Agenda

• How we do IT at Murdoch
• Plan & mission, planning processes, WIP & 2009 plans
• Challenges
How we do IT at Murdoch
Organisation of IT at Murdoch

Vice Chancellor

DVC Corporate
- Director IT Services and CIO
  - Information Systems Services Manager
  - IT Security Manager
  - Communications Services Manager
  - Computer Services Manager
  - Customer Services Manager
  - Data Warehouse Services (from 2009)

DVC I, F & Inf
- Director Human Resources
- Director Financial Services and CFO
- Director Corporate Communications & Public Relations

DVC Academic
- Director Library Services
- Director Student Admin

Faculty Dean Division x
- Head of School x

Strategy & Planning Administration
- Business Management 3 People

Service Desk
- Build
- Field Support
- Audio/Visual
- 30 People

Servers & Data Management
- 10.5 People

Data & Voice
- 9 People

IT Security
- 1.5 People

Applications Management & Web Services
- 13 People

System Custodianship & Administration, Training, Report Writing & Web Authoring
Major roles: Providers

Provide, operate and manage IT Infrastructure
"Supply"
Major roles: Consumers

Consumers and Administrators

"Demand"

System Custodianship & Administration, Training, Report Writing & Web Authoring
Plan & mission, planning processes, WIP & 2009 plans
our **vision** is to provide an IT experience that is best in class, consistent, relevant, and functional, to the students and staff of the University

our **mission** is to provide quality and effective IT services to the University community
Planning processes

- University Strategic Plan
- IT Strategic Plan
- IT Services Operating Plan
- IT Services Budgets
- MOU Operating Budgets
- Execution

- 4-5 Year Cycles
- 2-3 year Cycles
- Annual
- Annual

Advice, input, feedback and information from Customers

Charge back & Operational KPI & Performance Measures

Discoverers Welcome
Current 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
Current Programs of Work

- Improve System, Application Redundancy
- Implement Disaster Recovery Process and test regularly
- Improve Backup and Other Infrastructure Redundancy
- Improve Network Redundancy
- Improve Data, File and Database Redundancy
- Improve Server Redundancy
- Upgrade and Improve Computer Room Facilities and Redundancy
- Murdoch2010
- Implement Green
- General Maintenance
- Review Alignment of IT plans with University Strategy
- Improve Training resources, Performance Development and Skills matching
- Review IT resources and responsibilities across University

- Implement Server Mgmt Tools
- Implement Altiris for Workstations, including Asset Mgmt and Software
- Implement Recommendations from IT Review
- General Process Improvements
- Establish feedback loops and reporting
- Establish Contact Points and Process with Key Customers
- Develop a program to investigate new technology
- Develop Innovation process
- Develop improvement program for Access
- Determine Current Access Abilities and Issues
- Implement Policy Review
- New Construction
- Existing System Upgrade
- New System Implementation
2009 Operating plan

2009 Operating Plan

2008/WIP

2009 plans
2008 WIP
2008 WIP...

**Infrastructure, building & systems (capacity):**
- Network upgrade
- Fibre to the Campus (via rail line)
- Redundant paths & fibres internally and externally
- Data archiving, backup and multi-tiered storage technologies
- File Sharing (NAS)
- Site A UPS (double capacity)
- Lectopia (Video)
- “Discovery Drive”
- Oracle database infrastructure/cluster
- SQL Server database infrastructure/cluster
- Web infrastructure consolidation (legacy)
- Lecture Theatre upgrades/maintenance
- IIIDS building
- CLV building

**Processes, applications (delivery):**
- Murdoch2010 (new systems/processes)
  - Data Warehouse
  - HR
  - Student Services
  - Research
  - Finance
  - Policy System
- Password expiry
- Placement Mgmt
- Project Mgmt Review
- Customer Services process improvement (ITIL)
- Customer Satisfaction Survey
- Portal:
  - Staff upgrade
  - Communication channel/Student email
- Sustainability/Green
- Information Mgmt & GroupData
- Learning technology:
  - Wiki’s, Blogs, LCMS, ePortfolio, Second Life
2009 plans
2009 plans

**Infrastructure, building & systems (capacity):**
- Network optimisation & VOIP review
- Site B/Site C (IIID) rationalisation
- SAN upgrade & expansion
- Exchange 2007
- MS SQL Clustering / SQL server 2005/8
- Oracle RAC & Oracle v11
- Windows Server 2008
- More Wireless Access Points (WAPs)
- Rationalisation of O/S’s (Solaris)
- Lecture Theatre upgrades/maintenance
- Aust. Access Federation (AAF)

**Processes & application (delivery):**
- Murdoch 2010 projects, inc Data Warehouse
- Customer Services Phase 2 (ITIL) & Phase 1 for rest of group
- Performance Development & KPIs
- Vista SP1???
- Alesco (minor release)
- Finance1 (minor release)
- Callista (major release)
- Millenium (minor release)
- Project Mgmt / PMO
- Portal for Alumni
- Learning technology
- Altiris v7
- Virtual PC
Challenges

- Compliance with policy – still have issues
- The instant participation age “on demand” (of our customers)
- Equity and ubiquity of access – same access everywhere at the same speed
- Multi campuses and internationalisation – dealing with
- Continued manageability of infrastructure - network, servers & desktop
- eResearch and collaboration – managing NCRIS process
- Information and knowledge management – managing our IP
- Project Management processes
- Cost containment and funding
- Internal process efficiency, benchmarking and improvement – constant challenge
- Competition and new business – in Perth market
- Staffing and skills – shortages in all area; difficult to match salaries offered elsewhere
- Security deficiencies in current network – upgrade to address
Questions