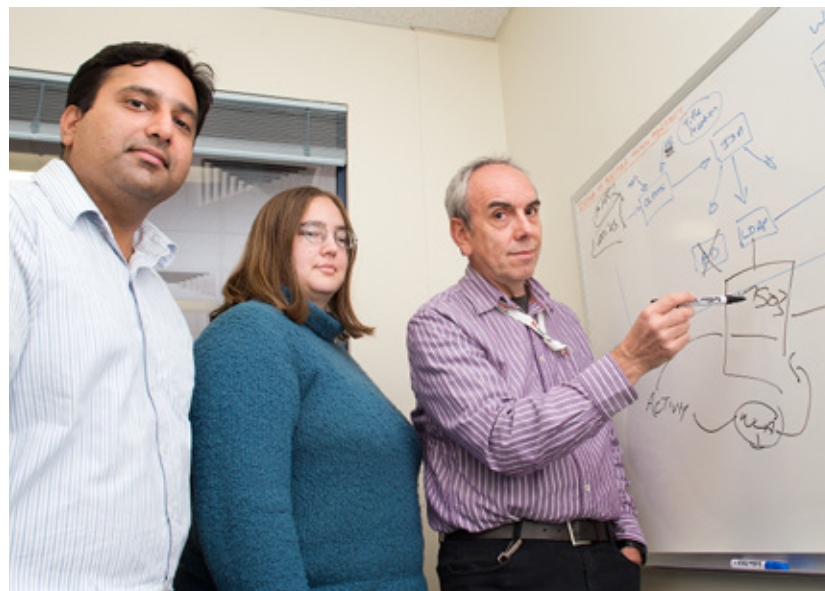
ANU Data Commons project team members Rahul Khanna; Genevieve Turner, and Project Manager, Doug Moncur.

Capturing and publishing data with huge success

In a few weeks the ANU Data Commons project—an Australian National Data Service (ANDS) funded project—will wrap-up following a number of significant achievements in the long-term data storage space.

The ANU Data Commons project was established to build the infrastructure necessary to identify and capture research data held by ANU, and in the case of four discipline areas—Earth Sciences, Astronomy, Phenomics, and Digital Humanities—to develop pipelines and tools to enable the publication of research data using a common, open source, and universally repeatable approach.

The key tool developed as part of the project is the data uploader—a java program that can be run in a number of ways on all common operating systems to provide a standard and repeatable way to upload data and accompanying metadata to the data repository.

The data repository, a solution delivered as part of the project, manages metadata records and digital objects. The repository is format agnostic meaning there is no restriction on the type of data or file format that can be stored. Objects are stored by reference, allowing data to be stored elsewhere if appropriate. In the long-term, this will allow data to be stored on the Research Data Storage Infrastructure (RDSI) cloud infrastructure and not just on locally managed storage at ANU.

A number of checks are completed as data is uploaded to the repository including the UK National Archives format identification tool.

Project updates

Capturing and publishing data with huge success (continued from page 1)

This tool records technical metadata including, for example, which program and what version of that program created the data set.

Recently, a researcher brought to the team a set of flowgram data files stored in a special format that the UK National Archives tool did not recognise. Information Technology Services (ITS) staff worked with the UK National Archives to add the flowgram data format information to the format library.

The repository has a standard web interface, which is what most users of the system will see. However the Interface can be customised for clients, allowing them to see data relevant to them, in a way that suits their purposes. The project team has recently

developed an alternative interface for the Pacific Manuscripts Bureau, within the College of Asia & the Pacific, to provide a searchable version of their online collections and digitised microfilm data.

Project Manager, Doug Moncur, is immensely proud of his team and compares what his team have developed to a screwdriver.

"What we've built is a screwdriver; unglamorous but incredibly useful and genuinely reusable. Like a screwdriver it needs a little bit of strength and skill to use, but it gets the job done over and over again."

In addition to the development of the data repository, ITS staff have been

working on the Metadata Stores project—a project to essentially aggregate metadata from a range of sources to show relationships between researchers, research papers, and datasets. These relationships are essential to show which projects produced what research, and what papers and datasets were produced as a result of that project.

Data aggregation may at first appear unexciting but is immensely powerful in identifying the University's research strength across a range of disciplines, and providing a unified view of research activity within ANU.

ANU Email migration to 365—what's involved?

The ANU Email team successfully migrated 2,444 mailboxes in March and April. During April, migration planning commenced with the College of Business and Economics (CBE) and ANU College of Law.

