The annual ITSMF Industry Awards for excellence in IT Service Management are presented to those organisations who have achieved extraordinary success from innovative and effective IT practices, and spans service desk and IT projects across all industry sectors. UWA Information Services lodged a submission to ITSMF for this prestigious industry award following the outstanding results in client satisfaction seen in the 2012 University IT Service Quality Benchmark Survey.

As part of our ongoing commitment to embed best practice in our IT service delivery, a number of new initiatives and processes have been introduced, each focussed on improving client outcomes. As a result of the success of these initiatives, UWA was ranked the Most Improved University in the 2012 University IT Service Quality Benchmark Survey, achieving an overall ranking of 6th place. This was UWA’s highest ever ranking, and a major turnaround from our ranking at 30th in 2011. During the same period, the IS Service Desk team also successfully managed the transition and support of many new and upgraded services introduced under considerable time constraints for the New Courses framework in 2012.

To have achieved such an improvement in Service Quality ranking during this period of major service transitions is testimony to a motivated and inspired Service Desk team backed up by hard work from other support staff within Information Services. The increased engagement and involvement between Information Services, System Owners and Faculty IT, and the success of our implementation of an effective Incident Management process, have also contributed significantly to improvements in client service.

The ITSMF Industry Awards, including the Service Desk Project of the Year, were announced during ITSMF Australia’s 16th National Conference and Expo, as part of the Telstra Gala Dinner held at Parliament House, Canberra on 8 August, 2013. Iain Walker, Service Desk Manager, and Alan Mullett, Assistant Director Service Management, accepted the award on behalf of the team.

This award is well-deserved recognition for a team that has been focussed on bringing the IS vision and values to life. The UWA Service Desk team has now set itself an aspirational goal of a top three ranking in the 2013 University IT Quality Benchmark Survey.

Following a record number of nominations and an extensive judging process, IT Service Management Forum Australia (ITSMF) have announced ‘The University of Western Australia – IT Service Desk’ as the winner of the 2013 Service Desk Team Project of the Year Award.
IS support for the NHMRC Open Access mandate

The National Health and Medical Research Council’s (NHMRC) revised policy on the dissemination of research findings came into effect on 1st July 2012.

Under this new policy, publications resulting from NHMRC research grants must be made available in an Open Access institutional repository within twelve months of publication.

To help UWA researchers, staff in Information Services have begun identifying relevant publications and contacting their authors.

Where possible, published versions of journal articles are being made available through the UWA Research Repository. When copyright or publisher agreements prevent Open Access to the published version, a copy of the accepted manuscript (or ‘post-print’) is being requested from the authors.

This process is ensuring compliance with the NHMRC mandate to date.

While Information Services will attempt to contact relevant authors, you are still welcome to submit articles directly for inclusion in the UWA Research Repository.

Detailed information about the NHMRC Open Access mandate is available in the UWA Open Access Toolkit: guides.is.uwa.edu.au/nhmrc_mandate

You can also contact your Faculty Liaison Coordinator for more information: is.uwa.edu.au/contact/faculty-liaison-coordinators

Eddy the Peacock proves to be popular

This year’s Open Day was certainly a massive success, and one notable talking point was a sculpture of Eddy the Peacock hanging in the entry of the Reid Library. Made entirely of microfilm by Library Officer Sara Drake (who is also very talented artist), Open Day visitors took an immediate shine to Eddy, and he has remained in place due to popular demand.

The oldest of UWA’s real life peacocks is known as Eddy (named after Sir Edmund Hillary) and while this new version of Eddy isn’t quite as colourful, he is proving to be just as intriguing.

IS News asked Sara Drake about the creation of Eddy:

“The original idea was to recycle our collection of newspapers on microfilm – now available online of course! I wanted to find a way of making a structure from microfilm without the extraneous support of wires or an armature, which was a real challenge due to flimsy nature of the film. By a cunning mix of folding and stapling (and repetitive strain injury!) I used about 40 rolls of The New York Times from the mid 1970s and about 5000 staples to create what you see now.

It took a couple of days to make, with several false starts and rejected experiments before I came up with the finished piece. I have kept my fellow staff members at the Science Library amused and bemused with a wide range of experimental pieces which have found alternative uses as avant-garde jewellery and clothing, before finally coming up with the idea of the peacock with its special significance for UWA.”
Terry Coe and the Audio Visual team helped with the design of furniture for student study spaces, and provision of audio visual equipment, including the latest in digital display systems.

