Griffith UNIVERSITY

Information Services

**Pro Vice Chancellor
Information Services**
Linda O'Brien

Chief Technology Officer
Bruce Callow

Director
Planning & Projects Office
David Gunsberg

Director
Information
Technology
Services
Jeanette Patamia

Director
Enterprise
Information
Systems
Stephen Bishop

Director
Information
Technology
Infrastructure
Bruce Scott

Director
eResearch Services

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Malcolm Wolski

Director
Information
Management
Maureen Sullivan

Director
Library and
Learning
Services
Louise Howard

Help (tier 0 and 1)
Desktop Support
Workplace solutions
consultants, AV

Research Admin
systems
Student, HR, Finance,
library, Bboard,
DSpace

Storage farms
Server farms
Unified Comms
Networks
Security/Identity Mgt

Discipline IS solutions
HPC service (including
cloud)
Data Mgmt Solutions
Media Service
National projects/services

Info mgmt (central records,
repositories, library
catelogue, sharepoint)
Discovery/Publishing
Acquisitions, standards

Discipline librarians
Research Data Mgt, Library
spaces, Publishing advice
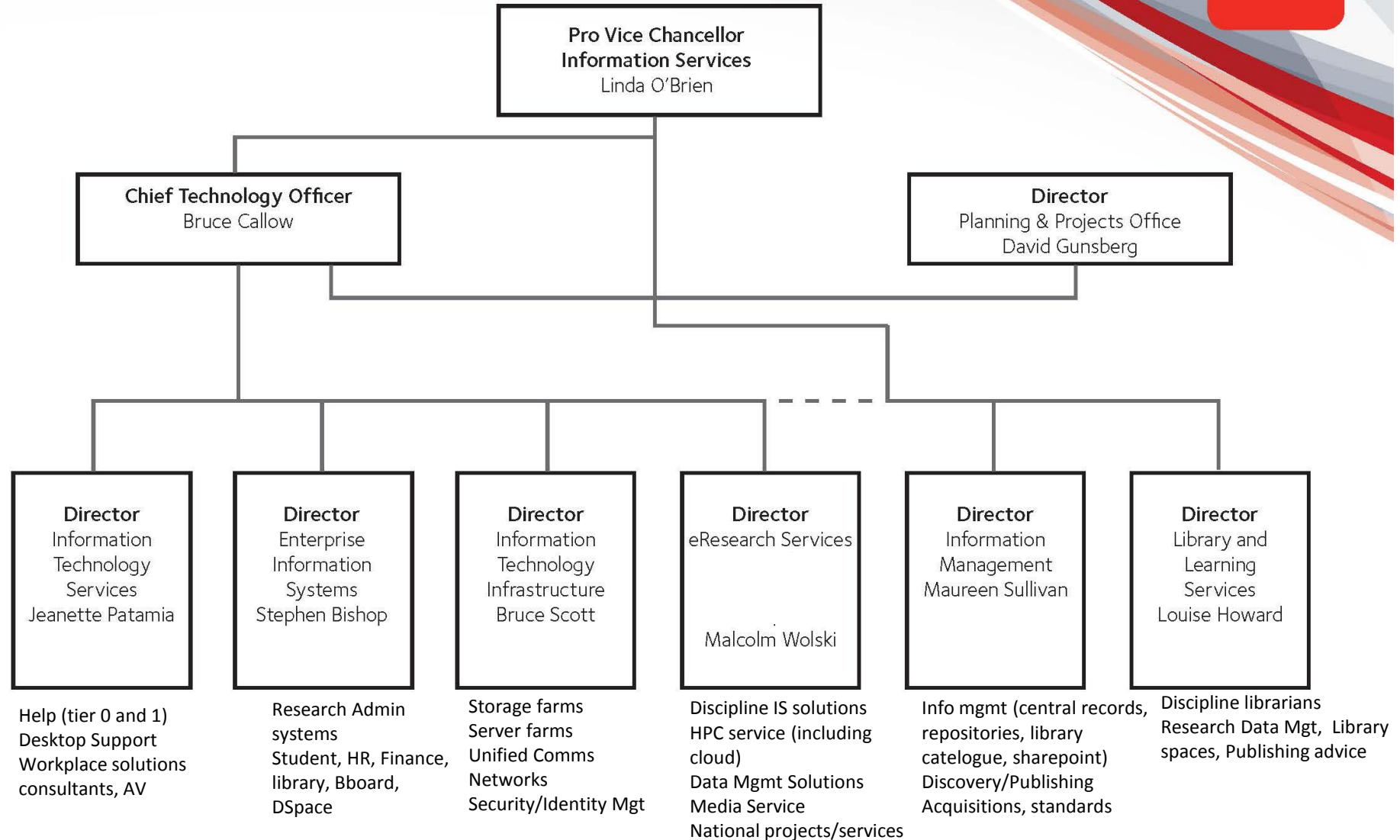
Budget and planning

- Griffith Plan -> Griffith Research Plan -> other plans (eg IT plans)

- Research Infrastructure Development
    - Electronic Infrastructure Capital Plan - Research Portfolio and Underlying Infrastructure Program
    - Internal Infrastructure Grant Program
    - Academic Groups
    - Grants/Co-investment

- Electronic Infrastructure Recurrent Program (funds software like Matlab)

- Changed and changing
    - Much more business focused, more strategic and future budget uncertainty
    - Academic groups submitting 3 yr infrastructure plans rather than one off requests
    - Push towards sourcing solutions especially through leveraging external services
    - More collaboration/partnering (internal and external)
    - Looking at structure, processes, policies to facilitate the above

How does your institution decide when to provide eResearch services internally or externally?

- Overall - Strategic advantage and compliance

- Tactical/Operational factors such as
  - Mutual advantage/synergy with a partner
  - Cost effective (with full oncosts added)
  - Competitive edge – in-house or sourced
  - Commodity vs specialist
  - * Opportunity cost
  - * Accounting/finance reasons (eg CAPEX vs OPEX)

How do you see your institutional services connecting with any national framework

- Via the research or eresearch community

  - Directly to known community leaders/specialists (eg people working in eHumanities)

  - Through the lead SAAS or IAAS node (eg Genomics VL or QCIF)

  - Phone a friend

- Must pass a standard sourcing process (e.g. security, legal, risk assessed etc). Tick for QCIF.

- It has to be seamless and no/low barriers

- How does an institution find out what they can do for a NCRIS "service" and what can the "service" offer them as a starter pack

- Feels more like a like the hokey pokey than a waltz

- Takes 2 to tango – limits within institutions

Learnings

- Read a book on partnering ☺

- Decide on your level of engagement

- Allocate time and resources to planned engagement

  (internal and external) - no best model

Workforce

- Grow our own, redeploy, recruit

- Outsource some tasks out and on-sell where advantage to do so

- Partnering and collaborating (e.g. co-fund a position)