

Shared Services A Pathway to Change

Peter Sack
University of Melbourne



Success ?

Efficiency 

Cost 

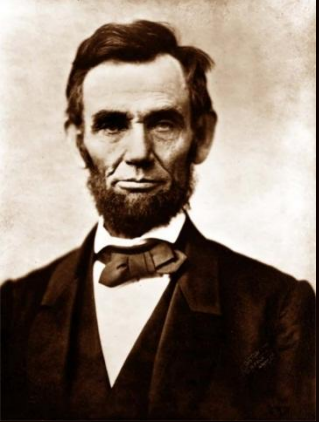


Change Enabler



Part I Why Change?

Part II Shared Services Enabling a Change?



“...not all of us have all of them all of the time
...but all of us have all of them some of the time
...and all of us have some of them all of the time”

**THE TIMES
THEY ARE
A-CHANGIN'
BOB
DYLAN**

THE LONESOME DEATH OF HATTIE CARROLL
BOOTS OF SPANISH LEATHER
RESTLESS FAREWELL / WITH GOD ON OUR SIDE
THE TIMES THEY ARE A-CHANGIN'
ONLY A PAWN IN THEIR GAME
WHEN THE SHIP COMES IN / ONE TOO MANY MORNINGS
BALLAD OF HOLLIS BROWN / NORTH COUNTRY BLUES



COMPACT
disc
DIGITAL AUDIO
DIGITALLY MASTERED
ANALOG RECORDING

the digital economy and new technology ...

“...major issues of national importance”

“Worldly”

... the Asian century

“truly global university...”

increasing globalisation ...

“The Melbourne Model”

national innovation effort

“...public policy formulation and debate”

economic and industrial restructuring

“research intensive”



