



## From the CIO

This month we are aiming for completion of ANU Service Desk (Phase 1) project, which has consolidated 24 service desks into one system. This is a fantastic milestone and I would like to thank all the staff that are actively engaged with this initiative. Another flagship project, the ANU Email project, is also on track to complete the migration of 32 email platforms to Microsoft Office 365 by end of August.


With the UniDOC Phase 1 (Policies) well into production, I am pleased to announce that the Steering Committee has approved Phase 2, which focuses on records and documents. More information is available from the ITS projects webpage.

In addition to the CIO Quarterly Updates and Fireside Chats, which are open to all ANU IT staff, I have introduced a quarterly ITS Forum Discussion for groups of approx. 20 operational ITS staff, in order to identify gaps and opportunities for improved communication internally, and to test our strategies and direction with those who are assigned to deliver it. The first of these was held on Friday 31 May, and I was very pleased with the dialogue and attendance.

I remain committed to continually reviewing our ICT Service Delivery Model with a strong focus on de-duplication, leveraging our investment in enterprise wide ICT systems, and optimising skills and efficiencies across the campus.

Finally, I encourage all ITS Staff to attend the ANU Budget briefing on 14 June from Chris Grange, Executive Director of Administration and Planning. Details are in the calendar on page 8.

As always, your feedback is welcome at any time.

Peter Nikolettatos, CIO  @ANUcio



Business Intelligence Services team (L to R): Sam Angove; Soheila Fattahi; Garth Waring; Vriti Mehra; Carol McAlwee; Sharon Bainbridge; and Lachlan Murdoch, Director, Planning and Statistical Services Division (absent).

## ANU Reporting (iMIS) available now

Throughout 2013 and 2014, the ANU Intergrated Management Reporting project—a major business initiative with support from ITS—will establish a single, secure management information reporting environment for the University.

Driven by the Business Intelligence Services (BIS) team (consisting of Sharon Bainbridge, Manager; Carol McAlwee, Project Coordinator; Garth Waring, Data Acquisition Architect; Sam Angove, Data Delivery Architect; Soheila Fattahi, Business Intelligence Developer, and Vriti Mehra, Business Intelligence Analyst), the project is delivering a management information program that will develop and maintain the enterprise data warehouse, iMIS (Integrated Management Information System); develop analytical, reporting and forecasting capabilities, and provide standards and best practice in management information.

Through a single web access point, iMIS will systematically bring together, on a comparable basis across ANU colleges and administrative divisions, research, staffing, student, financial, and facilities information to guide decision making on the future business strategies of the University.

The benefit in accessing this data comes from not just the collection of data into a single repository, but also from standardisation and consistency of the data. An efficiency gain from reduction in manual processes is also a major benefit. Cognos BI is the reporting tool which provides access to the data and is accessible (to users granted access) through the Cognos portal located on the newly released Business Intelligence Services Webpage—[unistats.anu.edu.au/imis](http://unistats.anu.edu.au/imis)

Program review data reports have recently been distributed to Colleges providing the statistical data to complete the program review reports for all undergraduate and postgraduate programs. iMIS currently contains reports covering research publications and grants, research supervision, HR Health Check, and Finance recurrent budget reports.

New data is constantly being added to the data warehouse with student enrolment data from the PeopleSoft system the next target. With the increased Cognos BI licensing capability, new reports will be developed by Service Divisions (in collaboration with areas from Colleges) and released through the portal. The first round of new reports is expected to be released in early July.

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# ANU Email working group established to support College rollout

**An ANU Email project working group was formed and met for the first time in May. The working group is comprised of key IT staff from colleges and Information Technology Services (ITS), and is designed to share information and resources, and discuss potential issues that may arise during the migration process.**

The College of Arts & Social Sciences (CASS) finalised the migration of 700 staff mailboxes from ANU mail to Microsoft Office 365 in May.

Over 1,370 mailboxes were successfully migrated during May, including staff from the College of Asia & the Pacific (CAP); the IT support area within the Office of Commercialisation; the College of Engineering & Computer Science (CECS); Mathematical Sciences Institute (MSI), and the Research School of Chemistry (RSC). CAP reported excellent service from the ANU Email team, following the migration of 70 per cent of all staff mailboxes with total completion on track for the end of June 2013.

