30th June, 2014

IS Staff Recognition Awards
April to June 2014

<table>
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<th>Individual awards</th>
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<td><strong>Infrastructure and Applications</strong></td>
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<td><strong>WINNER</strong> Dino Reinadi (first nomination)</td>
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<td>Each year, the Development and Alumni Relations office holds a telephone appeal as part of the Annual Fund program. The program aims to engage with UWA graduates and to seek financial support for student scholarships, grants and the Fairway program. In September 2013, the phone appeal program moved from the SPH Lab on the Nedlands campus to a room at University Hall. This was a major undertaking as all of the telecommunication infrastructure had to be built from scratch in order to establish network connection with a US consulting company and setting up of 12+ caller work stations. Dino Reinadi and Bruce Williams worked extremely hard to overcome all of the hurdles they met with along the way, and ensured the Annual Fund was able to hold another successful phone appeal in 2013. In 2014, the phone appeal once again needed Dino’s assistance to set up a new room at Uni Hall. His support and knowledge of this process was invaluable and made for a smooth transition. Dino was always very quick to respond to any questions or queries that were presented to him along the way, both by the Annual Fund team and the US consultants. He went above and beyond to ensure we were able to run a key part of the Annual Fund program, and always with a good sense of humour.</td>
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Dino Reinadi (second nomination)  
Dino was instrumental in assisting me with firewall configuration, in order to take advantage of the multiple service providers we now have available. Dino worked closely with me after normal business hours to get the new connections up and running with minimal interruption to our network users, who – as a result – now have a lot more bandwidth available and are very happy with it!  

Richard Styles  
Richard, as part of the database team, provides us with support on our Oracle Apex database, supporting our development platform, Oracle Apex. Richard was instrumental in assisting us in an upgrade process, and consistently provides us with timely, helpful, friendly support and advice.  

Craig Nicol  
As a relatively new member of staff, Craig has displayed initiative and leadership from day one, having taken the bull by the horns to resolve a problem in the Ken and Julie Michael building which had existed for some months. This related to the dwindling number of certain critical implements and tools essential for staff to do their job. Craig arranged with Campus Management to supply a new set of cutlery and other implements so that normal service could be resumed.  

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| Christopher Hotinski (first nomination)  
*Situation & Task:* To set up the New Research Data Management Services Web Page and Online Data Management Form at short notice.  
*Actions:* He happily and cheerily helped without question in true Chris style. He communicated with colleagues to provide constructive criticisms and solutions.  
*Result:* He provided an excellent product in a short time frame with his great expertise. |
Christopher Hotinski (second nomination)
As part of the RLS CLIP Team, Chris has generously offered his graphic design skills in designing posters to promote new services and "You Said, We Did", editing photos for Facebook and Twitter, and ensuring that all promotional materials conform to the University’s visual identity. The posters that Chris has designed are bright, appealing and professional, and have removed the need to pay UniPrint’s expensive design costs. You may have seen some of Chris’ designs on the sandwich board displays outside the subject libraries.
We have received positive feedback from IS, students, and other sections of the university about Chris’ posters.
Thanks to Chris from the CLIP Team!

RUNNER UP
Sally Kenton
Sally works in the eResearch Support and Digital Developments Unit as the eResearch Support Officer. For the past seven months she has been a member of the Repository Replacement (Pure) project team. The purpose of this team is to replace Information Service’s current repository DigiTool with a new system called Pure.
Pure is a very complex system and requires the integration and synchronisation of several different data feeds one of which is organisational data. The University does not have an appropriate feed for organisational data and that presented a major issue for the project. Sally volunteered to take on the significant task of investigating and identifying how this data organised, imported and managed in Pure. In order to achieve this Sally devoted a significant of time to build up her knowledge and expertise in this area and successfully problem solved many issues that arose along the way. She has created an organisational hierarchy from scratch a big achievement in itself, and many other elements such as classifying types of UWA organisations. Sally also showed leadership by advising the team of best and most efficient way to source, extract and manage this data.
As a result of Sally’s efforts, Information Services now have an accurate organisational hierarchy and an established procedure of how this data will be managed in Pure which will be essential to the overall success of this project.

