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Information Services News

Welcome to the new Information Services News. Starting as a single photocopied sheet in 1980, the original Library News has undergone many transformations in its 30 year history, and now is the right time for this publication to reflect our expanded outlook.

Information Services is now responsible for six libraries, IT infrastructure and services, telephone and audio-visual services, a range of research and learning support services and special collections.

Information Services News will keep you up to date on all these areas, especially the many important and exciting projects that are currently in progress.

Information Services Business/ Investment Strategic Priorities Plan

A major focus for the Information Services Senior Management Team over the past months has been the development of the Information Services Business/Investment Strategic Priorities Plan.

This plan was initiated at the request of the Vice-Chancellor following the appointment of Dr Mary Davies as University Librarian & Director (Information Management) at the end of July 2010, and focussed heavily on the findings and recommendations of the ITS Review conducted in August 2010. The plan was delivered to the VC in December 2010 and endorsed for implementation by the Vice Chancellor's Advisory Group in February 2011.

The context for the plan is the need to raise information technology to be a strategic enabler in support of the University's strategic goal of becoming a top-50 ranked university in the world by 2050, and the anticipated changes required to support the New Courses 2012.

Key outcomes of the plan are:
• the enhancement of the student experience;
• the facilitation of research and teaching collaborative activities;
• the increased throughput of our research data and its security;
• increased efficiency and effective working practices;
• the release of staff capacity to better

support research and teaching developments; and
• the reduction of risks (as identified in the ITS Review Report and recent audit reports).

Nine major project initiatives have been identified and prioritised as a result of evidence and feedback from
• Extensive consultation with members of the Executive, Deans, Heads of Schools, Faculty Managers, Faculty IT Managers, key Central Administration management and IT staff, and Guild representatives;
• The ITS Review Report of August 2010 and its 23 recommendations;
• The Student IT Needs Study 2010;
• Recent audit reports from the Office of the Auditor General and Internal Audit (Ernst & Young) concerning risk, business continuity and disaster recovery.

The nine projects in order of priority are:
1. Network Upgrade – upgrading the current out of date network technology that is limiting our current network speed and capacity.
2. Directory Consolidation – consolidating over 30 active directories in use across UWA to reduce complexity and provide support for a single identity.
3. Identity and Access Management – implement a single authoritative source which will improve accuracy of identity information, improve user provisioning,

and provide support for single sign on.
4. Data Centre Consolidation/Student and Staff Storage/Student Printing – reduce the risk associated with data stored across some 46 server rooms, and improve the student experience of cross faculty mobility through central data storage and ability to print to the nearest printer.
5. Managed Operating Environment – improve user experience through greater desktop consistency across campus, reduction in the duplication of effort in desktop management and improving supportability and effectiveness through standardisation.
6. Hardware Procurement – leverage the University's purchasing power through strategic procurement initiatives.
7. Software Procurement and License Management – improve software procurement and licensing services available across campus, and reduce risk of license non-compliance.
8. Asset Management – establish a comprehensive asset management system to enable effective life-cycle management of software and hardware assets, to increase efficiency, reduce costs, reduce risk and facilitate ongoing IT investment decision making.
9. Policies, Standards and Guidelines – to ensure a consistent approach to IT service delivery across all faculties and departments.

Project teams are being formed, with Project Managers and specialist technical resources being allocated to these teams. Faculty and Central Administration IT have been invited to nominate staff from their areas with specialist skills that would add value to these project teams.

The Programme governance structure (in the form of a Programme Board, a Project Advisory Group, and a Programme Manager) is also being formed. All Faculty IT Managers and Central Administration representatives are invited to be members of the Project Advisory Group, to ensure that a high level of cross campus collaboration is maintained throughout all projects.

A Programme Manager, Steve Thompson, has been appointed on a contract basis, to manage the overall programme schedule and financials, as well as co-ordinating all project managers to ensure all 9 projects align, and that interdependencies between projects are well managed. Steve has had considerable experience managing the implementation of similar programmes of work within Higher Education environments and brings to this UWA programme a wealth of experience and lessons learned from previous similar engagements.

