



Australian
National
University

University Information and Communication Technology Governance Committee (UIGT)

Technology Portfolio 2018-2019



Document Information

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Document Change History

Version	Date	Author	Description of Change
0.1	21/03/2018	Helen Duke	New version based on 2016-17 document. Reflects new stream of project work for 2018-19 and closure of 2016-17 projects.
0.2	30/4/18	Helen Duke	Incorporate changes to project descriptions (HDR R2 and R5) following input from SIG. Incorporate information for Technology Consolidation Project. Incorporate initial comments from Karen Hill.
0.3	1/5/18	Helen Duke	Incorporate changes to SE7. Timetabling project provided by Joan Angel. Incorporate additional potential projects and further feedback from Karen Hill. Incorporate updated list for Technology Consolidation project. Incorporate RSB job request system.
0.4	7/5/18	Helen Duke	Incorporating final comments from Karen Hill.
0.5	14/5/18	Helen Duke	Minor updates to Tech consolidation project rating. Final version ready for UICT 2/2018 endorsement.

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1. Introduction

This document outlines the current approved or proposed projects for the Information Technology Services (ITS) Technology Portfolio, forecast to be delivered during 2018-2019 and provides a record of projects completed from previous years (2016-2017).

These projects cover the three core business streams of the University:

1. Student Experience
2. Research
3. Corporate Support

They also cover two additional key areas:

1. ICT Security
2. ICT Infrastructure

The University Information and Communications Technology Governance Committee (UICT) provides funding to support ANU system innovation (new capabilities) and Information and Communication Technology (ICT) investments, including system and software upgrades and installations for Tier 1 and approved Tier 2 systems¹. In particular, these funds seek to support ICT projects or programs that:

1. *Run the business*, that is, involve upgrades to existing Tier 1 and approved Tier 2 systems where there is an ongoing need to maintain the system into the future in accordance with its product lifecycle;
2. *Grow or transform the business*, by providing new capability which is strategically important to the University; and
3. *Ensure compliance* with the University's statutory or legal obligations.

Separate funding is available for projects targeted specifically towards ICT infrastructure improvements. This funding aims to deliver robust and contemporary foundational ICT infrastructure and services to maintain our competitiveness within the higher education sector. The infrastructure projects are designed to create an environment for agile and innovative ICT-based service delivery. A 10 year forward investment plan has also been developed as a separate document. This is developed and agreed between the Chief Operating Officer and Director, ITS and endorsed by the UICT. *Note, infrastructure funding is not available for general funding bids.*

This Portfolio will be updated as required to incorporate additional projects approved by UICT throughout 2018 and 2019.

¹ Tier 1 systems are University-wide systems that support the core business of the University – research, teaching or learning – with data critical to the University as a whole. Tier 2 systems are non-core university-wide systems or core local systems. Tier classifications for individual systems are determined by UICT.

2. UICT Program of Work

The UICT Program covers the three core business streams: Student Experience, Research and Corporate Support, and comprises a number of discrete projects. These projects have been identified as either new capability or product lifecycle upgrade. In addition, a new stream for ICT Security has been added to incorporate the critical security work planned and underway at the University. ICT Infrastructure is also considered under the UICT Technology Portfolio however is funded through a separate Infrastructure fund.

Student Experience:

ANU has a diverse range of support services, programs, and activities to enhance the student experience and help students succeed at university. These current list of projects underway or proposed for 2018-19 includes:

Id	Project Name	New Capability	Product Lifecycle	Strategic Score (/100)	Priority	UICT status
SE1	ANU Online - Lecture Recording (Echo360) Upgrade		X	n/a	Medium	Approved
SE4	Digital Content Management	X		58	Low	Approved
SE7	Timetabling – Class Allocation	X		n/a	High - 2019	Subject to approval
SE13	Admissions, Scholarships and Accommodation (ASA)	X		83	High	Approved
SE20	ANU Online – Moodle Upgrade 3.5		X	n/a	Low	Subject to approval
SE21	Customer Relationship Management (CRM) System	X		n/a	Medium	Approved
SE22	Curriculum Management System (CMS)	X		85	High	Approved
SE23	Moodle Theme Upgrade		X	44	Low	Approved
SE24	International Admissions (Studylink Phase 3)	X		90	High	Approved by COO
SE25	VIP Management Customer Relationship Management (CRM)	X		83	Medium	Subject to approval
SE26	Future Student Experience CRM System	X		85	Medium	Subject to approval

Research:

ANU is a research-intensive University and our research priorities reflect the challenges facing the world today. From next generation solar energy solutions to political engagement strategies, ANU researchers are working at the forefront of their fields and changing the world for the better. The current list of projects underway or proposed for 2018-19 includes:

Id	Project Name	New Capability	Product Lifecycle	Strategic Score	Priority	UICT status
R1	Research Information Management System	X		n/a	High	Approved
R2	Higher Degree Research (HDR) Admissions	X		n/a	High	Approved
R4	ERA 2018		X	93	High	Approved
R5	HDR Exam and Thesis Submission	X		n/a	High	Approved

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Corporate Support:

Corporate Support services are activities which provide enterprise-wide services and encompass activities such as human resources, financial management, information technology, legal services, building facilities, planning and performance, and service improvement. Corporate Support ensures the University has the appropriate infrastructure to support its research, education and community engagement objectives. It is responsible for coordinating the overall budget, resource allocation and planning processes to ensure the optimal use of University resources. The current list of projects underway or proposed for 2018-19 includes:

Id	Project Name	New Capability	Product Lifecycle	Strategic Score	Priority	UICT status
CS3	Collaboration Toolset - Alliance Replacement (Phase 2)	X		80	Medium	Phase 1 - approved Phase 2 - subject to approval
CS6	Connecting ANU (Previously CS4. Data Integration)	X		82	High	Approved
CS8	Maxicloud Implementation	X		90*	Medium	Approved subject to Project Plan
CS9	Single Sign On	X		65	High	Approved by COO
CS10	ERMS, Policy Library and OVM Infrastructure Upgrade	X	X	80	Medium	Subject to approval
CS11	Technology Consolidation	X	X	85	High	Subject to approval

(* Note, this is a business scoring for the project and is not comparable with ratings for other projects in this group)

ICT Security

This stream aims to deliver robust and contemporary ICT security services in order to ensure the integrity, confidentiality and availability of University systems, data and infrastructure. The current list of projects underway or proposed for 2018-19 includes:

Id	Project Name	New Capability	Product Lifecycle	Strategic Score	Priority	UICT status
S1	Enterprise Mobility Management (EMM)	X		n/a	High	Approved
S2	Multi Factor Authentication (MFA)	X		n/a	High	Approved

ICT Infrastructure

This Program aims to deliver robust and contemporary foundational ICT infrastructure and services which enable teaching and research, and maintain our competitiveness within the higher education sector. ICT Infrastructure is separately funded to UICT, however, is shown for visibility. A separate 10 year plan is also produced covering the range of ICT Infrastructure activities required. The key priorities for 2018-2019 are:

Id	Project Name	New Capability	Product Lifecycle	Strategic Score	Priority	UICT status
I16	Enterprise Storage and Cloud Enablement	X		n/a	High	Approved
I17	Telephony Upgrade		X	n/a	High	Subject to approval
I20	Data Centre Relocation	X	X	n/a	High	Approved by COO

Note. The funding provided for ICT Infrastructure is not available for general bids via UICT.