Client Services
Lyn Costoff
I am nominating Lyn Costoff - one of the Telephonists in my team - for stepping into the role of Acting Supervisor while I was absent on sick leave for almost 6 weeks. Despite only having short stints as Team Leader in an acting capacity (i.e, not longer than 2 weeks) previously, Lyn cheerfully handled the responsibilities and tasks of the job in a friendly, thorough and professional manner for the entire duration. This included staffing the PABX Service Desk, supervising the full-time and casual telephony staff - over and beyond what was expected of her.
All the while, Lyn was quick to credit the help and support of the Switchboard Team, including the phone Technicians who assisted and advised her when issues were unclear or unfamiliar.
Lyn's efforts to keep the Switchboard running smoothly during my absence - and her strong attention to detail - has meant my recent return to work part-time was made much easier, with everything being up-to-date, and making handover a breeze! I commend Lyn's efforts and with much appreciation, I nominate her for recognition of a job well done.

RUNNER UP
Lesley Powell
Situation: When the WA Institute for Medical Research re-branded themselves as the Harry Perkins Institute for medical research, they required all of their sub-branded email aliases to be changed to their new branding.
Task: This required several coordinated changes to be done within IS, as well as checks to ensure all current users of the WAIMR alias were valid and eligible to receive the Perkins alias.
Action: Lesley was outstanding in her efforts to ensure we had captured all eligible users, and coordinating incidents across teams to ensure this change continued to progress. When required, she was very helpful and communicative to FMDHS IT as to any additional information that we needed to provide, or requesting that we check lists of users that she had compiled before proceeding to the next step. If we had questions about any part of the process or queried any delays, Lesley would follow up with teams within IS that were working on the change to provide clear and current status reports. This was extremely helpful in our reporting back to the clients.
Result: Because of Lesley’s outstanding efforts and coordination, the entire change progressed through smoothly, and in the end, Perkins have been very happy with the process.

Runners Up – Lesley Powell, Sally Kenton
Winner – Dino Reinadi
## Team Awards

### BPhil Information Literacy Project Team
Team Members: Ray White, Louise Kilpatrick

Louise and Ray were asked to develop a tailored information literacy program for 1st and 2nd year BPhil students. The BPhil is a challenging program for high-achieving students and these students have different needs to other undergraduates. Louise and Ray met with the course coordinator to determine the students' needs and then developed and delivered a tailored program based on the flipped classroom model. This model encouraged the students to take more responsibility for their own learning as Louise and Ray provided material in LMS to be completed before the workshop sessions they delivered.

Louise and Ray received positive feedback from both the students and the course coordinator who has seen a difference in the students' ability to research and reference the literature this year as a result of the session.

### PURE Project Team
Team Members: Kate Croker, Abby Asomani, Kamil Waqar, Jeannette Stanley, Sally Kenton

The Repository Replacement (Pure) project team is tasked with implementing new software for the UWA Research Repository. The Repository plays a key role in UWA's submission to the Excellence in Research for Australia government assessment exercise and also in meeting external grant funding requirements. It also acts as a method for UWA to promote research output. The team has been working with an external vendor for the first installation of Pure in Australia. This has required extensive information sharing and describing of Australian research processes. The vendor is based in Europe and so communication has had to be online and in language and concepts that are understood by all.

Extensive internal liaison has also been required with many different groups within UWA - Research Enterprise, Web Office, Planning Services to name a few. Each part of the UWA publications collection and dissemination has had to be closely examined and a way to ensure Pure is configured to meet UWA needs has had to be described, agreed and implemented. This has required team members to have both incredible attention to detail and also the ability to see the big picture of where Pure sits in the research process for UWA.

