IT Services
2007 in Review & 2008 Plans

DISCOVERERS WELCOME
2007 Achievements
2007 Achievements: General

- New purchasing policy
- Leasing tender
- Budgets surplus, both Operating and Capital
- Taken over management of most computer Labs & centralised Printing
- Recycling 2 x shipments (25 pallets)
- Account restructure – new Chart of Accounts (early 2007)
- Teaching venue standards published
- IT Standards & SOE published
2007 Achievements: Construction & infrastructure

- Peel Stage 2
- Tavern
- MIT administration
- Re-roofing of 3 buildings
- Library Learning Common + 24/7 support
- WAP’s* – 30 more; up to 70
- Lightning damage – PABX & Switches
- Site A Fire suppression, A/C & security
- Lectopia stabilisation

* WAP = Wireless Access Points
2007 Achievements: Systems

**New:**
- Statseeker
- Netflow
- CMS v1
- Altiris (inventory, software deployment & carbon copy)
- MARS network analysis
- Symantec Anti-Spam system
- APEX front end for ACV Publications
- Murdoch announcements
- Student Portal (fallback)

**Upgrades:**
- PABX OS
- Exchange 2003
- SAN to 16Tb (at each site)
- Finance1 v11.1
- Callista v10.0
- Alesco v10 (from Citrix)
- Tape Library (second head)
- VMWare expansion (servers)
- WebCT vCE6
- Booknet & Murdoch Print archive
- Citrix to VM
- SAV version v10.x
- eVoting
- ITAC – software licensing, documents, contracts, & change control
- Staff Portal (for LMS)
- MS Office 2007
2007 Unfinished Work
2007 Unfinished Work: General

- Computer tender – workstations & printers
- Murdoch2010 – Faculties, Schools, org charts, etc
- Authentication & password expiry
- Staff entry & exit automation
- Web re-development, IA & migration of content
- GroupData migration
- ITAC information & DR testing
2007 Unfinished Work: Construction & infrastructure:

- Teaching venue upgrades
- Network upgrade – Stage 1 (70%), Stage 2 2008
- VOIP pilot & recommendation
- Optical network linking all three campuses
- Engineering move from Rockingham
- CS move to Level 4 / IS to S&C
## 2007 Unfinished Work: Systems

**New:**
- Research Mgmt system
- Vital Digital Repository
- ITSM & Altiris Helpdesk implementation

**Upgrades:**
- Web Server Upgrades (to VM)
- MAIS / AD authentication
- Student & Staff Portal
Key Strategies Moving Forward
Key Strategies

- Support the strategic plan of the University
- Provide redundancy through duplication of services at all layers for key systems & infrastructure:
  - Site
  - Network
  - Server
  - Data Storage
  - Database
  - System / Applications
- Staff have relevant, focussed and fulfilling jobs with opportunity to progress
- Remove duplication of services where possible and ensure roles & responsibilities are understood
- Treat and manage all equipment as a fleet
- Improve efficiency, effectiveness and consistency of all processes (continuously)
- Improve customer relationships
- Innovate, investigate new technology and determine value
- Provide access anywhere, anytime
- Remain compliant with audit, internal and external policy
- Assist with customers’ projects as requested
2008 Plans
2008 Plans: General

- Customer service process improvement
- Stocktake automation
- Waste collection
- SOA strategy
- Australian Access Federation (AAF)
- Project management processes
- Performance development review process
- Document/record mgmt business case
- Data retention & eDiscovery
- Policy review & rewrite
2008 Plans: 
Construction & infrastructure

- IIIDS building
- CLV building
- Re-roofing – final buildings (started in 2007)
- WAP’s – up to 100 & wireless management tools
- Redundant paths & fibres internally and externally
- Data archiving and multi-tiered storage technologies
- File Sharing (NAS)
- Site A UPS/DC
- Site B (UPS, A/C) & rationalisation with IIID server room
- Lectopia (Video)
- Callista hardware (for 2009)
- “Discovery Drive”
2008 Plans: Systems

New:
- Mgmt & KPI Reporting
- Global knowledgebase
- System Monitoring Tools
- Virtual Desktop
- Dispatch System (External Studies)
- Endpoint & Intrusion Protection
- iMIS eSeries
- Placement Mgmt

Upgrades:
- Exchange 2007 (for 2009)
- MS SharePoint 2007
- MS SQL Clustering / SQL server 2005
- Oracle RAC
- Citrix v4.5
- XP SP3 & Vista SP1
- Windows Server 2008
- VMWare (expansion)
- SAN (next version of software & FC replacement in 2009)
- Alesco (minor release)
- Finance1 (minor release)
- Callista (major release)
- Millenium (minor release)
- Apex v3
- Oracle v10g