3. Closed and/or completed projects from UICT Technology Portfolio 2016-2017

The following table summarises the projects completed, closed or that did not proceed from the previous Technology Portfolio.

Id	Project Name	Status
SE0	ANU Online Program	Completed – to be closed.
SE2	ANU Online - Moodle Upgrade 3.1	Completed and closed at UICT 4/2017.
SE3	ANU Online – ePortfolio	Completed and closed at UICT 4/2017.
SE5	Timetabling – Exam Scheduling	Completed – to be closed.
SE6	Student Administration System Upgrade	Completed and closed at UICT 4/2017.
SE9	EvaSys Upgrade	Completed and closed 25/7/17.
SE10	Studylink enhancements	Completed and closed at UICT 1/2017.
SE11	Studylink Phase 2 (College Enhancements)	Completed and closed at UICT 1/2018.
SE12	Student Experience Analysis and Architecture	Enterprise Architecture Framework presented to UICT 2/2017. Completed and closed at UICT 2/2017.
SE14	StarRez analysis	Report presented to DVC-A and COO in Dec 2016. Completed and closed.
SE15	ANU Online – Moodle Upgrade 3.3	Completed and closed at UICT 1/2018.
SE16	ANU Online – Learning Analytics	Did not proceed – no proposal submitted.
SE17	ANU Online – Adobe Connect Upgrade and Enhancements	Did not proceed – no proposal submitted.
SE18	ANU Online – Moodle Enhancements	Did not proceed – no proposal submitted.
SE19	ANU Online – Echo 360 Enhancements	Did not proceed – no proposal submitted.
R3	Costing and Pricing (Phase 3)	Completed and closed at UICT 4/2017.
CS1	ES Financials Upgrade (v9.2)	Completed and closed at UICT 4/2016.
CS2	ANU Workspace Program	Completed and closed at UICT 1/2018.
CS4/5	Data Integration Phase 1 and 2	Completed and closed at UICT 1/2018.
CS7	Attendify	Project was discussed at UICT 1/2018. As Crawford School were fully funding implementation it was not a matter requiring UICT consideration and has been removed from the Portfolio.
N/A	Chemical Management System	Completed and closed at UICT 4/2017.
I1.P1	Wireless Enhancement Project (Ongoing Upgrades)	Completed – to be closed at UICT 2/2018 as part of I1 Program. Note, BAU upgrades are ongoing separate to this project.
I1.P2	Internet Gateway Refresh Project	Completed – to be closed at UICT 2/2018 as part of I1 Program.
I1.P3	Network Policy Enforcement Project	Completed – to be closed at UICT 2/2018 as part of I1 Program.
I1.P4	Campus Network Refresh (Campus Core)	Completed – to be closed at UICT 2/2018 as part of I1 Program.
I1.P5	Campus Network Refresh (Distribution and Access)	Completed – to be closed at UICT 2/2018 as part of I1 Program.
I1.P6	Data Centre Switching Refresh	Completed – to be closed at UICT 2/2018 as part of I1 Program.
I1.P7	IP Address Management (IPAM) Refresh Project	Completed – to be closed at UICT 2/2018 as part of I1 Program.
I8	Data Centre Strategy	Completed. Strategy presented to UICT 4/2016.
I10	Identity and Access Management (Phase 2)	Completed and closed at UICT 1/2018.

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I12	Managed Print	Did not proceed – is budgeted for within the Infrastructure Fund.
I14	Audio Visual Refresh (ongoing upgrades)	Ongoing refresh, not specific project. Removed from Portfolio.
I15	Legacy Server Replacement	Completed and closed at UICT 1/2018. New project required for next round of upgrades.
I18	Web Server Upgrade	Did not proceed during 2016-17.
I19	Oracle Hardware Upgrade	Did not proceed during 2016-17. Will be done in conjunction with CS10 ERMS Upgrade if approved.
N/A	Service Delivery Reform/One ANU IT	Completed and closed at UICT 1/2018.

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4. Indicative Project Roadmap 2018-2019

(The roadmap includes projects underway, approved and/or under consideration. Timeframes are indicative only. For actual timeframes, please see project planning and scheduling documentation.)

2018				2019			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
SE1. ANU Online – Lecture Recording (Echo360) Upgrade							
SE4. ANU Online – Digital Content Repository							
				SE7. Timetabling – Class Allocation (TBC)			
SE13. Admissions, Scholarships and Accommodation (ASA)							
		SE20. Moodle Upgrade 3.5 (TBC)					
SE21. Customer Relationship Management							
SE22. Curriculum Management							
SE23. Moodle Theme Enhancement							
	SE24. International Admissions						
		SE25. VIP Customer Relationships Management (CRM)					
		SE26. Future Student Experience CRM System					
R1. Research Information Management System (RIMS)							
R2. Higher Degree Research (HDR) Admissions							
R4. ERA 2018							
R5. HDR Exam and Thesis Submission							
CS3. Collaboration Toolset (Alliance Replacement)		CS3. Collaboration Toolset (Alliance Replacement)					
CS6. Connecting ANU							
	CS8. Maxicloud (TBC)						
	CS9. Single Sign On						
	CS10. ERMS Upgrade						
CS11. Technology Consolidation (TBC)							
	S1. Enterprise Mobility Management (TBC)						
	S2. Multi Factor Authentication (TBC)						
I16. Enterprise Storage and Cloud Enablement (ESaC)							
		I17. Telephony Upgrade (TBC)					
I20. Data Centre Relocation							

- Student Experience
- Research
- Corporate Support
- Security
- Infrastructure

5. Student Experience Projects (SE)

SE1. ANU Online - Lecture Recording (Echo360) Upgrade		
Project Sponsor DVC (Academic)	Business Owner Richard Robinson (ANU Online)	Project Manager Selina Walmsley (ITS)
<p>Project Description:</p> <p>Echo360 Lecture Capture technology is the University's digital lecture delivery system. From 1/7/17, the vendor will no longer support the University's version of Echo360 as it is being replaced by Echo360's 'Active Learning Platform' (ALP) that will be delivered and managed by Echo360. This project will upgrade Echo360 to the ALP and provides new capabilities for the University. Echo360 ALP will enable lecturers and academic staff to continue to provide passive lecture recording capabilities and also to modernise approaches in lecture delivery with more interactive and engaging lecturing tools. Echo360 Active Learning Platform can be used to support 'Blended Learning' and 'Flipped Classroom' experiences.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Replace the end of life lecture capture software application. • Implement educational technologies which enable lecturers to modernise approaches to lecture delivery, including interactive tools built into the lecture capture system. • Ensure student and academic staff have access to a modern teaching and learning solution. • Provide an enterprise level lecture capture and playback management solution for supporting modern teaching methods such as 'blended learning' experiences. • To reduce data hosting costs and issues associated with the existing externally 'self-managed services' solution used for lecture capture and storage, with a vendor managed solution. • Implementation and use of ANU Enterprise Service Bus (ESB) to support data integrations between Echo360 ALP and various ANU Enterprise Systems 		
<p>Dependencies:</p> <ul style="list-style-type: none"> • Union Court redevelopment impact on teaching spaces • CS6. Connecting ANU project (previously Data Integration project) 		
<p>UICT Status:</p> <p>Approved</p>	<p>Delivery Timeframe:</p> <p>Q2 2017 – Q2 2018</p>	<p>Delivery Status:</p> <p>Room upgrades have been completed. Data Migration and Decommissioning in progress.</p>