Educational Change

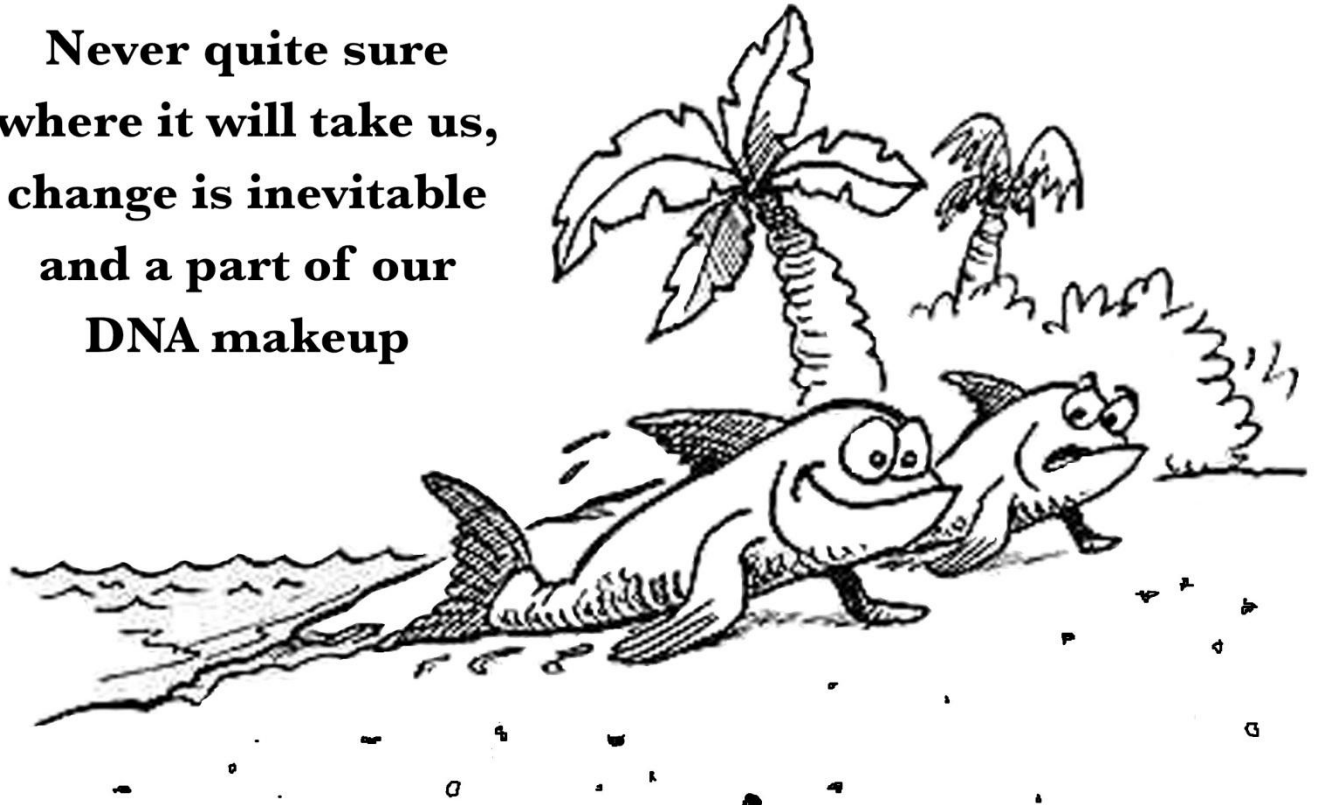
IT Department Change



Some structural change
Technology updates
Infrastructure updates
Large Infrastructure teams

Why Change?

**Never quite sure
where it will take us,
change is inevitable
and a part of our
DNA makeup**



“Okay, now what?”

phando



vanguard expect
causes looking
Herr

less
made
manager
necessarily
Hererro

coursera

edX

OPEN EDUCATION
free education for all



U
UDACITY

Massive Open Online Course

nu

⁰⁰ PROGRESS
is IMPOSSIBLE
WITHOUT CHANGE,
& those who cannot
CHANGE THEIR minds
CANNOT
CHANGE Anything.⁰⁰

- George Bernard Shaw

Something New in Shock-thriller Education

EdUCCA presents An Infinite Scale Production

MOOC Hysteria

x

starring

Stanford University

University of Virginia

<insert your institution here>

Produced by Daphne Koller

Directed by Sebastian Thrun

Need is for Experts in the USE of Technology

NOT in the SUPPORT of Technology

Where Are We?