The Emeritus Faculty and Chaplaincy successfully migrated the majority of

email accounts to Microsoft Office 365, with Research Services Division (RSD), and Planning and Statistical Services migrating in early May.

The project team has been working hard and engaging with areas to accommodate priorities while migrating email accounts. Below is a diagram

of the complex steps involved when migrating an area.

Information Technology Services (ITS) would like to thank all colleges and service divisions for their patience and on-going assistance with the migration process.
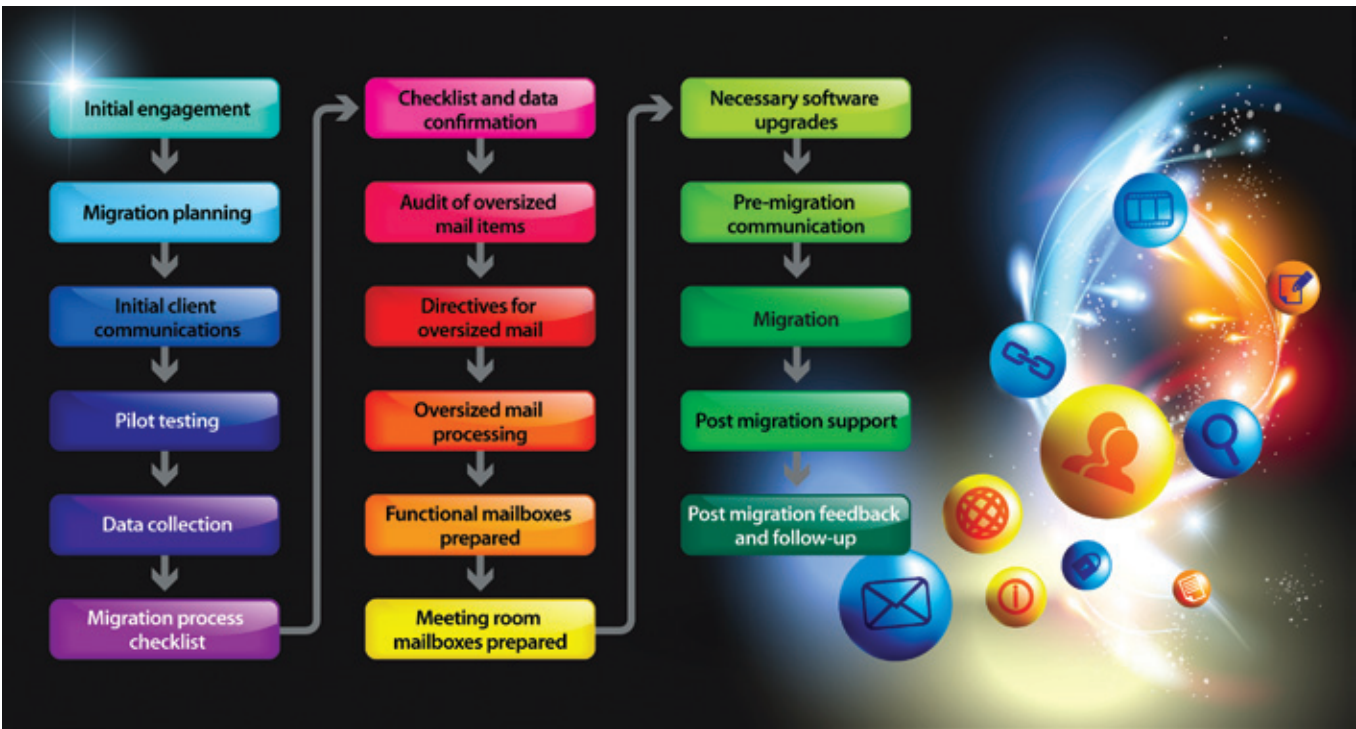
Next steps for UniDoc

The completion of Phase 1 was an important milestone for the UniDoc project by putting in place the technical foundation from which to launch Phase 2.

The ANU Policy website was the first test group to move in to the University-wide Electronic Document and Records Management System (EDRMS) and the UniDoc project team has received valuable comments and feedback following the launch of the site on 27 March. The feedback and comments received have assisted in the development of a Frequently Asked Questions (FAQ) link on the ANU Policy website at policies.anu.edu.au

The information gathering workshops held during March formed the basis of the Records Information Management Strategy (RIMS) development. The RIMS will inform the design and configuration of the EDRMS and ensures that it will meet the operational and strategic aims of the University. The project team, along with staff from key areas, will determine the file structure of the EDRMS and define *what is a record*? Detailed scoping for Phase 2 has commenced, and details will be published as they become available.