SE4. ANU Online – Digital Content Management		
Project Sponsor DVC (Academic)	Business Owner Richard Robinson (ANU Online)	Project Manager Selina Walmsley (ITS)
<p>Project Description:</p> <p>The project aims to cater as a single hosting platform for teaching, research and library content along with integration with the University's Moodle system. The ANU will select a suitable product to integrate with Wattle (Moodle) for discovering, re-using and sharing resources, or for collaborating in resource creation. The project is expected to provide necessary data usage statistics which will help the University to plan in future. The project will also safeguard ANU from copyright breach.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Improved lecturer experience by enabling easy course material access of other ANU courses to academics. • Improve learning experience by improving content accessibility and content search. Easy content 		

integration for courses. <ul style="list-style-type: none"> • Reduce risk of copyright breach. • Establishment of University-wide security management for digital learning and teaching resources. • Financial savings of reduced copyright survey for CAL, Screen rights or Music survey. • Minimisation of duplicate course contents with single digital content repository implementation. 		
UICT Status: Approved at UICT 1/2018	Delivery Timeframe: Q3 2016 – Q4 2018	Delivery Status: In progress

SE7. Timetabling – Class Allocation

Project Sponsor DVC (Academic)	Business Owner Registrar (Division of Student Administration)	Project Manager Bernie Wilsea-Smith (DSA)
Project Description: The project will address a number of issues associated with Timetabling which will help to improve the student experience, in addition, staff will have access to timetabling information with simplified reporting capabilities and the project will implement Allocate+ (JDR Software).		
Key Objectives: <ul style="list-style-type: none"> • Students will immediately see their timetable post enrolment. • When building their timetable, students will only see classes for courses they are enrolled in • All teaching activities will be captured in an individualised timetable. • Provide a traffic light approach to scheduling with graphical representation of available alternatives • Students will be able to view their timetable on all mobile devices and have the ability to integrate with personal calendars • Access to a broader range of features including attendance tracking and preferential allocation to activities where a choice is available. • Ability for students to organise with their friends study times based on their individual timetables. 		
UICT Status: Previously UICT approved project Commencement pending funding approval	Delivery Timeframe: 2019	Delivery Status: Revised Business Case to be presented to UICT.

SE13. Admissions, Scholarships and Accommodation (ASA)

Project Sponsor DVC (Academic)	Business Owner Registrar (Division of Student Administration)	Project Manager Tristan Hogg
Project Description: To align with the ANU Strategic Plan 2017-2021, the University is seeking to provide prospective domestic undergraduate applicants with the ability to apply for admission to the University, using pre ATAR, equity and a points-based co-curriculum schedule, through an ANU branded and integrated Admissions, Scholarships and Accommodation (ASA) process. The ASA process will allow the University to package outcomes to the applicant that may include an offer of admission, scholarship and accommodation, subject to eligibility, much earlier in the year. This will enable the University to make offers to a more diverse range of prospective students, provide a more meaningful way of early engagement with applicants and streamline processes.		

Key Objectives: <ul style="list-style-type: none"> • Establish and deploy an ANU branded and integrated admissions, scholarships and accommodation system and process. • Execution of the reformed ASA process models, including delivery of training to the affected business stakeholders. • Deliver packaged outcomes to applicants that may include an offer of admission, scholarships and accommodation, subject to eligibility, commencing in the 2019 calendar year. • Streamlined business processes relating to admission, scholarships and accommodation management and administration. • Informed and educated stakeholder groups, thereby ensuring affected stakeholders are cognisant of the impacts that influence their business and application processes. • Demonstrate accomplished support of the strategic initiatives outlined in the ANU Strategic Plan 2017-2021. 		
Dependencies: <ul style="list-style-type: none"> • Scholarships consolidation 		
UICT Status: Initial funding approved by UICT 1/2017. Subsequent funding approved by UICT 1/2018 and COO	Delivery Timeframe: Phase 1 Q4 2016 – Q2 2017 Phase 2 Q3 2017 – Q1 2018 Phase 3 Q1 2018 – Q4 2019	Delivery Status: Phase 3 in progress.

SE20. ANU Online - Moodle Upgrade 3.5

Project Sponsor DVC (Academic)	Business Owner ANU Online Lead	Project Manager Selina Walmsley (ITS)
Project Description: The ANU Moodle 3.5 upgrade project is part of the product lifecycle management of the University's Moodle based Learning Management System (WATTLE). The University undergoes regular upgrades of Moodle to include the latest Moodle features, eliminate bugs and defects from previous versions, and improve security.		
Key Objectives: <ul style="list-style-type: none"> • Upgrade the University's current Moodle environment supporting its Learning Management System from Moodle 3.3 to 3.5. 		
Dependencies: <ul style="list-style-type: none"> • Moodle Upgrade 3.3 project (completed) 		
UICT Status: Subject to final UICT approval.	Delivery Timeframe: Q3 2018 - Q4 2018	Delivery Status: Project Proposal to be developed and submitted to UICT 3/2018.

SE21. Customer Relationship Management (CRM) (Business Case)		
Project Sponsor DVC (Global Engagement)	Business Owner Director (Marketing Office)	Project Manager John Mostovoy (ITS)
<p>Project Description:</p> <p>The Customer Relationship Management (CRM) initiative aims to support, coordinate and enhance the delivery of services to current and prospective students, staff, alumni, strategic partners, government organisations and other institutions, community groups with effective physical and digital interactions. This will enable the University to establish long term meaningful customer relationships, capture and manage enquiries in a timely, coordinated and consistent manner, eliminate duplication, and enable data analysis and metrics to support customer needs and better decision making.</p>		
<p>Key Objectives:</p> <p>Develop a Business Case that provides a plan to:</p> <ul style="list-style-type: none"> • Gain competitive advantage through effective methods of communication to prevent community disengagement from the University. • Effective organisation through greater efficiency and effectiveness of service delivery. • Improve accessibility of information to enable informed decision making. • Procure and implement a suitable CRM solution and Implementation Partner for the selected CRM technology. 		
<p>Dependencies:</p> <ul style="list-style-type: none"> • Pending UICT approval at the 2/2018 meeting, this project will be closed and two separate projects will be established: <ul style="list-style-type: none"> ○ SE25. VIP Management CRM ○ SE26. Future Student Experience CRM system 		
<p>ICT Status</p> <p>Approved.</p>	<p>Delivery Timeframe:</p> <p>Q2 2017 – Q2 2018</p>	<p>Delivery Status:</p> <p>In progress. See Dependencies.</p>

SE22. Curriculum Management		
Project Sponsor DVC (Academic)	Business Owner Registrar (Division of Student Administration)	Project Manager Jon Coffey (ITS)
<p>Project Description:</p> <p>The current administration of curriculum development (from idea inception to accreditation) is manual, inconsistent between Colleges and does not provide us with data to inform decisions regarding new/amendments/cessation of programs, sub-plans and courses.</p> <p>The University requires a system to manage its course information – particularly including its mapping of learning outcomes against internal (graduate outcomes) and external (professional competencies) objectives sets. The benefits to the University are:</p> <ul style="list-style-type: none"> • Conformance with ANU policy regarding production of course outlines to the ANU Course Outline template. • Accuracy checks on information disseminated to students via Programs and Courses and course pages. • Substantially reduced load in collating past course information for accreditation procedures. • Ability for Associate Deans and Directors (Education) to track changes in course details longitudinally as well as viewing aggregate school/college course information on, e.g., assessment clumping, program-level professional competency coverage, etc. 		
<p>Key Objectives:</p>		

<ul style="list-style-type: none"> • Create a dynamic repository of College course information serving as a single source of truth for feed-in to other systems such as Programs and Courses. • Simplify production of course outlines, accreditation documents (e.g., competency mappings) and ANU-internal course creation and alteration paperwork. 		
UICT Status: Project proposal approved UICT 1/2017.	Delivery Timeframe: Q1 2018 – Q4 2018	Delivery Status: In progress.

