Faculty IT Report
June 2016

IT Changes
A number of contractors who are deemed not to be critical to the daily operations of central IT as well as those whose projects are winding down have been advised that their contract will not be renewed with a number of them finishing up before September. Staff who's fixed term contracts are due and are deemed to be critical to the on-going operations of Central IT will have their contracts extended as appropriate.

Managed Print Service (MPS)
The Managed Print tender process is close to being finalised with vendors preparing last minute refinements to their offering before a final decision is made over the coming weeks.

Decentralised IT Audit
The Faculty Computing Unit, the School of Psychology and the Climate Change Research Centre have been selected for review by the UNSW Internal Audit unit. Each area has received a spreadsheet of questions covering topics from organisation structure, interactions with other units, asset management, system support, backup & recovery, change management and security of systems and data. The answers are being reviewed during a meeting with an auditor contracted from Deloitte. Follow up questions and requests for further information and documentary evidence will be tabled at following meetings to substantiate claims and clarify the current state of systems and processes in each area. At the end of the audit activity a report will be available along with any recommendations for improvements.

Strategic IT Procurement Team
The Strategic IT Procurement Team met with the Science IT group recently for a meet and greet exercise. Previously the IT procurement team was part of Central IT however this has been changed and the new Strategic IT procurement group are now part of the UNSW Finance team embedded within the Central IT Unit.

During the meet and greet session the Science IT team were also able to raise some issues surrounding the IT hardware and software procurement process. Anne Roger, IT Procurement Manager, has already addressed some of the issues and is working to improve the current situation with vendors and software licences and will be arranging a number of follow up meetings with key staff.

ISMS and standards approval
The University IT security policies and its associated 17 IT standards have been approved and signed off by the Vice Chancellor. Combining the IT Security policies with the recently approved Data Governance Policies, the University will embark on a security education program for all staff. The program will reinforce the responsibilities of all staff regarding IT security, management of systems and the data that is stored on them. The Security Roles and Responsibilities document outlining the operating model for the Information Security Management System (ISMS) is in final
draft stage and will be released in the next few weeks.

The operating model outlines the roles and responsibilities across UNSW that ultimately feed into the UNSW risk management process. Under the proposed system, Faculties are responsible for the establishment of a local ISMS Operating Model that takes into account the Faculty’s organisational and technological environment. The model will require a range of roles including an Executive (Dean) role who is ultimately accountable for security decisions within the Faculty, a Security Forum whose key members cover the General Manager and associate Dean roles who are responsible for decision regarding Information Security within the Faculty. And the Faculty IT Manager who is responsible for informing the overall committee about IT issues, developments and review results while being a focal point for IT security across the Faculty and the ongoing communication and development process.

**Level 14 Shutdown July 1st.**

The Library Tower Level 14 data centre will be shutdown between 6pm Friday July 1st and 6am Monday July 4th enabling UNSW Facilities to perform necessary air conditioning remedial works. All applications that can be migrated to the R1 data centre will be moved prior to the outage to minimise their down time. Unfortunately not all applications can be moved so there will be planned outage period for them. Further details as to the impact of the outage will be made known over the next few weeks as system owners become aware of the plan. The disruption to the University will be minimised as much as it can however unfortunately some services will be unavailable.

**CDO at Faculty IT meeting**

Conrad Mackenzie, the University’s caretaker CDO, Chief Digital Officer, recently met with the Faculty IT group. During the meeting Conrad mentioned the great value adding that the Faculty teams at the coal face dealing with teaching and researchers do. It was also mentioned that over 40% of Central IT activity is focussed on providing commodity services to the University which is significantly higher than the industry norm and needs to be addressed so more value adding activity can be conducted for the University rather than basic keeping the lights on activities.

It is hoped to have a new CDO appointed by mid July and the results of the Central IT review released in September along with the results of the 17 strategic functional reviews.