Changes for users will occur later in the year, and much of the activity will happen behind the scenes. In the meantime, please continue to provide feedback and comments on the ANU Policy website or visit UniDoc project webpage at itservices.anu.edu.au/projects/updates/unidoc

ANU IT Service Desk— more users, more functionality

Following the successful transition of Information Technology Services (ITS) to the new Service Desk tool (ServiceNow) in March, statistics have shown that between 7 March and 1 April, the new ITS Service Desk processed 1,670 jobs!

This number represents 49 per cent of all jobs logged since the tool went live on 12 December 2012 in the ANU College of Law, with Medicine and Health Sciences IT team joining on 7 January.

The old DoI Helpdesk tool (RightNow) is still in operation for online assistance with enterprise systems such as ES financials, HR, Student administration, ANU Research Information Enterprise System (ARIES) and the Researchers database. If you require help with an enterprise system please visit itservices.anu.edu.au/online-services/enterprise-systems for information on where to direct your IT support request.

More groups transitioned to the new Service Desk tool during April, including the Research School of Biology (RSB); IT service desk in Finance & Business Services (F&BS), other groups such as the group supporting Alliance in the Information Literacy Program (ILP), and IT Security.

Following feedback from users, additional functionality is being established in the new Service Desk tool (ServiceNow). For example, where a job was previously logged from a functional account, it is now logged by an individual who can share the job and editing privileges with multiple users in order to maintain visibility. Job history is also being added to display closed/processed jobs. The project team want to thank those who have sent feedback and encourage all users to continue to do so in order to improve the new Service Desk.

StudyAt ANU Replacement Project

Following extensive vendor engagement, the scope of the StudyAt ANU Replacement Project was finalised in April.

Three vendors have been engaged to participate in the project to deliver cloud storage visual interface design and planning for the website and application.

The visual interface for the application will be confirmed in early May, and an update will feature in the IT Project Roadshow to be held on 22 May (see calendar for full details). Specific travelling Roadshows detailing the new StudyAt ANU application will run closer to the launch, which is currently on track for August 2013.

More details can be found be visiting the project web pages at itservices.anu.edu.au/projects/updates

ANU Identity and Access Management project commences

The ANU Identity and Access Management project webpage went live during April.

The project scope has been approved for submission to the University Information and Communication Technology (UICT) Governance Committee.

The Steering Committee and a Project Management Group have been established and comprise key Information Technology Services (ITS) staff from Netcomms; the IT Service Desk; IT Security; the Windows and Unix teams, and college representatives.

The project is now entering the planning phase and has initiated engagement with Oracle Consulting Services.

For further information and regular updates visit itservices.anu.edu.au/projects/updates/anu-identity

CIO Fireside meetings commence

The first of the CIO Fireside meetings has been held with staff from ITS and colleges attending.

These small forums (maximum eight per session) are open to all ANU staff, and allow staff to directly ask the ITS CIO questions relating to IT at ANU, IT in general, or discuss and contribute to the direction of ITS. No topic is off limits.

Vaughn Dumas, Analyst Programmer, Information Technology Services, Research School of Biology, attended the first meeting and thanked the CIO for the opportunity.

"It was great hearing everybody's viewpoint and being able to discuss these with the CIO. This concept will definitely improve communication within the University", said Dumas.

The schedule of sessions for the remainder of quarter two is as follows:

> Monday 13 May, 3–4pm (full)
> Monday 27 May, 2–3pm
> Tuesday 11 June, 1–2pm
> Tuesday 25 June, 1–2pm

Further sessions will be planned for quarters three and four in 2013.

To book into a session, please email Cathie.Gough@anu.edu.au or phone her on extension 56978.

All sessions will be held in the CIO's office in South Oval (building 88T1).

Hayley Calderwood and Dominy Evans present at the April IT Project Roadshow.

IT Project Roadshow popular with colleagues

Over 40 colleagues from across the University attended the April IT Project Roadshow on Thursday 18 April.

The Roadshow featured updates from the ANU Service Desk; ANU Email; UniDoc; ANU Wireless Enhancements; and ANU Cloud projects.

An enthusiastic discussion session followed the presentation, with valuable feedback provided to the teams and the different projects.

Thank you to those who have attended the Roadshows so far. We encourage staff to attend future presentations and continue to bring their questions or provide feedback.