SE23. Moodle Theme Enhancement

Project Sponsor DVC (Academic)	Business Owner ANU Online Lead	Project Manager Selina Walmsley (ITS)
Project Description: The project will upgrade the Wattle (ANU Moodle) Theme. This will enhance the user experience through a clearer appearance, better navigation, and provide additional space on the screen for more content. It is important that the implementation of the theme's release to production takes place during the April/May monthly 'bug/fix' release cycle in 2018. All courses will be implemented with the new theme in Moodle for Semester 2, 2018.		
Key Objectives: <ul style="list-style-type: none"> • Implement an upgraded theme for Wattle/Moodle. • Improved look and feel for the Moodle interface leading to a better user experience. • Enable future Moodle upgrades to be more streamlined. 		
Dependencies: <ul style="list-style-type: none"> • SE24. Digital Content Management will introduce a new software solution to manage learning resources integrated with Moodle. 		
UICT Status: Project proposal approved UICT 1/2018.	Delivery Timeframe: Q1 2018 – Q2 2018	Delivery Status: In progress.

SE24. International Admissions (Studylink Phase 3)

Project Sponsor DVC (Academic)	Business Owner Registrar (Division of Student Administration)	Project Manager Siobhan Muir-Williams (ITS)
Project Description: This project will: <ul style="list-style-type: none"> • Deliver a StudyLink Admissions portal as a complete solution for case management and offer acceptance for applications • Enable real time integration between StudyLink and PeopleSoft from application to acceptance • Enable the automatic creation and update of records in the ERMS for every application received and assessed In addition, Planning and Performance Measurement (PPM) and Academic Standards and Quality Office (ASQO) will be able to use PeopleSoft tables for internal and external reporting.		
Key Objectives:		

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<ul style="list-style-type: none"> • Ability to process applications in the StudyLink Admissions portal and use the portal as a complete solution for case management and offer acceptance. • Real time integration between StudyLink and PeopleSoft from application to acceptance. • Automatic creation and update of records in the ERMS for every application received and assessed. • Improved turnaround times, communication with Colleges and applicants, single point accountability, transparency on performance. • Delivers effective changes to work practices meeting initiative goals for case management approach. • Internal and external reporting on international admissions. 		
UICT Status: Project Proposal approved by COO 11/4/18, to be submitted to UICT 2/2018 for endorsement.	Delivery Timeframe: Q2 2018 – Q3 2018	Delivery Status: Project Proposal to be presented to UICT 2/2018 for endorsement.

SE25. VIP Management Customer Relationship Management (CRM)

Project Sponsor DVC (Academic)	Business Owner Deputy Director Operations (Alumni Relations and Philanthropy)	Project Manager TBC
Project Description: Deliver a CRM system to manage all Very Important Person (VIP) relationships end-to-end.		
Key Objectives: <ul style="list-style-type: none"> • Single source of truth for all the information / activities related to a VIP relationship. • Single system support framework for all the divisions who manage VIP relationships. • Consistent policies and processes around VIP relationship data management. • Establish and deliver an ANU in-house capability to support full marketing / fundraising campaign lifecycle and event management activities. • Sharing of information available in different systems. • Establish and deliver an ANU in-house capability to support digital / online referrals and social media campaigns to engage VIPs, and generate insights into user needs and behaviours. • Advanced reporting and analytics capability. 		
Dependencies: <ul style="list-style-type: none"> • Pending approval at UICT 2/2018, this project is a follow on from SE21 Customer Relationships Management (CRM) (Business Case) and may have eventual linkages to the SE26. Future Student Experience CRM system project. 		
UICT Status: Subject to UICT approval.	Delivery Timeframe: Q3 2018 – Q4 2019	Delivery Status: Project Proposal to be presented to UICT 2/2018 for approval.

SE26. Future Student Experience CRM System

Project Sponsor DVC (Global Engagement)	Business Owner Director (Marketing and Recruitment)	Project Manager John Mostovoy (ITS)
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<p>Project Description:</p> <p>The objectives of the project are to:</p> <ol style="list-style-type: none"> 1. Establish the new Future Student Experience CRM System; and 2. Expand the Future Student Experience CRM System to provide direct access to Admissions and the College recruitment teams. 		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Establish a working minimum viable product solution for the in-house Future Student CRM by the end of August 2018 to enable the disengagement of Hobsons. • Develop system integration between the new Future Student CRM and existing systems. • Establish the priority marketing automation campaigns in the Future Student CRM • Establish College specific access, functionality and reporting to better serve the College recruitment teams. • Establish Admissions specific access, to provide enhanced application enquiry management capability. 		
<p>Dependencies:</p> <ul style="list-style-type: none"> • Pending approval at UICT 2/2018, this project is a follow on from SE21 Customer Relationships Management (CRM) (Business Case) and may have eventual linkages to the SE25. VIP Management CRM project. 		
<p>UICT Status:</p> <p>Subject to UICT approval.</p>	<p>Delivery Timeframe:</p> <p>Q3 2018 – Q4 2019</p>	<p>Delivery Status:</p> <p>Project Proposal to be presented to UICT 2/2018 for approval.</p>

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6. Research Projects (R)

R1. Research Information Management System (RIMS)		
Project Sponsor DVC (Research)	Business Owner Director (Research Services Division)	Program Manager David Campagnaro
<p>Project Description:</p> <p>The existing research management system, ANU Research Information Enterprise Systems (ARIES), is a bespoke solution from a boutique supplier rolled out to users at a time of significant devolution with no supporting business process and change management activities. This has resulted in poor data control and reliability. The system has severe limitations around capabilities and functional efficiency, has little in-built work-flow and cannot be easily redesigned to adapt to changes in business activities and needs, including the inability to capture data and generate required outputs for legislative compliance. Significant inefficiencies have been remedied by labour intensive manual workarounds. The system has limited capacity to integrate with other ANU systems without extensive redevelopment and is unable to provide effective and reliable corporate reporting in its own right. It does not provide value to the management needs of ANU researchers.</p> <p>The ANU has four key strategic objectives for research. In order to deliver against any of these objectives there needs to be speed, efficiency, accuracy and confidence in the University's research management data, collection, analysis and distribution. This project will result in major transformational change including significant business reform for administration and for the first time providing ANU researchers with a portal of individualised research management data at their fingertips.</p>		
<p>Key Objectives:</p> <p>Researchers</p> <ol style="list-style-type: none"> 1. Supporting researchers in the administration of their research, including access to their own management information. 2. Provision of a single portal to relevant research management processes. 3. Enhance publications visibility and reporting, including open and closed access with future-proofing for research data requirements. 4. Improve Project oversight, including pre and post award activities. <p>Administration</p> <ol style="list-style-type: none"> 5. Enabling reusability and integration capability with other ANU systems. 6. Establishing a systematic process to capture relevant research data for informing future research management and compliance requirements. 7. Improved workflow to support agile and optimised business processes. 8. Manage evolving reporting requirements, such as HERDC/ERA submissions, and legislation compliance, such as the Define Controls Act. 9. Provision of effective management information. <p>Strategy</p> <ol style="list-style-type: none"> 10. Improve support for recruitment of HDR students and ANU Researcher profiles. 11. Enabling academic strategic decision making on individual disciplines alongside university strategy in real time. 12. Increasing access to non-ANU data, e.g. citation information within the system. 13. Utilise business analytics to identify and leverage international and national Researcher collaboration to improve ANU's strengths and quality of research. 14. Provide more capability to leverage philanthropy and commercialisation/innovation through partnerships and relationships that enhance research activities, profile, and capability. 		
<p>UICT Status: Approved.</p>	<p>Delivery Timeframe: Q3 2016 – Q4 2018</p>	<p>Delivery Status: Publications in progress. Awards in progress. Ethics on hold.</p>