The Networks team and IS Project Manager Kalyan Upalapati worked tirelessly to ensure that the UWA network was extended into the facilities on time to ensure all students had access to UniFi or easy access to the UWA network via wired network points in residents rooms. To meet the tight deadlines, network administrators Chawa Chiteta and Daniel Tay were often working alongside construction teams, replete with hard hats and Hi-Vis vests.

The Desktop Services team also liaised closely with Chris Massey to coordinate the procurement and setup of new student PCs and printers connected to the Central Student Printing System, along with the relocation of existing equipment where necessary.

The Servers and Applications team, along with Technical Architect Craig Williams, played key roles in the implementation of new systems such as Fleximeals for dining room management, Saflok door access control system and Dynamics for Financial Management.

Chris Massey said the project teams involved all worked towards the common goal of providing the highest standard of IT services and audio visual equipment.

“I was really pleased with the commitment and ongoing support from Information Services and the way the team helped us out in what was an extremely tight timeframe,” Chris commented. “The students are now reaping the rewards of that work and there is no doubt that University Hall is one of the leading residential colleges in Australia.”

Information Services worked closely with UWA Director Student Residences Chris Massey, UWA Campus Development, and Facilities Management, to ensure that the new premises included the technology required to enhance the student experience. All the study spaces include access to the UWA network and printing, PCs, and a range of audio visual facilities, as well as administration systems commissioned to specifically support the operational requirements.

The new University Hall was opened in March this year, providing accommodation and facilities for more than 500 new student residents. Meeting the tight deadlines required an exceptional team effort right across Information Services, with several sections of IS providing crucial contributions to ensure the success of the project.

Information Services worked closely with UWA Director Student Residences Chris Massey, UWA Campus Development, and Facilities Management, to ensure that the new premises included the technology required to enhance the student experience. All the study spaces include access to the UWA network and printing, PCs, and a range of audio visual facilities, as well as administration systems commissioned to specifically support the operational requirements.

Student IT support staff from Research and Learning Support visited University Hall on a number of occasions after the facility opened to provide students information on accessing UWA IT Services and Student IT Support.

“Getting connected at University Hall”

The new University Hall was opened in March this year, providing accommodation and facilities for more than 500 new student residents. Meeting the tight deadlines required an exceptional team effort right across Information Services, with several sections of IS providing crucial contributions to ensure the success of the project.

Information Services worked closely with UWA Director Student Residences Chris Massey, UWA Campus Development, and Facilities Management, to ensure that the new premises included the technology required to enhance the student experience. All the study spaces include access to the UWA network and printing, PCs, and a range of audio visual facilities, as well as administration systems commissioned to specifically support the operational requirements.

The Networks team and IS Project Manager Kalyan Upalapati worked tirelessly to ensure that the UWA network was extended into the facilities on time to ensure all students had access to UniFi or easy access to the UWA network via wired network points in residents rooms. To meet the tight deadlines, network administrators Chawa Chiteta and Daniel Tay were often working alongside construction teams, replete with hard hats and Hi-Vis vests.

The Desktop Services team also liaised closely with Chris Massey to coordinate the procurement and setup of new student PCs and printers connected to the Central Student Printing System, along with the relocation of existing equipment where necessary.

The Servers and Applications team, along with Technical Architect Craig Williams, played key roles in the implementation of new systems such as Fleximeals for dining room management, Saflok door access control system and Dynamics for Financial Management.

Student IT support staff from Research and Learning Support visited University Hall on a number of occasions after the facility opened to provide students information on accessing UWA IT Services and Student IT Support.

“Getting connected at University Hall”

The new University Hall was opened in March this year, providing accommodation and facilities for more than 500 new student residents. Meeting the tight deadlines required an exceptional team effort right across Information Services, with several sections of IS providing crucial contributions to ensure the success of the project.

Information Services worked closely with UWA Director Student Residences Chris Massey, UWA Campus Development, and Facilities Management, to ensure that the new premises included the technology required to enhance the student experience. All the study spaces include access to the UWA network and printing, PCs, and a range of audio visual facilities, as well as administration systems commissioned to specifically support the operational requirements.

The Networks team and IS Project Manager Kalyan Uppalapati worked tirelessly to ensure that the UWA network was extended into the facilities on time to ensure all students had access to UniFi or easy access to the UWA network via wired network points in residents rooms. To meet the tight deadlines, network administrators Chawa Chiteta and Daniel Tay were often working alongside construction teams, replete with hard hats and Hi-Vis vests.

The Desktop Services team also liaised closely with Chris Massey to coordinate the procurement and setup of new student PCs and printers connected to the Central Student Printing System, along with the relocation of existing equipment where necessary.

The Servers and Applications team, along with Technical Architect Craig Williams, played key roles in the implementation of new systems such as Fleximeals for dining room management, Saflok door access control system and Dynamics for Financial Management.