The next Roadshow will be held on 22 May (see May calendar for further information).

For those unable to make the April Roadshow, the presentation can be viewed on the IT Services website at itservices.anu.edu.au/projects/roadshows

What are you taking home?

IT Security

IT Security is encouraging people to stop and think about how they're handling ANU information. It is important that all users take responsibility for keeping information safe and protected. In some cases, such as personal staff or student details, there are legal implications to mishandling data.

In other cases inappropriately disclosed information can cause reputational or financial damage to the University.

Information stored on portable media such as USB drives or DVDs can present a risk if lost or stolen. Consider encrypting the device or data, or not copying it at all.

Remote access should always be over secure protocols, from trusted computers or devices. Smart phones and portable devices combine the threats of loss and remote access, and need to be handled with care. Even paper can disclose information. Consider secure disposal or shredding for anything containing non-public data. Lock information away when not in use.

First CIO quarterly update for 2013

Chief Information Officer (CIO), Peter Nikoletatos, held his first CIO quarterly update on 3 April.

The session provided an update on the strategy and direction of Information Technology Services (ITS) and IT across the ANU campus, and recapped the achievements of ITS during 2012.

The PowerPoint presentation and video recording can be found on the IT Services webpage at itservices.anu.edu.au/news-and-events/2013/quarterly-update-april-2013

The next CIO quarterly update will be held on 10 July, 1–2.30pm in the R.N. Robertson Lecture Theatre (Building 46).

Proof of Concept stage of the VDI project finishes

The Managed Operating Environment (MOE) team concluded the Proof of Concept (PoC) stage of the Dell/Citrix Virtual Desktop Infrastructure (VDI) project in April.

During the PoC stage, MOE looked at the Citrix technology stack in a number of different scenarios including a trial of fast lane thin clients in Chifley Library, and publishing traditional desktop applications to tablets (like the iPad). Over 231 people used the PoC stage trial scenarios.

Simultaneously, in conjunction with the College of Business and Economics (CBE), the MOE team assessed current machines and their software for appropriateness for virtualisation. The MOE team will work with Information Technology Services (ITS) management, and stakeholders from within the colleges to plan the next stages of this project.

May sees a focus on new or updated Information Commons software requests for semester 2. If there are requests for software that haven't already been forwarded to the team, please raise them as soon as possible with Stephanie Stockdill (IC.Software@anu.edu.au)

ITS and Library attending 2013 Graduate Studies Information Evening

Potential ANU graduate studies students will receive their first introduction to the services provided by Information technology Services (ITS) and the Library at the upcoming Graduate Studies Information Evening.

A joint, half hour presentation will be given from 5pm, and a stall will be set up in the University House foyer where students can collect flyers and promotional items. Representatives from both areas will be present at the event to answer any IT or Library question a prospective student may have.

The information evening will be held on Tuesday 21 May, from 4–7pm at University House.

For further information visit students.anu.edu.au/events/graduate-info-evening.php

Tuckwell Scholarship application platform

Enterprise Systems

The Information Technology Services Enterprise Systems team is facilitating the implementation of a software platform to accept applications for the newly established Tuckwell Scholarship.

The Tuckwell Scholarship is an undergraduate scholarship, open to students from across Australia, and is unique for a number of reasons; it is the largest donation by an individual; it supports the student while they complete their degree, and provides support after graduation and beyond.

The new platform will support the application process, enabling applicants to be shortlisted and ultimately offered a scholarship.

Many people across the University have been instrumental in bringing the Tuckwell Scholarship to fruition.

For further information visit tuckwell.anu.edu.au

ITS Purchasing team

The ICT Purchasing team is finalising the annual renewals for a number of campus-wide software licences, including S-PLUS and NVivo.

Chris Textor, IT Asset Administrator, has been appointed to the panel for the upcoming tender evaluation for e-waste disposal for the whole of ANU.

A relationship extending beyond the ordinary

Like many longstanding relationships, the nature of the bond between the Australian National University (ANU) and Oracle Corporation Australia (Oracle) has extended considerably from its foundation in the database and Java space to a close collaboration built on the common vision of strategic innovation and the pursuit of knowledge held by both ANU and Oracle.

At its base level, Oracle continues to help ANU gain full value from a number of its key solution sets. In particular, Oracle is continuing to supporting ANU's investment in Oracle PeopleSoft,

UniDoc (Oracle WebCenter) and Oracle Identity Management.