R2. Higher Degree Research (HDR) Admissions		
Project Sponsor DVC (Research)	Business Owner Registrar (Student Administration)	Project Manager Kailee Fisher (SIG)
<p>Project Description:</p> <p>The HDR Admissions project is designed to streamline and standardise the business processes involved in application processing, assessment and acceptance for prospective HDR students. HDR admissions is a very large program of work, key business areas, stages and processes addressed as part of this project include pre-application information, candidate application, core application processing, candidate acceptance, reporting and ANU PhD Policy.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Standardise – develop clear guides and standard operating procedures for staff relating to decision-making, improving and clarifying policy and creating templates for key documents. • Simplify and Streamline – ensuring pain points and wastage in the admissions process is eliminated and standardising the core process across all ANU Colleges and Schools. • Improve quality - improved reputation and student and staff experience in the Admissions process. • Automate – an online application process that automates the generation of letters of offer, notifications, escalations, reminders and process flow. 		
UICT Status: Approved.	Delivery Timeframe: Q1 2017 – Q2 2019	Delivery Status: In progress

R4. ERA 2018		
Project Sponsor DVC (Research)	Business Owner Director (Research Services Division)	Project Manager Siobhan Muir-Williams
<p>Project Description:</p> <p>Upgrade the existing ERA technical component to streamline ERA submission for 2018.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • An ERA system that is fit for purpose. • Streamlined and appropriately supported technology infrastructure for the ERA system. • Reduced reliance on single source of truth for system architecture and support. 		
UICT Status: Mandatory project – approved.	Delivery Timeframe: Q2 2017 - Q2 2018	Delivery Status: Completed April 2018.

R5. HDR Exam and Thesis Submission		
Project Sponsor DVC (Research)	Business Owner Registrar (Division of Student Administration)	Project Manager Megan Easton (SIG)
<p>Project Description:</p> <p>Implementation of digitalised and automated thesis submission and examination form via three key modules</p>		

of work:

MODULE ONE consists of changes to the existing 'HDR Milestone Reporting' eForm to allow candidates to update their working thesis title during a milestone and provide information on Open Access and ORCID. Changes have also been made to the existing 'Manage My Degree - HDR' eForm to allow candidates to amend their working thesis details such as working title, working format, abstract and intended submission date. This module went live 16 March 2018.

MODULE TWO is due for release early May 2018. This module includes a new Notification of Intent milestone for HDR students. This milestone covers the student nomination of their intent to submit a thesis and application for restrict access (RA) should they need it. The process then enables steps in the preparation for the examination process, with a workflow that covers nomination of examiners and RA approval.

MODULE THREE will be released late July 2018. This module includes another new Thesis Submission milestone for HDR students. This milestone includes the electronic submission of the thesis by the student and then the subsequent thesis distribution, examination and management. The process finishes with the College recommendation, award of grade and ultimate release of the finalised thesis to the Library.

Key Objectives:

An efficient and effective process for managing thesis submission and examination reducing examination times and improved tracking and reporting.

UICT Status:

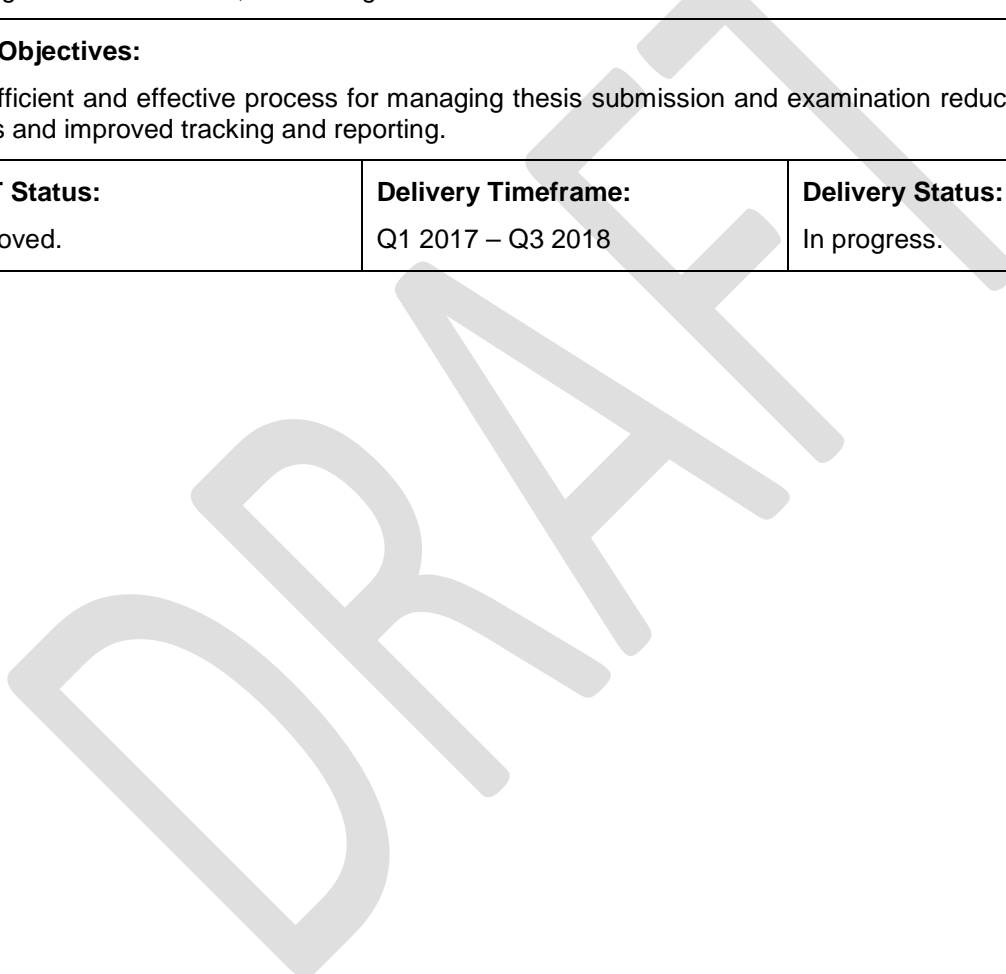
Approved.

