Information Services

Pro Vice Chancellor
Information Services
Linda O’Brien

Chief Technology Officer
Bruce Callow

Director
Information Technology Services
Jeanette Patamia
Help (tier 0 and 1)
Desktop Support
Workplace solutions consultants, AV

Director
Enterprise Information Systems
Stephen Bishop
Research Admin systems
Student, HR, Finance, library, Bboard, DSpace

Director
Information Technology Infrastructure
Bruce Scott
Storage farms
Server farms
Unified Comms Networks
Security/Identity Mgt

Director
eResearch Services
Malcolm Wolski
Discipline IS solutions
HPC service (including cloud)
Data Mgmt Solutions
Media Service
National projects/services

Director
Information Management
Maureen Sullivan
Info mgmt (central records, repositories, library catalogue, sharepoint)
Discovery/Publishing
Acquisitions, standards

Director
Planning & Projects Office
David Gunsberg
Discipline librarians
Research Data Mgt, Library spaces, Publishing advice

Director
Library and Learning Services
Louise Howard
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)