Beyond that, the relationship enables ANU to get insight into key Oracle research and technology, so that it can leverage that and assist ANU with its goal of building the distinctive excellence of ANU, both as Australia's national university and one of Australia's finest university.

For example, Oracle's experience in developing one of 'the most comprehensive cloud on planet earth with more than 25 million users', is providing ANU with a unique insight into how to truly capitalise and leverage a

technology that is changing the face of enterprise information technology.

Further, Oracle has developed a distinct and paradigm changing approach to the collection, management, understanding and ability to respond to mega-large volumes of data. This ability to not only identify previously unknown patterns, but also respond to patterns that are discovered provides a truly new way to understand and respond to the genuinely unknown.

Finally, many of these key learnings are shared back through the strong academic relationship between Oracle and ANU in the form of lectures.

Staff news

New structure for Outreach Communications team

The Outreach Communications team is currently undertaking a change management process that will see the team split into two separate communications teams— Information Technology Services (ITS) Communications and Library Communications.

The ITS Communications team will continue to report to the Associate Director, Service Delivery & Engagement in Information Technology Services and will focus on Information

Communication Technology (ICT)'s engagement, both within ITS and the wider ANU. The ITS Communications team will consist of Cathie Gough, Manager ITS Communications, and Byron Carr. The position of Communications Specialist is currently vacant and a recruitment process is underway.

The new Library Communications team will report to the University Librarian and will produce communication materials to support excellence in research and

teaching, and support the research of the University including E Press and the digital repository. The Library Communications team will consist of Patrick Byrnes, Manager Library Communications; Nic Welbourn, and Sally Haysom.

The first stages of transition for the two teams will commence from 6 May, with the team still being co-located in the Menzies Library for now, and working together while the transition plan is developed.
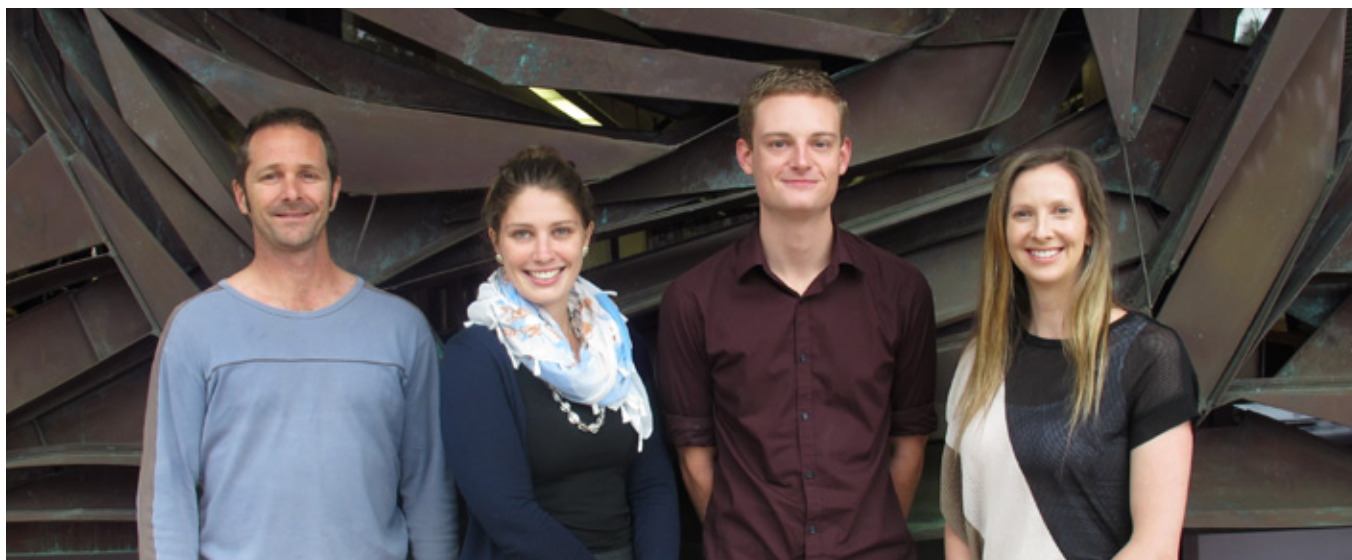
Library Communications team members: Patrick Byrnes (absent), Nic Welbourn and Sally Haysom. ITS Communications team members: Byron Carr and Cathie Gough.

Staff Profile

Ali Emirlioglu
IT Security Specialist, IT Security

Where have you seen him?