Delivery Timeframe:

Q1 2017 – Q3 2018

Delivery Status:

In progress.



7. Corporate Support Projects (CS)

CS3. Collaboration Toolset – Alliance Replacement (Phase 2)		
Project Sponsor Chief Operating Officer	Business Owner Director (Scholarly Information Services Division)	Project Manager John Mostovoy (ITS)
<p>Project Description:</p> <p>This project will:</p> <ul style="list-style-type: none"> • Replace the ageing and unsupported Alliance system which is critical to a number of business functions within ANU, with the establishment of Office 365 as the Enterprise collaboration solution for use by all staff and students. • Strengthen the linkage between collaboration and ERMS to ensure ANU is meeting its records management compliance obligations. • Rationalise how ICT supports a wide range of tools with overlapping collaboration functionality across the University. • Better equip University users with access to modern, integrated tools across the full spectrum of collaboration (dynamic and static) in a way that reflects their core business responsibilities. 		
<p>Key Objectives:</p> <p>Seed funding was sought in 2017 to enable provision of a project manager and business analyst to:</p> <ul style="list-style-type: none"> • Develop an EOI to approach the market based on the requirements outlined in the <i>ANU Collaboration Toolset – Staff Productivity Requirements Analysis</i> document; • Develop Business Case for UICT approval; and • Develop a Pilot (proof of concept) to showcase the use of Office 365 as a new collaboration platform using three business scenarios selected by UICT. <p>This work is nearing completion. A subsequent project proposal has been developed for Phase 2 that will:</p> <ul style="list-style-type: none"> • Establish a supported and maintained University-wide collaboration platform (Office 365) as the Enterprise collaboration solution. • Establish linkages between the collaboration platform and ERMS. • Establish a University-wide collaboration framework in which the support model for collaboration tools is clearly defined. • Actively promote and educate University personnel in the use of the Enterprise collaboration tools. • Implement effective support for Office 365 in ITS. • Provide facilities and/or guidance to help existing Alliance users archive or migrate their data. <p>This work will be undertaken as the next phase (Phase 2) of the CS3. Collaboration Toolset – Alliance Replacement project.</p>		
<p>UICT Status:</p> <p>Approved (seed funding). Phase 2 subject to UICT approval.</p>	<p>Delivery Timeframe:</p> <p>Phase 1: Q3 2016 – Q2 2018 Phase 2: Q2 2018 – Q4 2019</p>	<p>Delivery Status:</p> <p>In progress. Project proposal to be submitted UICT 2/2018 for Phase 2.</p>

CS6. Connecting ANU		
Project Sponsor Chief Operating Officer	Business Owner Director (Information Technology Services Division)	Project Manager Li-Fen Siow
<p>Project Description:</p> <p>To improve the overall effectiveness of the University by moving towards an integrated suite of administrative systems that support the University's strategic objectives of research and education. The University has established the Enterprise Services Bus (ESB) as the vehicle to drive the development of a set of integrations and is ready to undertake the establishment of reusable integrations.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Establish an Integrations Services team, including internal University resources and external resources from the Data Integration partner. • Establish governance required for Data Integration at the University, including a Data Governance Committee and a Data Integration Project Board. • Implement services and solutions that prioritise the data integration issues faced by the University Community, as documented in the two year Data Integration Roadmap, noting that the Roadmap will continue to evolve under the auspices of the above Committee and Board. • Where appropriate, expose data to staff and students via APIs so they can receive this data from the source rather than having to scrape University applications for timetabling and other data. 		
<p>UICT Status:</p> <p>Approved.</p>	<p>Delivery Timeframe:</p> <p>Q3 2017 – Q2 2019</p>	<p>Delivery Status:</p> <p>Stage Gate 1 completed and approved by COO 18/4/18. To be tabled for noting at UICT 2/2018.</p> <p>Stage 2 in progress.</p>

CS8. MaxiCloud		
Project Sponsor Chief Operating Officer	Business Owner Director (Facilities and Services Division)	Project Manager Sachin Ramnani (ITS)
<p>Project Description:</p> <p>To migrate the existing instance of the Maximo application (which is locally hosted) to MaxiCloud (hosted by IBM). It is expected that this would enable ANU to keep up to date with version upgrades, feature enhancements, security patches and bug fixes. The migration is also expected add new features and enhancements (e.g. use on mobile devices) and would be cheaper to maintain long term.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Clearly understand the long-term maintenance requirements of the extensive property portfolio held by ANU. This will require ANU Maximo facility to be moved to MaxiCloud. • Increase operational efficiency in Facilities Maintenance and Asset Management through the effective application of technology and the adoption of appropriate practices and processes. • An information system that promotes and supports the practices and processes of facilities maintenance and asset management. • A comprehensive physical asset register of the property portfolio and associated equipment. Demonstrable gains in the facilities maintenance and asset management functions. • The ability to plan ahead the long term maintenance requirements of the property portfolio. 		

UICT Technology Portfolio 2018-2019

UICT Status: Approved in principle at UICT 4/2017. Subject to Project Management Plan rewrite.	Delivery Timeframe: Q2 2018 – Q4 2018 (TBC)	Delivery Status Vendor engagement in progress. Project Plan to be submitted to UICT 3/2018 for noting.
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CS9. Single Sign On (SSO)

Project Sponsor Chief Operating Officer	Business Owner Director (Information Technology Services Division)	Project Manager John May (ITS)
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Project Description:

Implement a Single Sign On solution for the University so that a user is not required to re-enter their user credentials (user id and password) for each additional system they access. Users will enter credentials once per session and SSO aware applications will then draw authentication credentials from the SSO service.

Key Objectives:

The objective of this project is to implement a desktop SSO solution that uses proven technology (primarily Shibboleth and Kerberos) to provide a robust platform for access to ANU enterprise systems. The project will:

- Implement a production-strength, high availability SSO capability for UDS;
- Implement SSO for the University's core, high usage applications.
- Provide capability to expand to additional systems as demand arises or as new applications are implemented.
- Communicate the proposed changes and security implications of SSO to the user community.
- Investigate and provide options for the work required to implement SSO for key PeopleSoft systems such as ES Financials, HR and Student Administration as SSO is significantly more complex to implement for these applications.

The following applications are in scope for this project:

- HORUS;
- ISIS;
- Intelledox;
- Moodle/Wattle (includes Turnitin, Adobe Connect, Mahara and Echo ALP);
- ServiceNow;
- PageUp (pending confirmation it can be SSO-enabled);
- Concur (pending confirmation it can be SSO-enabled);
- Figtree (pending confirmation it can be SSO-enabled); and
- Insight (pending confirmation it can be SSO-enabled).