Staff from the Joint Administration

Group (JAG) inside the College of Physical & Mathematical Sciences (CPMS), and College of Medicine, Biology & Environment (CMBE) commenced email migration in May.

Over 300 student mailboxes were converted to Alumni accounts.

This final piece of the project will focus on completing the Microsoft Office 365 rollout to all colleges.

A big thank you to the many talented ANU IT staff that have supported this project.

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## IT Project Roadshow continues to grow on the back of valuable engagement

**Almost 60 colleagues from across the University attended the third IT Project Roadshow presentation on Wednesday 22 May, which covered the StudyAt ANU Replacement project; ANU Service Desk; ANU Email, and ANU Identity & Access Management.**

Once again, attendees provided valuable feedback including a request for presentation slides to be made

available prior to the event, and for a discussion forum, where colleagues can ask questions and provide feedback outside Roadshow presentations, to be created. Information Technology Services (ITS) have taken these suggestions on board, and presentation slides will be made available on the Roadshow website prior to each session, and various forum options will be researched to find the most suitable solution.

The next Roadshow will be held on 19 June and, as requested, will include coverage of the ANU Wireless project (see June calendar for further information).

For those unable to attend the May Project Roadshow, the presentation can be viewed at [itservices.anu.edu.au/projects/roadshows](http://itservices.anu.edu.au/projects/roadshows)



## Green light for StudyAt ANU Replacement project

**The Project Steering Committee confirmed a solution for the development phase of the StudyAt ANU Replacement project during May. Following confirmation of the project visual interface for the application and website design; development of the StudyAt ANU Replacement project commenced on 1 June.**

The StudyAt ANU Replacement project is being developed under an agile methodology, typically utilized for software development as it is based on incremental progress, providing regular updates and opportunities to review progress on the project.

The Project Reference Group continues to engage with stakeholders during the project user acceptance testing.

The project webpage went live during May, and features a list of the Project Reference Group members who act as project representatives for their given areas. Please visit the webpage—[itservices.anu.edu.au/projects/updates/studyat-anu-replacement](http://itservices.anu.edu.au/projects/updates/studyat-anu-replacement)—or speak to the representative in your area for further information.

The StudyAt ANU application and website are scheduled to go live by ANU Open Day, 31 August.



## UniDoc Documents and Records Rollout begins

**Planning and scoping for phase two of the project, including delivery of the Electronic Document and Records Management System (EDRMS), was initiated in May and signed off by the Project Steering Committee in June.**

Key documentation including a communications strategy and plan were drafted and will be available on the project webpage soon. The Project

Manager is Anthony (Tony) Davis who can be contacted at [anthony.davis@anu.edu.au](mailto:anthony.davis@anu.edu.au)

The new Policy website, the deliverable of phase one of the UniDoc project, continues to improve following the ongoing and valuable feedback from users. For more information, please visit the project webpage [itservices.anu.edu.au/projects/updates/unidoc](http://itservices.anu.edu.au/projects/updates/unidoc)

## Improved ANU Identity and Access Management project commences

**Following successful engagement with Oracle Consulting Services, initiation of the ANU Identity and Access Management project has commenced.**

During May, the project team consolidated responses and feedback from the discovery workshops held in April.

Heath Roberts, ITS Project Manager, will manage the project going forward as Juliet Fisher is currently on long service leave.

This project will upgrade the Identity Manager application, consolidate OnLine Account Management System (OLAMS), and fundamentally improve security for ANU.

## Home stretch for ANU Service Desk project

**More groups transitioned to the new ANU IT Service Desk tool during May including the College of Business & Economics (CBE); College of Arts & Social Sciences (CASS); Research School of Physics and Engineering (RSPE), and Teaching and Learning Commons Support Services (T&LCSS).**

A number of IT Groups targeted to use the new ANU IT Service Desk tool (ServiceNow) participated in familiarisation sessions with the tool in preparation for their migration. A series of workshops with participants representing College/School IT groups and key ITS staff were also conducted with the aim of finalising the IT Service Management (ITSM) process documents. These documents define uniform workflows and procedures in support of the new ANU IT Service Desk.

Phase 1 of the project is on track for completion by June 28. This is another great example of cross-unit efforts.