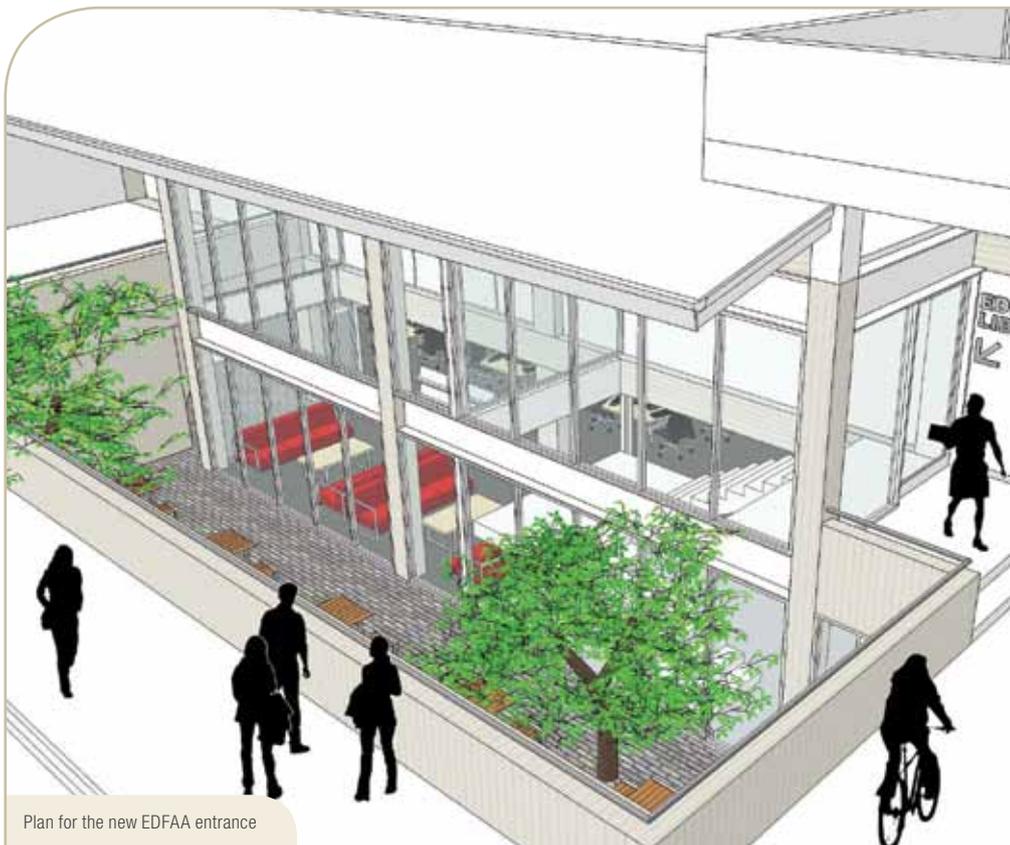Updates on these projects will be communicated through the IS website.

Student internet support

A new service model for student internet support is being trialled within Information Services with the aim of increasing the number of convenient locations for services such as setting up wireless internet access and resolving Pheme access issues.

Students visiting the Reid Arts and Business Library and the Medical and Dental Library will be able to receive student internet support at the same service point where they check out library materials and obtain help on finding information for their research assignments. Queries requiring a more advanced level of technical support will be referred on to staff with specialist technical skills. This enables students to more readily access this support and obtain a more consistent user experience across these inquiry points. Simultaneously, by decreasing the inquiry load on the staff with specialist technical skills, the quality of responses to more complex issues can be improved and provision of additional technical services can be considered.

If the trial is successful it is anticipated that this service model will be implemented in all of our Libraries within Information Services, further improving the student experience across campus.

EDFAA update

Planning is well underway for a return of the EDFAA Library to its original site on the Nedlands Campus late this year. Honey Hiranandani (an ALVA graduate) is working on the project with Ferguson Architects. The refurbished Library will have a slightly larger footprint allowing for an outdoor area and a new light filled entrance on the Hampden Road side of the building. Other improvements include an increase in student seating and group study spaces, a much improved teaching space and a doubling of the previous number of student PCs.

Plan for the new EDFAA entrance

Sam Spilsbury speaking at the launch. Photo: Lindy Brophy.

Unifi launched

Unifi, the new University wireless network, was officially launched by the Vice-Chancellor, Alan Robson, on March 9th at the Science Library.

Sam Spilsbury, a 2nd year Arts/Law student, gave a very entertaining account of his experiences with Unifi, praising the much improved coverage, and the ease of access.

The new Unifi service allows students and staff to access the UWA network and the Internet from laptops and mobile devices (e.g iPhones) simply with their Pheme credentials.