UICT Status: Project Proposal approved by COO 11/4/18. To be submitted to UICT 2/2018 for endorsement.	Delivery Timeframe: Q2 2018 – Q4 2018	Delivery Status: Proof of concept (HORUS) completed. Project Proposal to be submitted to UICT 2/2018 for endorsement.
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CS10. ERMS, Policy Library and OVM Infrastructure Upgrade		
Project Sponsor Chief Operating Officer	Business Owner Director (Scholarly Information Services Division) Director (Corporate Governance and Risk Office)	Project Manager Peter Ness (ITS)
<p>The key objective of this project is to undertake a lifecycle management exercise through a technical upgrade of the ERMS to the latest version whilst including a number of value add business improvement enhancements, merging of the Policy Library into the ERMS and a move to the Oracle cloud.</p> <p>The scope for achieving this is broken down into the following key streams:</p> <ol style="list-style-type: none"> 1. Undertake an Oracle Cloud ERMS Proof of Concept. 2. Develop upgrade, merge and enhancement requirements. 3. Establish an upgrade, merge and enhancements architecture. 4. Setup of Infrastructure (Oracle Cloud or otherwise) storage and compute. 5. Implementation of base Oracle WebCentre 12c on the new Infrastructure (provided via ICT Infrastructure fund). 6. Migration of ANU ERMS development, training and user acceptance testing .environments along with custom components to 12c. 7. Merge the ERMS and Policy Library across development, training and user acceptance testing environments. 8. Implement and test business improvement enhancements. 9. Full testing including, functional, unit, and system integration and user acceptance. 10. Implementation and go live of Production and DR environments. 		
<p>The project objectives are to:</p> <ul style="list-style-type: none"> • Provide an up to date and fully supported ERMS and Policy Library that can be better leveraged, maintained and enhanced to support the University's current and future records and policy management needs. • Mitigate the risks associated with running a near to end of life version of the underlying ERMS and Policy Library software. • Improve business usage efficiency through new functionality and user interface enhancements, particularly via search enhancements and expected performance increases. • Minimise maintenance burden by eliminating some of the customisations with vendor supported functionality. • Align with enterprise system lifecycle management good practice. • Increase ERMS reporting capability. • Rationalise ITS systems. • Preserve the current continuity and user experience of each system. 		
UICT Status: Project Proposal to be submitted to UICT for approval.	Delivery Timeframe: Q2 2018 – Q4 2018	Delivery Status: Proof of Concept in progress.

CS11. Technology Consolidation		
Project Sponsor Chief Operating Officer	Business Owner Director (Information Technology Services Division)	Project Manager TBC (ITS)
<p>Project Description:</p> <p>As a natural extension to the gains made in the organisational realignment of One ANU IT, this program of work seeks to consolidate and standardise a number of underlying core technology services. This will be done through:</p> <ul style="list-style-type: none"> • Improved End-User desktop provisioning and streamlined access to printing services; 		

<ul style="list-style-type: none"> • A streamlined password reset and application authentication experience; • Greater penetration of remote help-desk support for improved resolution times; • Greater user control over software installation and configuration through self-service; • Improved visibility, control and monitoring of the technology environment, including the reduction of cyber security risks by increasing the number of users operating on the central, fully-supported and monitored University domain; • Access to high-volume data storage services to better support various College and research-based data repositories; and • Widespread standardisation of underlying technology to reduce the breadth of support skills required and free-up resources for the development of richer, College-specific technology services 		
<p>Dependencies:</p> <ul style="list-style-type: none"> • A reliance on industry to provide the necessary resources and skills to complement ITS' ability to deliver the projects. • Technical linkages to several in-flight projects (but seen as manageable). • ANU One IT Service Delivery Reform and other structural changes currently in progress within ITS. 		
<p>Key Objectives:</p> <p>The key objectives of this program are to deliver the following projects:</p> <ul style="list-style-type: none"> • CS11.1 Unified desktop experience incorporating: <ul style="list-style-type: none"> ○ CS11.1A Unified Domain Services ○ CS11.1B Desktop Provisioning ○ CS11.1C Linux SOE and Distribution ○ CS11.1D Password Reset ○ CS11.1E DNS/DHCP Server Migrations ○ CS11.1F Exchange Consolidation • CS11.2 Research Storage and Archiving • CS11.3 Printing Consolidation • CS11.4 XIBO Consolidation • CS11.5 Web Consolidation • CS11.6 Service Monitoring • CS11.7 Research Computing Services <p>These projects will drive an enhanced and more predictable (repeatable) end-user experience, reduce a number of security risks and free-up resources to focus on richer and higher value technology services.</p>		
<p>UICT Status:</p> <p>Program Proposal to be submitted to UICT 2/2018 for approval.</p>	<p>Delivery Timeframe:</p> <p>2018-2021</p>	<p>Delivery Status:</p> <p>Not started.</p>

8. ICT Security Projects

S1. Enterprise Mobility Management		
Project Sponsor Chief Operating Officer	Business Owner Director (Information Technology Services Division)	Project Manager David Howse (ITS)
<p>Project Description:</p> <p>The University currently provides and operates a fleet of mobile devices (including mobile phones, tablets, and laptops) that are provided to certain users across the campus. The University also wishes to support the concept of Bring Your Own Device (BYOD), to allow users to utilise their personal devices to access ANU critical information and systems.</p> <p>The University does not implement consistent management of these devices, and are unable to provide assurance of the security of the devices and any data contained on them. This has been highlighted in internal and external audits.</p> <p>In addition, the lack of a centralised management platform introduces a number of challenges in provisioning applications and supporting devices, resulting in unsatisfying user experiences.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Allow the University to ensure the security and compliance of data stored on and accessed through mobile devices; • Develop and implement institution-wide policies to maximise the effective use of personal and University-owned devices, and allow management of devices to ensure that they are appropriately secured; • Allow BYOD devices to access and hold university data in a secure way; and • Streamline the provisioning of devices and applications, providing increased user experience and organisational efficiency. 		
<p>UICT Status: Approved UICT 4/2017.</p>	<p>Delivery Timeframe: Q2 2018 – Q3 2018 (TBC)</p>	<p>Delivery Status: New project.</p>

S2. Multi Factor Authentication		
Project Sponsor Chief Operating Officer	Business Owner Director (Information Technology Services Division)	Project Manager David Howse (ITS)
<p>Project Description:</p> <p>Investigate appropriate implementations of Multi Factor Authentication, particularly targeting enterprise applications, to address the risks inherent in using a single factor (typically a password).</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Roll out a Proof of Concept covering privileged administrators within core ITS infrastructure systems, then proceed to roll out coverage to additional systems and user groups as required. 		
<p>UICT Status: Approved UICT 4/2017.</p>	<p>Delivery Timeframe: Q2 2018 – Q3 2018 (TBC)</p>	<p>Delivery Status: New project.</p>

9. ICT Infrastructure Projects (I)

I16. Enterprise Storage and Cloud Enablement		
Project Sponsor Chief Operating Officer	Business Owner Director (Information Technology Services Division)	Project Manager John May (ITS)
<p>Project Description:</p> <p>Enterprise storage and data protection services for the University’s Corporate, Research and Teaching and Learning services have evolved in an ad-hoc manner over time. In the absence of a plan aligned to the University’s long term strategic goals, the current infrastructure will become inefficient, more expensive to maintain, and will not be able to meet the University’s future strategic requirements.</p> <p>Through this project, the University will upgrade its enterprise storage infrastructure to provide capacity for current and future requirements, and to enable ITS to provide suitable capacity for research, corporate data and support any development opportunities for mid-range High Performance Computing and Virtual Desktop Infrastructure. The infrastructure will also add long term backup and archive functionality including retrieval via tape and potentially cloud services.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Secure business critical services with guaranteed uptime. • Reduce the duplication of staff and infrastructure. • Mitigate risk with offsite data holdings. • Enable cloud cost comparisons. • Faster problem resolution and reduced support costs. • Enhance infrastructure service delivery. • Published Service Level Agreements. • Decommission aged infrastructure to reduce risk. 		
<p>UICT Status: Approved.</p>	<p>Delivery Timeframe: Q3 2016 – Q3 2018</p>	<p>Delivery Status: In progress.</p>