The Project Manager is Michelle Mousdale, who can be contacted at [michelle.mousdale@anu.edu.au](mailto:michelle.mousdale@anu.edu.au).

For further information and regular updates visit [itservices.anu.edu.au/projects/updates/anu-service-desk](http://itservices.anu.edu.au/projects/updates/anu-service-desk)

# Implementation of Digital Object Identifiers webinar

**Rahul Khanna and Doug Moncur (pictured below) recently gave a short presentation on their implementation of Digital Object Identifiers (DOI) as part of the Data Commons. The presentation formed part of a series of webinars by the Australian National Data Service (ANDS) on the use of Digital Object Identifiers.**

ANDS has been working with DataCite—the body that manages Digital Object identifiers worldwide, and has recently made a machine-to-machine interface available that allows the automated creation (minting) of Digital Object Identifiers.

Digital Object Identifiers are a well-known way of providing a persistent identifier and URI for a dataset or research publication. Research publishers are increasingly asking authors to make their data available in support of their publications, and providing a Digital Object Identifier is a widely recognised method of uniquely and permanently identifying the dataset, and providing standardised citations in a research publication.

This benefits researchers and institutions by helping to:

- > Keep track of datasets generated
- > Keep track of dataset citations.

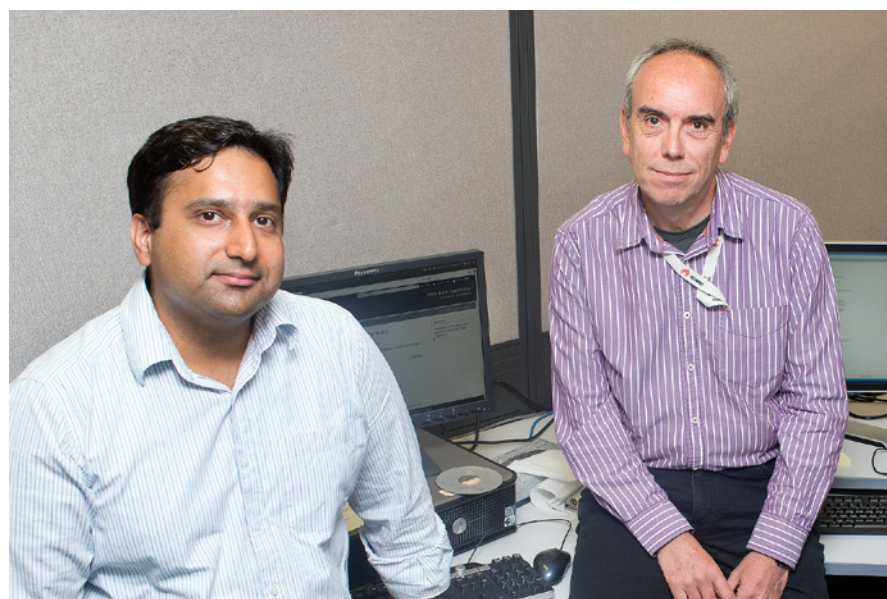
Within the Data Commons, the minting of Digital Object Identifiers has been built into the workflow, making the DOI minting process a single button click, rather than a complex process involving accessing a separate website and having to cut and paste information.

At present, access to the DOI creation facility is restricted to system administrators, but any member of the ANU community with data held in the Data Commons may request a DOI for their dataset.

There are plans to open up access to the DOI minting feature to staff managing research projects and those involved in reporting on research activity, and later to researchers, allowing them to self-deposit data directly to the Data Commons.

ANU is one of the first institutions in Australia to automate the generation of Digital Object Identifiers, and has already minted 28 DOIs for publicly available datasets with Optical Astronomy, and the National Centre for Epidemiology & Population Health (NCEPH) being pioneers in the use of the service.

Rahul and Doug's presentation can be viewed online at [quicklink.anu.edu.au/69h7](http://quicklink.anu.edu.au/69h7)



## SnipIT: Graduate studies information evening

ANU CIO, Peter Nikolettatos presented at the ANU Graduate Studies Evening held on 21 May, and Cathie Gough and Sally Haysom, of the ITS and Library communications teams, manned a stall providing ITS and Library information. Over 250 potential students attended the evening.