Facilities

Networks

Servers

Storage

WEB farm

Oracle

SQL

Student systems

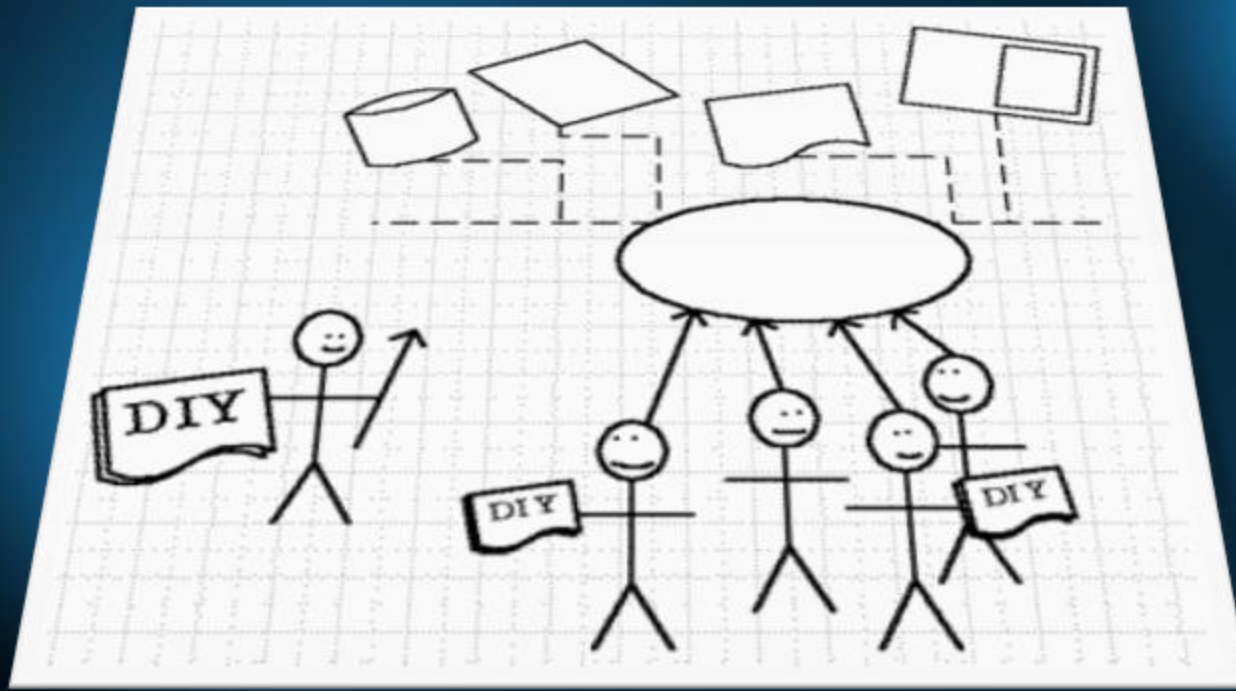
Admin. systems

WEB Apps

Architecture roadmaps



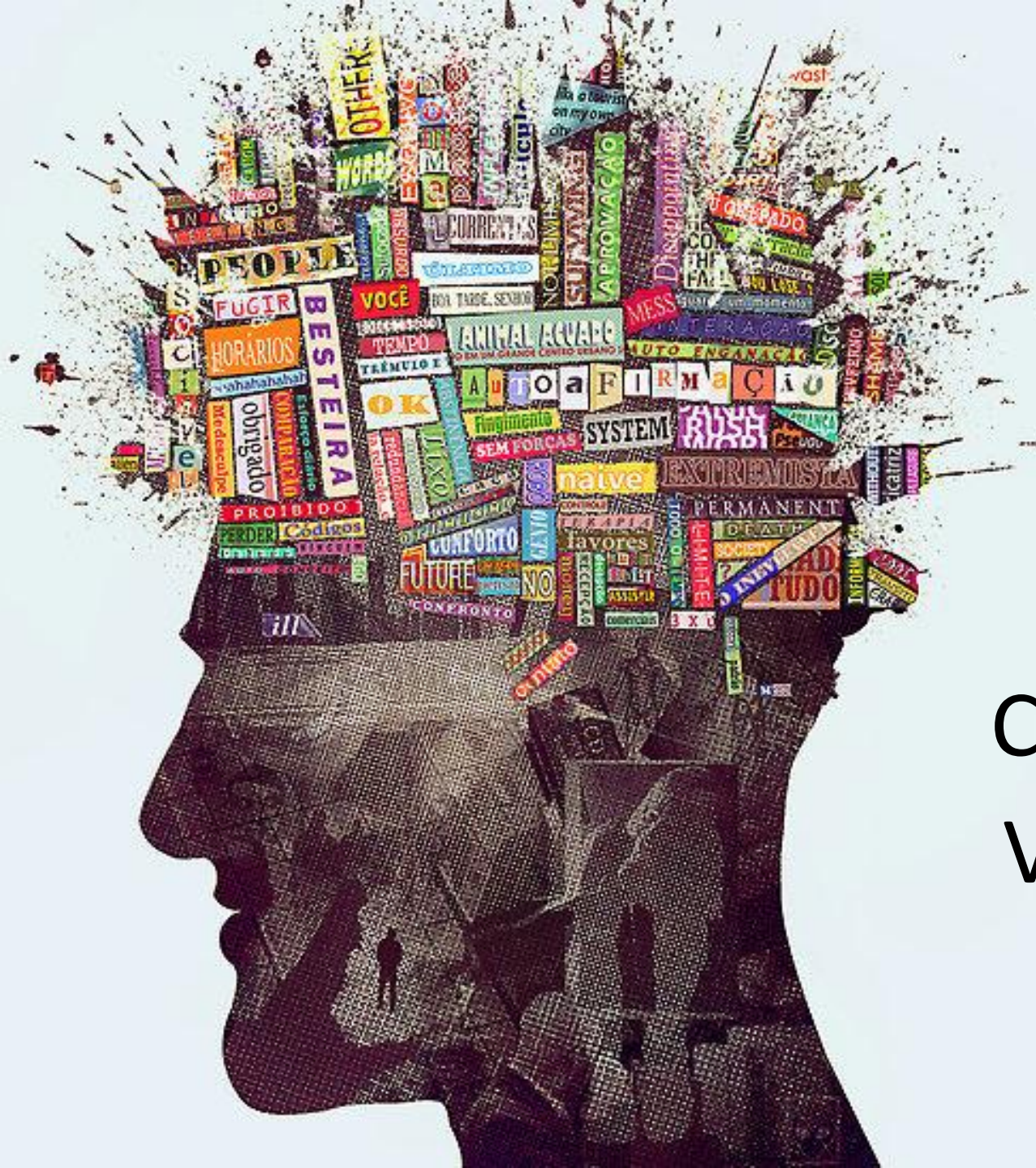
Must do it ourselves



Demands



Priorities



Corporate
Enterprise
Academic
Currency
Consolidation
Virtualisation



Over 1,000,000 available apps



For every Conceivable Purpose