I17. Telephony Upgrade		
Project Sponsor Chief Operating Officer	Business Owner Director (Information Technology Services Division)	Project Manager Darren Alexander (ITS)
<p>Project Description:</p> <p>Telephony services within the ANU are hosted on the Avaya Telecommunications platform. These systems are responsible for the delivery of several critical functions including:</p> <ul style="list-style-type: none"> • Inbound/outbound telephone calls. • Telephone handsets (older analogue and Voice over IP VoIP). • Back-end PABX infrastructure (and links out to the public telephone network). • Call centre functionality for the ANU switch and other internal service functions (IT and Financial Shared Services for instance). • IVR (recorded messages) for notification and call routing. <p>Portions of the hardware that supply these services are beyond end of life, and no longer supported by the vendor. Many of these components are only supported on a best efforts basis, leaving the ANU vulnerable to extended service disruption in the event of hardware failure. In addition, due to the age of this equipment, ongoing support and maintenance is becoming prohibitively expensive in comparison to the likely ongoing cost of upgraded (newer) systems.</p>		

<p>Key Objectives:</p> <p>This project has a number of options for the upgrade including undertaking critical updates only, standardising to a VoIP solution and a complete technology refresh. The final objectives will depend on the option chosen and will include:</p> <ul style="list-style-type: none"> • Complete business analysis to detail Campus requirements (in progress); • Develop a Business Case for the preferred option; and • Implementation. 		
<p>UICT Status:</p> <p>UICT provided in principle approval subject to market approach. Revised Project Proposal to be submitted to UICT 3/2018 for approval.</p>	<p>Delivery Timeframe:</p> <p>Q3 2018 – Q3 2019 (TBC)</p>	<p>Delivery Status:</p> <p>Initiation stage.</p>

I20. Data Centre Relocation		
Project Sponsor	Business Owner	Project Manager
Chief Operating Officer	Director (Information Technology Services Division)	Darren Alexander (ITS)
<p>Project Description:</p> <p>Data Centre services are provided to the ANU through two Data Centres located in the Huxley and Crisp buildings. These Data Centres house a large proportion of key ICT equipment so their reliable operation is critical to the University. The ANU does not store any data off-campus. All data archival is performed via active equipment in the onsite data centres. Institutional risk, such as the flood event in 2018, highlight the need for an offsite capability.</p> <p>This project will relocate the Crisp (secondary) data centre to an offsite, externally managed data centre.</p>		
<p>Key Objectives:</p> <ul style="list-style-type: none"> • Undertake procurement process to source an offsite data centre provider (completed Dec 2017). • Undertake activity required to relocate Crisp data centre to the offsite location. 		
<p>Dependencies:</p> <ul style="list-style-type: none"> • I8. Data Centre Strategy project (completed) provided the strategy and business case to support the I20 project. 		
<p>UICT Status:</p> <p>Indicative costings approved by COO.</p>	<p>Delivery Timeframe:</p> <p>Q3 2017 – Q4 2018</p>	<p>Delivery Status:</p> <p>Procurement completed Dec 2017. Relocation planning in progress.</p>

10. Other Projects/Work Underway

In addition to the UICT and Infrastructure funded Programs, there are a number of discrete projects which have been resourced via other University funds or as part of Business as Usual (BAU). The list below provides an indication of some of the key projects underway which may impact ITS, in terms of requiring infrastructure or staffing resources, to either integrate, support or implement components of the projects.

Project Name	Business Owner	New Capability	Product Lifecycle	Status
Access ANU	Director SIG	X		Business Case approved by SISC. Workshops underway.
ANU approvals portal	Director SIG	X		Part of the next phase of the business case for Access ANU.
ANU College of Law UDS Migration	ANU College of Law		X	In the process of migrating. To be completed by end April 2018.
Architectural work around Student Systems (supporting existing students)	Registrar DSA	X		Analysis and investigation piece.
Cardax Upgrade	Director F&S		X	Upgrade released February 2017. Work continues to upgrade controllers. 25 of 69 upgrades completed as of 10/4/17.
CareerHub/UniHub	Division of Student Life	X		Project Proposal withdrawn from submission to UICT 1/2018. Pending confirmation of a holistic approach for In Place and CareerHub, a Project Proposal may be resubmitted to a future UICT.
CIO Pulse	Director ITS	X		To be released in May 2018 as part of ITS change implementation process.
Collection Management Software	Director F&S	X		Collections Advisory Group endorsed the proposal at the meeting 22 February 2018. ITS and DVC-R working to refine the Project Proposal with a view to submit to UICT for consideration.
Contract Management System	Director F&BS	X		End to end solution for managing contracts across the University.
Tool for assessing academic promotions/committees where ranking is required	Director HRD	X		

Project Name	Business Owner	New Capability	Product Lifecycle	Status
DMP Tool	Library/SIS	X		ANU waiting on the DMP Tool provider to integrate the tool with EDUCASE. Until this connection is made, the ANU instance of Shibboleth cannot connect to the tool. On hold pending provider integration with no known date identified.
Emergency Notifications	Director F&S	X		Potential future project.
Grand Challenges	Director RSD	X		Potential project in 2019.
HDR Supervisor Development Program	Dean HDR	X		Draft Business Requirements have been finalised and under review with the Business Owner.
HR Self Service Collection of Work	Director HR	X		
In Place	General Manager CBE	X		Project Proposal under development. To be submitted to UICT 3/2018.
LabArchives Service	RSB/JCSMR	X		Consultation underway to determine integration requirements.
LEAP Cloud Upgrade	Legal Office	X	X	Upgrade of current LEAP legal system to cloud-enabled version including migration of data. Approved by COO.
Library Management System	Library/SIS	X		
Parking Infringement Forms	Director F&S	X		ITS providing advice/feedback as required.
Parking Machine Upgrade	Director F&S		X	Minimal involvement from ITS at this stage.
Use of ServiceNow within Science Schools		X		Introduce ServiceNow to Science Schools. Includes using it for non-IT workflows. Will also allow decommissioning of the Job Request System within RSB.
Salto Amalgamation	Director F&S		X	Amalgamate Salto instances for efficiency and improved management.

Project Name	Business Owner	New Capability	Product Lifecycle	Status
ServiceNow	Director ITS		X	Upgrade being planned for Q2 2018.
Staff/student mentoring matching system	Director HRD	X		
Strategydotzero	Director, PPM	X		PPM are commencing a Proof of Concept within the digital platform Strategydotzero. Functionality covers strategic, business and KPI planning, risk management, portfolio and project management including a bid process, benefits realisation and reporting.
Technical Workshops Project	Business Owner TBC SIG Project Manager	X		Business Case approved through Service Improvement Steering Committee 22/3/17. Will need to come to UICT if ITS resourcing and/or funding is required.
Timetabling – Resource Booking	Bernadette Wilson Lynda Mathey	X		Potential project.
Kambri Redevelopment	Director F&S	X		Provision of ICT infrastructure and resources to support the redevelopment of Kambri.