Cathie and Sally assisted potential students at the ANU Graduate Studies Evening.

## CAUDIT—an introduction

**The Council of Australian University Directors of Information Technology (CAUDIT) comprises members from the Information Technology (IT) Directors/Chief Information Officers of higher education institutions in Australia, New Zealand, the South Pacific and Papua New Guinea, as well as the Commonwealth Scientific and Industrial Research Organisation (CSIRO), and the Australian Institute of Marine Science.**

CAUDIT negotiates collective procurement agreements, provides professional development, undertakes projects, and fosters collaboration through the sharing of ideas, experiences, and best practice amongst its members.

The focused activities and strategic pillars set by CAUDIT play an influential role in the strategic direction of ANU Information Technology Services (ITS). Peter Nikolettatos, ANU CIO, has been Vice President of CAUDIT since 2010, and plays an integral role in setting its direction. CAUDIT has recently released their annual Top 10 Issues list on the CAUDIT website.

For further information on CAUDIT visit [www.caudit.edu.au](http://www.caudit.edu.au)

## THETA conference explored technology in higher education

**A number of Information Technology Services (ITS) Team members and the College of Arts & Social Sciences (CASS) IT Manager, George Lovrinevic, attended the biannual THETA (The Higher Education Technology Agenda) Australasia conference in April.**

THETA is run under the direction of CAUDIT (Council of Australian University Directors of Information Technology), CAUL (Council of Australian University Librarians) and ACOE (Australian Council on Open, Distance and E-Learning), and aims to advance higher education by promoting the intelligent use of information technology.

The 2013 conference, titled *The Edge of the World*, explored new territory in technology in higher education, and how technology is changing the world of higher education.

Deputy Vice-Chancellor (Academic), Professor Marnie Hughes-Warrington (pictured below), was a keynote speaker on the opening day and explored what it means for staff and students to navigate to the edge of the world, including the critical role of relationships in education, and whether current trends in education are radically different to the past.

Attendees also had the opportunity to hear from IT leaders such as the CIO of Cornell University, where they have recently migrated to Microsoft Office 365 and have virtualised about 1200 servers across campus

Professor Hughes-Warrington will present her keynote presentation at the next ANU IT Forum on 24 June (please see June ITS calendar for details).



### SnipIT: ITS Purchasing

**ITS Purchasing processed renewals for S-Plus, Treesize pro, NVivo, Extend Sim and Admin Studio during April.**

In other IT Purchasing news, Richard Lagarto is now working full-time (casual) with the team. He has taken over responsibility for the Assets project in addition to assisting with software administration.

### Reviewing and re-branding Dol references

**Following the split of the former Division of Information (Dol) in to Information Technology Services (ITS) and Scholarly Information Services (SIS) on 1 January 2013, a cross-divisional project commenced in May to identify and eventually remove or update all references to Dol in signage and branding across the University.**

The Dol re-branding project is being lead by Judy Apps, Acting Manager, Teaching and Learning Commons Support Service (TLCSS), Facilities & Services Division, and is supported by its cross-divisional working party group members Marie Fischetti, Rob Carruthers, and Cristy Roberts from TLCSS; Nic Welbourn (SIS), and Cathie Gough (ITS).

The primary objective of the project is to identify all redundant Dol branding and ideally replace with consistent divisional information that is ANU brand compliant. The scope of the project includes the removal of references to Dol within working documents; business collateral/stationary; websites; email signatures and addresses; voicemail messages; phone listings; name tags; clothing; publications, and signage across campus.

If you find a reference to Dol, or would like to know more about the Dol re-branding project, email [communications.its@anu.edu.au](mailto:communications.its@anu.edu.au)



Left to right: Delia Ritherdon, Kus Pandey, David Hall, Siobhan Muir-Williams, and Alexandra Hordern

## Update from the ITS Governance team

**The ITS Governance team experienced a number of staff changes in May, and continues to be involved in a number of projects and key ITS and ANU committees.**

ITS Executive Officer, Kus Pandey, is focused on the Information Technology Services (ITS) accommodation project; addressing both the short-term space related issues and the long-term plans for ITS.