Student IT support staff from Research and Learning Support visited University Hall on a number of occasions after the facility opened to provide students information on accessing UWA IT Services and Student IT Support.

“Getting connected at University Hall”

The new University Hall was opened in March this year, providing accommodation and facilities for more than 500 new student residents. Meeting the tight deadlines required an exceptional team effort right across Information Services, with several sections of IS providing crucial contributions to ensure the success of the project.

Information Services worked closely with UWA Director Student Residences Chris Massey, UWA Campus Development, and Facilities Management, to ensure that the new premises included the technology required to enhance the student experience. All the study spaces include access to the UWA network and printing, PCs, and a range of audio visual facilities, as well as administration systems commissioned to specifically support the operational requirements.

The Networks team and IS Project Manager Kalyan Uppalapati worked tirelessly to ensure that the UWA network was extended into the facilities on time to ensure all students had access to UniFi or easy access to the UWA network via wired network points in residents rooms. To meet the tight deadlines, network administrators Chawa Chiteta and Daniel Tay were often working alongside construction teams, replete with hard hats and Hi-Vis vests.

The Desktop Services team also liaised closely with Chris Massey to coordinate the procurement and setup of new student PCs and printers connected to the Central Student Printing System, along with the relocation of existing equipment where necessary.

The Servers and Applications team, along with Technical Architect Craig Williams, played key roles in the implementation of new systems such as Fleximeals for dining room management, Saflok door access control system and Dynamics for Financial Management.

Student IT support staff from Research and Learning Support visited University Hall on a number of occasions after the facility opened to provide students information on accessing UWA IT Services and Student IT Support.

“Getting connected at University Hall”

The new University Hall was opened in March this year, providing accommodation and facilities for more than 500 new student residents. Meeting the tight deadlines required an exceptional team effort right across Information Services, with several sections of IS providing crucial contributions to ensure the success of the project.

Information Services worked closely with UWA Director Student Residences Chris Massey, UWA Campus Development, and Facilities Management, to ensure that the new premises included the technology required to enhance the student experience. All the study spaces include access to the UWA network and printing, PCs, and a range of audio visual facilities, as well as administration systems commissioned to specifically support the operational requirements.

The Networks team and IS Project Manager Kalyan Uppalapati worked tirelessly to ensure that the UWA network was extended into the facilities on time to ensure all students had access to UniFi or easy access to the UWA network via wired network points in residents rooms. To meet the tight deadlines, network administrators Chawa Chiteta and Daniel Tay were often working alongside construction teams, replete with hard hats and Hi-Vis vests.

The Desktop Services team also liaised closely with Chris Massey to coordinate the procurement and setup of new student PCs and printers connected to the Central Student Printing System, along with the relocation of existing equipment where necessary.

The Servers and Applications team, along with Technical Architect Craig Williams, played key roles in the implementation of new systems such as Fleximeals for dining room management, Saflok door access control system and Dynamics for Financial Management.

Student IT support staff from Research and Learning Support visited University Hall on a number of occasions after the facility opened to provide students information on accessing UWA IT Services and Student IT Support.

“Getting connected at University Hall”

The new University Hall was opened in March this year, providing accommodation and facilities for more than 500 new student residents. Meeting the tight deadlines required an exceptional team effort right across Information Services, with several sections of IS providing crucial contributions to ensure the success of the project.

Information Services worked closely with UWA Director Student Residences Chris Massey, UWA Campus Development, and Facilities Management, to ensure that the new premises included the technology required to enhance the student experience. All the study spaces include access to the UWA network and printing, PCs, and a range of audio visual facilities, as well as administration systems commissioned to specifically support the operational requirements.
UWATCH sets the stage with a new collection

To mark the UWA centenary, Dr Joan Pope and Dr William Dunstone on behalf of UWA Theatres on Campus History (UWATCH), presented the University with a collection of 450 print and graphic items documenting campus theatre and drama performances by students and staff from the University’s earliest days. The collections were officially received by the Vice Chancellor, Professor Paul Johnson, at the first meeting of Convocation this year.

UWATCH is a group of UWA graduates who have been researching and collecting UWA theatre materials for the past seven years. They have sorted, documented and cross-referenced the Collection with some 400 University performance events entered on the AusStage database and will donate a sum of $5,000 towards preservation and digitisation. The materials, to be known as the UWA Centenary Theatre Collection will be housed in Special Collections in the Reid Library.

Images of costume designs by Neil Hunsley for the 1953 production of “The Rivals” reproduced from the originals in the UWATCH collection.