The result of the project team's work has been the implementation of Pure as a production system, significantly increasing the functionality of the UWA Research Repository. It is expected this will lead to increased citations and, long term, increased funding to UWA.

### OOE Calendaring
Team Members: Lesley Powell, Luke Harris, Fenney Lee

**Situation:** The newly-formed Office of Operational Excellence required access to book IS meeting rooms in Reid Library and KJM. Normally this is available only to IS Staff. Catherine Clark and Mark Davies forwarded these issues to the Service Desk, at which point Lesley Powell began investigating the underlying issues.

**Task:** Lesley gathered as much further information as possible and applied a resolution according to her understanding of the underlying issues. She was unwell the following day and unable to follow up, and after being tasked with this follow up, Luke Harris was informed that there were certain requirements that had not been effectively communicated prior to this. Luke collected this information, and consulted with his Team Lead to determine potential next steps towards establishing a viable solution.

**Action:** Using information already provided by Lesley, along with advice provided by Helen from the OOE and Fenney Lee from the Server Team, Luke was able to manage the Incident through to completion, consulting with his Team Lead where appropriate. All three staff members displayed exemplary communication, team work and problem solving skills throughout the Incident's lifecycle.

**Result:** The unique requirements of the OOE were met within a 24hr period, despite there being no existing methodology to solve the problem at the time, and the requirement of a last-minute handover between Lesley and Luke. Communication was well maintained throughout.
Law Librarians  
Team Members: Carol Hicks, Megan Fitzgibbons, Chloe Allen

The law librarians were asked to contribute legal research material to the Law school's Legal Study Skills online learning tool. This LMS unit contains resources for JD students to support their development of legal skills, including research, writing, mooting and other practical skills, and is accessible throughout their studies. Law librarians attended several productive meetings and tailored content relating to legal research skills for this unit. They also were able to offer suggestions about the functionality of the LMS and creative uses of the technology to enhance the delivery of all the content.

This online learning tool is now available to all JD students, and helps to law school to improve lawyering skills and produce high quality graduates for the legal market.

JOINT WINNERS  
Coursera Team  
Team Members: Chloe Allen, Megan Fitzgibbons

The Centre for the Advancement of Teaching and Learning requested assistance from IS to ensure the materials being used in the first Coursera course - entitled Ocean Solutions - could be made available to non-UWA students across the world. This involved liaising with CATL, the Ocean's Institute, IGS and Legal Services to define and implement processes and procedures, checking over 200 pieces of content to ensure that they complied with Australian and US copyright law, identifying alternative pieces of content in the case where restrictive copyright did apply, submitting copyright permission requests to publishers and locating open access versions of materials so that students could have access where possible.

By finding a significant number of alternative images that could be used in the course, Megan and Chloe saved the university significant funds in copyright clearances. All pieces of content were checked by the deadline in late May and there are over 9000 students enrolled in the course.

At all times Megan and Chloe were proactive, positive and productive. The following feedback has been received from CATL: "Ocean Solutions is up and running with 8,500 students and it is fair to say that it wouldn’t have happened on-time or under-budget without all of your great work. I've worked on a few projects like this before and have never seen the copyright side of things handled so competently".

JOINT WINNERS  
Security Team  
Team Members: Goran Mitrovic, Nick Philpott

This nomination is of a general nature, rather than specific to a situation or task. The security team - comprised of Goran and Nick - play a vital role in the overall provision of IS services to the university. Their workload far exceeds their resourcing, and they have little in the way of appropriate policies and tools to make their job easier. The remit of a security team is often misconstrued as mandate to block progress and change because of risk. However, the pragmatic approach adopted by Goran and Nick means they are well and truly an enabler. Moreover, they regularly take the time out to coach their colleagues and provide verbose updates in the incidents they are involved in - which promotes healthy relationships and collaborative learning.

Day in, day out, they get the job done with no complaints and are a pleasure to work with. Without their skills, and more importantly, excellent attitude, the IS service offering would be a lot worse off.

Joint Winners – Coursera Team, Security Team