Siobhan Muir-Williams took up a temporary transfer to the position of Policy and Audit Officer in May, and is focused on bedding in the UniDoc activity; monitoring the Information Technology Services (ITS) policy framework; and liaising with the Risk Management & Audit Office (RMAO) to ensure our audit activities are addressed in a timely manner.

ICT Contracts Manager, David Hall, continues to ensure that all ITS contracts are efficiently documented and effectively managed.

Delia Ritherdon, who joined the IT Governance team in May, is managing the minutiae of the IT Operational Management Group (IT OMG), and has been finalising the documentation for project proposals to support the workflow recently approved by the University Information and Communication Technology (UICT) Governance Committee. In addition, Delia is collecting the annual CAUDIT benchmarking data.

Alexandra Hordern joined the team in May as the Executive Assistant to the CIO.

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## All LITSS web content soon to be in one location

**All web content for Local IT Support Staff (LITSS), including content from the soon to be retired Networks & Communications ([netcomms.anu.edu.au](http://netcomms.anu.edu.au)) and the IT Security websites ([itsecurity.anu.edu.au](http://itsecurity.anu.edu.au)), is in the process of being migrated to the LITSS webpage on the IT Services website.**

This webpage will provide access to LITSS only logins, contact and support

information for local areas, as well as statistics and other relevant information.

All content is expected to be migrated during June and will be available on the IT Services website at [itservices.anu.edu.au/help-and-support/local-it-support-staff/index.php](http://itservices.anu.edu.au/help-and-support/local-it-support-staff/index.php)

Once live, we invite all LITSS to visit the updated webpage and welcome feedback at any time by emailing [communications.its@anu.edu.au](mailto:communications.its@anu.edu.au)

## Update to the ANU resignation and retirement process

**The ANU Human Resources (HR) Division has recently revised the process for staff intending to resign or retire from the University.**

The core change is the introduction of an online Notification of Resignation/Retirement form. This form ensures the accurate capture of information and area responsibilities, and must be completed by the resigning/retiring staff member; signed by the supervisor, and then sent to HR. To access the form visit, [policies.anu.edu.au/ppl/document/ANUP\\_002602](http://policies.anu.edu.au/ppl/document/ANUP_002602)

An additional improvement is the revision of the Departure Checklist, a document that ensures the timely and accurate processing of resignations/retirements. The Checklist must be completed by the supervisor and staff member and then sent to HR. To access the Departure Checklist visit, [policies.anu.edu.au/ppl/document/ANUP\\_001000](http://policies.anu.edu.au/ppl/document/ANUP_001000)

Should you have any questions please email the ITS HR team ([hr.its@anu.edu.au](mailto:hr.its@anu.edu.au)) or the SIS HR team ([hr.sis@anu.edu.au](mailto:hr.sis@anu.edu.au)).

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## Updated HR functional email accounts

**In line with recent structural changes, the Information Technology Services (ITS) Human Resources (HR) team has updated their functional email accounts.**

To contact an HR staff member regarding an ITS query please email [hr.its@anu.edu.au](mailto:hr.its@anu.edu.au) (replacing [doi.hr@anu.edu.au](mailto:doi.hr@anu.edu.au) and [doi.hr.sysinfr@anu.edu.au](mailto:doi.hr.sysinfr@anu.edu.au))

To contact an HR staff member regarding a Scholarly Information Services query please email [hr.sis@anu.edu.au](mailto:hr.sis@anu.edu.au) (replacing [doi.hr.schinfo@anu.edu.au](mailto:doi.hr.schinfo@anu.edu.au) and [schoinfo@anu.edu.au](mailto:schoinfo@anu.edu.au))

Please note that changes to HR functional email accounts are the only changes that have been made at this time. No structural team changes have been made to HR.



## Staff profile

**Allison Magoffin**  
**ITS Finance Manager**

### Where have you seen her?

Allison joined ANU and Information Technology Services (ITS) in January 2013 as the ITS Finance Manager. She is based in South Oval (Building 88T1), and is responsible for the financial management of ITS, including both the business as usual and project budgets.

Her role as ITS Finance Manager means she is regularly visiting Building 10C for meetings with Finance & Business Services. You may also have seen her virtuously getting out and about exercising at lunchtimes.