Based in the Leonard Huxley Building—near Nuclear Physics and the John Curtin School of Medical Research (JCSMR)—Ali joined ANU in 2011 as an IT Security Specialist with the IT Security team.

Ali is responsible for protecting digital ANU assets as well as information and services, and also administers security-related services such as intrusion prevention systems, firewalls, and anti-virus software. His team acts as a central point for investigation of IT incidents, and provides IT security policy, information, and advice.

What's his story?

Ali was born in Turkey (he speaks Turkish fluently), lived in Hungary and Canada, and arrived in Canberra in 2000. He attended Telopea Park School and Canberra College, and most recently completed two advanced diplomas, in computer forensics and network security, at CIT.

While still at CIT, Ali commenced part-time work as a technical support officer for an Internet Service Provider. From there he moved to systems administration, and then to his current role in IT security. Having used computers and the Internet since he was eight, Ali figured out he wanted to work in IT Security at the age of 12!

When Ali is not in front of a computer, he enjoys keeping fit by running, cycling, playing tennis in summer, and ice hockey in the winter. He also loves working at the ANU. "I really enjoy coming to work every morning," he says. "It's a real highlight of my day being able to work on such a gorgeous campus and in such a beautiful environment."

What does the future hold?

Ali's focus is on further specialisation within IT security, and he is currently studying for various industry certifications.

"I'll be taking my GCFA (GIAC Certified Forensic Analyst) recertification exam in a couple of months and after that I can hopefully start studying for CISSP (Certified Information Systems Security Professional) as well as attending courses on Virtualisation security and forensics.

"I look forward to having greater responsibility," says Ali, "and also to the exciting challenges we'll face, with all the ITS projects currently in progress. But we should all have some fun in our lives as well, and I have some plans to travel to Europe and the US next year—that will be my fun!"

Staff Changes

Information Technology Services (ITS) farwelled Lakshmi West, Systems Developer with the Enterprise Systems team, and Hannah Vittorio, Asset Administrator with the ICT Purchasing team, in April. Both have transferred to new positions within the University. Amanthi Wijeyekoon, Junior Business Analyst, will leave ITS in May. We wish them all luck in the future.

ITS would like to bid farewell to a familiar face in May, as Roger Smith (below) retires from the University. Roger has worked at the University for 38 years, many of which have been with the former Division of Information's Space Services team. Roger has been an integral part of the University and we wish him all the best in his retirement.
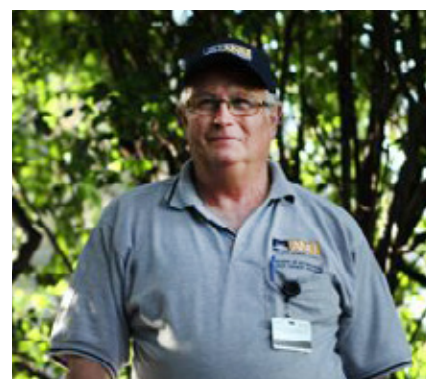
ANU IT Helpdesk survey iPad winner for January 2013

The lucky winner of the January 2013 Helpdesk Survey was Lynn Materne, Training Administrator, Human Resources Staff Development Branch.

Congratulations Lynn!

May ITS calendar

MAY
3, 13, 27

Fireside Chat

10–11am
CIO Office, South Oval, Building 88T1
All are invited to book in. RSVP: cathie.gough@anu.edu.au

MAY
8, 22

IT Operational Managers Group Meeting

MAY
15, 29

Executive Team Meeting

MAY
21

Graduate Studies Information Evening

4–7pm, University House

MAY
22

IT Project Roadshow

1.40–2.25pm
Haydon Allen Lecture Theatre (the Tank), Building 23
All welcome to attend

MAY
26

National Sorry Day

MAY
27–31

National Reconciliation Week

MAY
27

ANU IT Forum

10–11am
McDonald Room, Menzies Library
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 riddles below by 15 May 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

Cryptogram

Put your sleuthing skills to the test as you try to decode this secret message. Each letter has been replaced with a different letter in the alphabet. The first letter has been done for you. The answer can be found in this month's edition of *The Link*.

A	B	C	D	E	F	G	H	I	J	K	L	M
V												

N	O	P	Q	R	S	T	U	V	W	X	Y	Z

A ___ ___
V A B

___ A ___ A
W V D V

___ ___ ___ ___ ___ ___
O Z G G Z A F

And the lucky April winner was Dale Holland, Executive Officer to the Deputy Vice-Chancellor (Research).

Feedback

We hope you have enjoyed the May 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

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