

# ITS...Ready for BOLD

Learn to succeed

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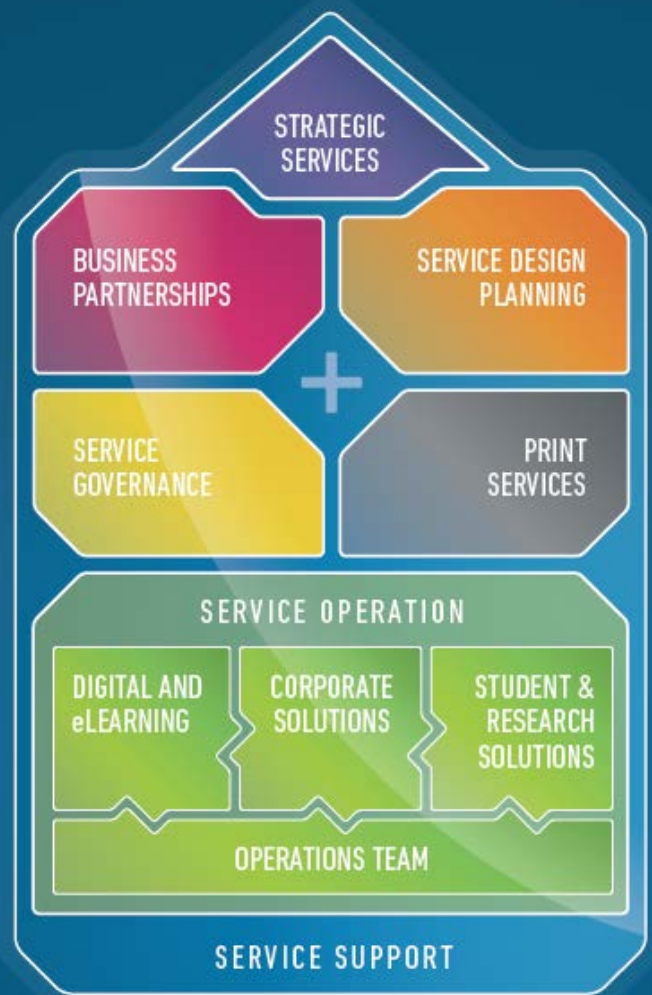
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Information  
Technology  
Services

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ITS have been through a major restructure to:

- realign our business model to support the University's strategic goals
- improve communications with other areas of the University, and
- to provide a model that can better respond to the demands of such a fluid environment.

Technology is constantly changing, as are teaching practices, and ITS are changing to ensure we can continue to support FedUni.

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# Learning & Teaching Support



- ITS have aligned it's business plans to help support the BOLD initiative
- Focus on student and faculty needs
- Enhanced classroom support – Hotline 8888 or 28888



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## Sustainable Research Support



ITS are working with the research areas to look at ways to improve research processes and visibility.

Through analysis of business needs we will be investigating options for storing, sharing and promoting our research successes.



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## Emerging Technologies

Positioning FedUni to adapt quickly to changes in technology:

- Investigating emerging technologies
- Rationalising supported technologies
- Collaboration with vendors



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## Secure Collaboration

- SharePoint
- Office 365
- Skype for Business
- Enhanced security and risk management





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## Analytics

ITS are laying the groundwork for data analytics. This will:

- Provide meaningful information about the student lifecycle
- Allow analysis of campaign data
- Provide data to enable informed business decisions
- Display data visually in an easy to understand format





## Institutional Partnerships

**Sandy Richardson**  
Student & Research  
Solutions



**Ben Cushing**  
Digital & eLearning  
Solutions



**Kathryn McNamara**  
Corporate Solutions



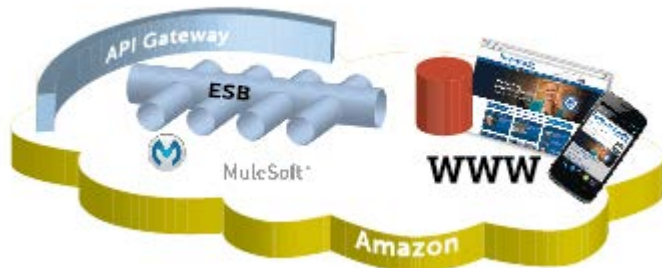
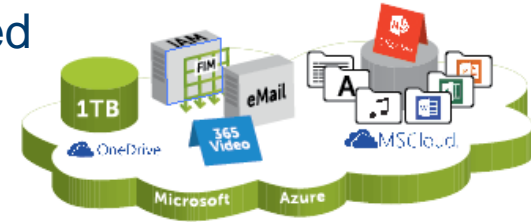
### ITS Business Partnerships team

- establish and maintain stakeholder relations across the University
- ensure ITS Services and Products are fit for purpose
- support business outcomes
- meet user aspirations

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## Cloud Services

- Corporate website has already moved into the cloud
- Office 365



- Reduces dependencies
- Removes risky aging infrastructure

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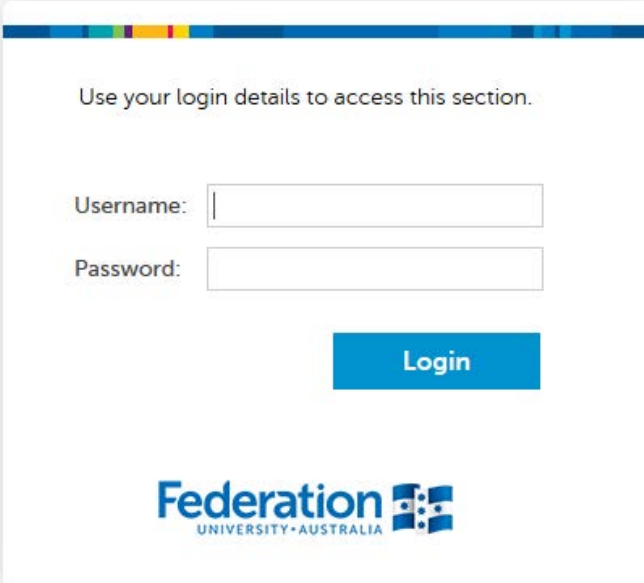
## Access Anywhere Anytime

- Enhanced eLearning tools and repositories
- Office 365 for staff
- Skype for Business allowing communication
- Wifi enhancements

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## Identity & Access Management

- Majority of jobs logged to the ServiceDesk relate to Identity management issues
- New staff associate account processing will be streamlined




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# Thank-you....Any questions?