### What's her story?

Queensland born and bred (watch out for State of Origin time), Allison completed an undergraduate degree in Commerce at the University of Queensland and has since become a Chartered Accountant. Prior to ANU, Allison worked at KPMG, Brisbane City Council, Queensland Urban Utilities, Vale Australia, and Vale Canada.

Allison and her partner moved to Canberra in 2013 after spending 2012 living in Toronto, Canada. While in Canada, Allison tried her hand at bobsledding! She whooshed down the same run as the bobsled teams at the Mt Hovenberg 1932 and 1980 Winter Olympics (held in Lake Placid, New York) and said it was half a mile in length and was very exhilarating!

### What does the future hold?

Allison hopes to engage a lot more of the system process for ITS Finance. "I think we have great potential to streamline and provide a better service to ITS," says Allison. "It will be a long process but it will be worth it. I think that in line with the strategic projects, there is going to be a lot of beneficial change in ITS and I am happy to be part of this journey."

When not busy balancing books, Allison enjoys meeting new people and finding out about everyone's ANU stories. She also tries to get to the ANU gym a few times a week. "I am training for the 10km Canada Day fun run—you get pancakes with maple syrup if you finish!"

## Staff update

Alexandra Hordern commenced as Executive Assistant to the ANU CIO on 20 May, as Siobhan Muir-Williams took up a temporary transfer to the position of Policy and Audit Officer.

Information Technology Services (ITS) would also like to announce the temporary appointment of John Parry to ITS this month as the Associate Director of Enterprise Systems and Project Delivery. John will replace Dominy Evans who has resigned and will be leaving in August.

Information Technology Services (ITS) welcomed Daniel Challis, Communications Specialist, ITS Communications; Wendy Wright, Human Resources Consultant, ITS Human Resources, and Sam Guo, Information Security Specialist, in May.

Adam Reed accepted a temporary transfer to the Facilities & Services Division as Manager, Systems & IT in May. Steven Machan replaced Adam in ITS as Acting Manager, MOE Team.

ITS farwelled Melissa McCarthy (retired) and Samantha Gilbert in May.

ITS would like to congratulate David Paterson, ANU Photography staff member, who won a major photography award including ACT Professional Photographer of the year. Visit [quicklink.anu.edu.au/651n](http://quicklink.anu.edu.au/651n) to see the winning photos (two of which are featured below). Congratulations David!



## June ITS calendar

JUNE 5, 19	<b>IT Operational Managers Group meeting</b>
JUNE 10	<b>Queens birthday public holiday</b>
JUNE 11	<b>Fireside Chat</b> 1–2pm, CIO Office, South Oval, Building 88T1 All staff are invited to book for the session. RSVP: <a href="mailto:cathie.gough@anu.edu.au">cathie.gough@anu.edu.au</a>
JUNE 12, 26	<b>Executive Team meeting</b>
JUNE 14	<b>Budget update</b> 11.30am–12.30pm, Coombs Lecture Theatre Presenters: Professor Ian Young, Vice Chancellor and Chris Grange, Executive Director Administration and Planning
JUNE 19	<b>Project Roadshow</b> 2.10–2.55pm, Law Link Lecture Theatre, Building 7 All welcome to attend.
JUNE 24	<b>ANU IT Forum</b> 'Navigating the Edge of the World' Presenter: Professor Marnie Hughes-Warrington, Deputy Vice-Chancellor (Academic) 3–4pm, Innovations Lecture Theatre, Building 124 All welcome to attend.
JUNE 25	<b>Fireside Chat</b> 1–2pm, CIO Office, South Oval, Building 88T1 All staff are invited to book for the session. RSVP: <a href="mailto:cathie.gough@anu.edu.au">cathie.gough@anu.edu.au</a>

## 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 17 June and you will go into the draw to win a lunch voucher for The Gods Café. Everyone who enters will receive an Information Technology Services promotional item. Email your answers to [communications.its@anu.edu.au](mailto:communications.its@anu.edu.au)

### Spot the difference

Can you spot the five differences in the images below (taken from the recent Xbox dance competition held in the Microsoft Tech Lounge)?



And the lucky May winner was Sandra Nitschke, Executive Officer (International and Outreach), Office of the Vice-Chancellor.

### Feedback

We hope you have enjoyed the June 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)