Unifi was built using the state-of-art wireless networking technology and is faster, more reliable and easier to use than the old SNAP wireless network.

You can see the current coverage of Unifi on this map: http://www.its.uwa.edu.au/wifi/unifi?f=282153

For more information please visit: www.unifi.uwa.edu.au

Managing research data at UWA

Information Services is responsible for a significant new initiative in research data management at UWA. Funded by the Australian National Data Service (ANDS), this initiative has three major goals:

- Building a Registry of Research Data Collections at UWA;
- Implementing software tools for improving the management of research data in specific research fields;
- Reviewing current practices in the management of research data at UWA.

ANDS has been funded by the Federal Government's Department of Innovation, Industry, Science and Research (DIISR), and is based at Monash University and the Australian National University. It aims to influence national policy in the area of data management in the Australian research community; inform best practice for the curation of data; and transform the disparate collections of research data around Australia into a cohesive collection of research resources.

To achieve the third of these goals, ANDS is developing the Australian Research Data Commons (ARDC), to which public institutions can contribute information about their research data collections. The combined catalogue of data collections is known as Research Data Australia.

Information Services at UWA is building a system for collecting and storing information about research data collections. The software being used is VIVO, originally developed as a comprehensive research profiling service by Cornell University. VIVO is also being deployed by several other Australian universities to build registries of research data collections.

The UWA VIVO service will identify strategically important UWA research data collections and will ensure that descriptions of these collections are made available to the ARDC.

Information Services will also be working with specific research groups to implement software tools for capturing information about their data collections as part of the research process. These groups are in three strategic research areas for UWA: rock art research, marine ecology research, and characterisation and analysis in bio-imaging.

The Information Services project team will also be reviewing current practices at UWA, and making recommendations for improving training, increasing awareness, and updating policies.

Effective management of data is a vital part of excellence in research. Through these ANDS-funded projects, Information Services is aiming to ensure that UWA's approach to research data management is on the best possible footing.

Contact Dr Toby Burrows, ANDS Project Director, UWA: toby.burrows@uwa.edu.au
Further information Research Data Australia: http://services.ands.org.au | VIVO at Cornell University: http://vivo.cornell.edu
VIVO-Web project: http://www.vivoweb.org

Finding the information you need is now only OneSearch away!

OneSearch, the Library's new search tool, was launched to UWA staff and students on Monday February 14.

The search tool provides users with a new way of searching the Library's collections and retrieves search results quicker than ever before. OneSearch facilitates simultaneous searching across a range of resources including the Library catalogue, databases and the UWA Research Repository.

OneSearch provides UWA users with customisable features such as reviewing and tagging material and saving content to a private workspace for future use. Results can also be exported to Endnote Web. To access this functionality login to OneSearch using your Pheme details.

The Library catalogue and SuperSearch will continue to be accessible from the Library homepage.

Implementation of OneSearch was a team effort in Information Services, involving staff in Information Resource Access Management, Information Technology, Information Literacy Unit, and Research and Learning Support.

To search OneSearch go to http://onesearch.library.uwa.edu.au

For assistance or feedback please visit the OneSearch LibGuide or contact askUWA.

Friends of the Library: 2011 Programme

19th century journal accounts of life aboard sailing ships
Tuesday 10 May 2011
Speaker: Joan Robins
Contact: john.robins@uwa.edu.au

Mary Durack – the diarist
Tuesday 14 June 2011
Speaker: Patsy Millet
Contact: dtunley@cyllene.uwa.edu.au

Eileen Joyce in Kalgoorlie – an unusual childhood for a concert pianist
Tuesday 12 July 2011
Speaker: David Tunley
Contact: dtunley@cyllene.uwa.edu.au

Families in the Goldfields: 1895 onwards
Tuesday 9 August 2011
Speaker: Lenor Layman
Contact: stella.ibbott@uwa.edu.au

WA's severe weather
Tuesday 13 September 2011
Speaker: Brad Santos
Contact: stella.ibbott@uwa.edu.au

A theatre perspective: from Perth to the world. The place of the Midnite Youth Theatre Co – some reflections
Tuesday 11 October 2011
Speaker: Tony Howes
Contact: dtunley@cyllene.uwa.edu.au

TBA
Tuesday 8 November 2011
Speaker: Yasmin Haskell
Contact: toby.burrows@uwa.edu.au

Christmas party
6 December 2011
Contact: stella.ibbott@uwa.edu.au

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