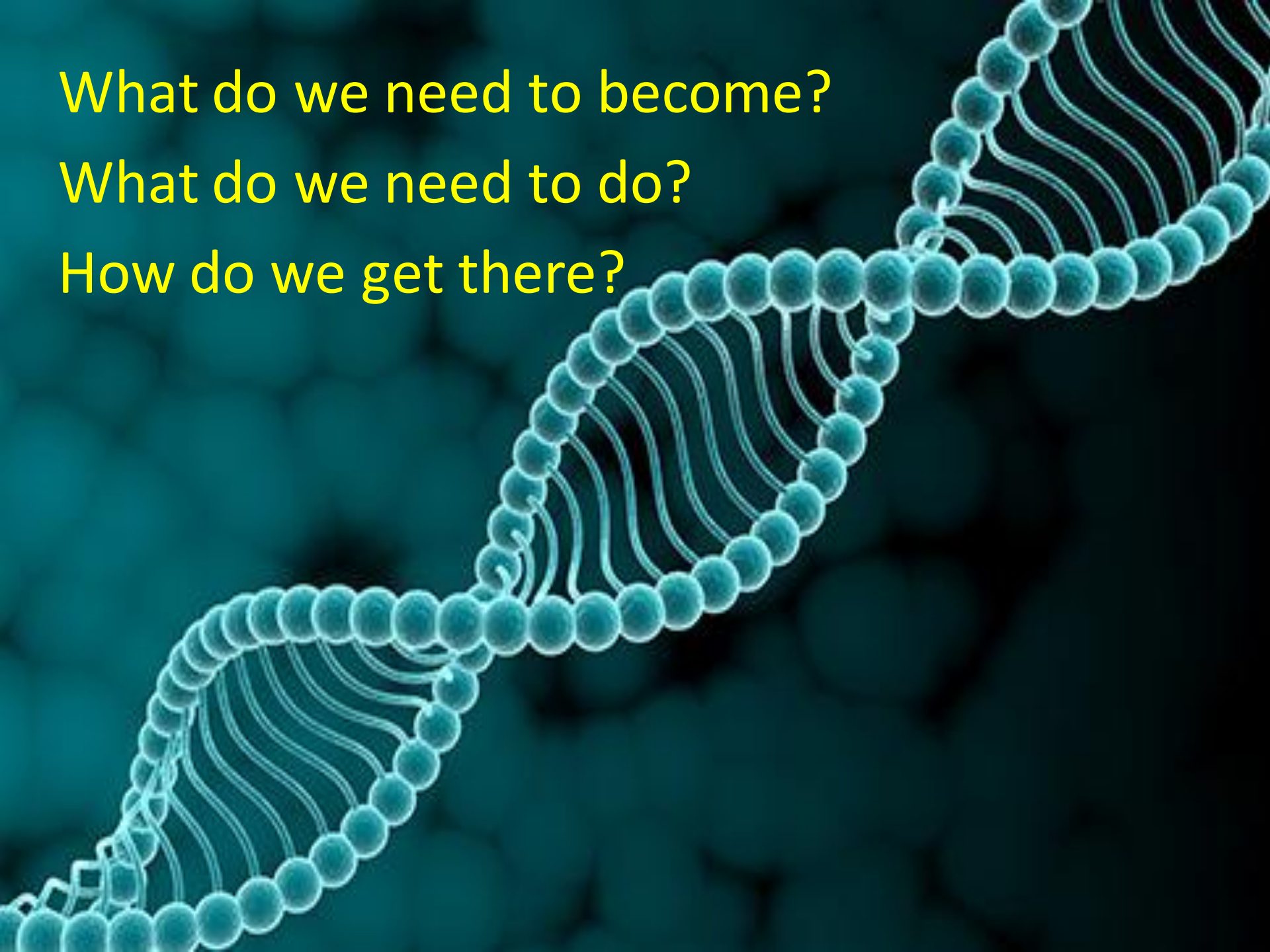
What Services?

... the further removed from business consumption,
or the less differentiation we provide,
the more it should be externally sourced.

What do we need to become?

What do we need to do?

How do we get there?

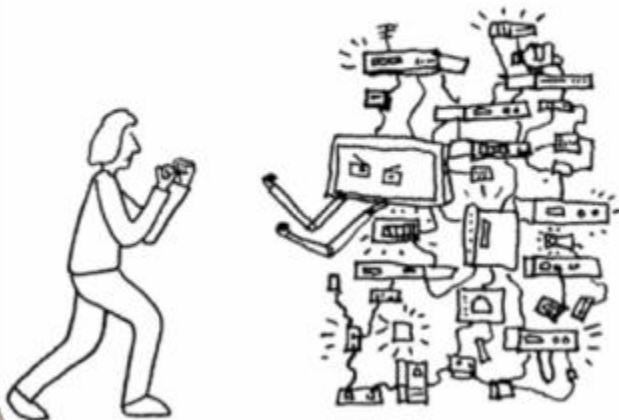




What we can do better than others

What cannot be done by others

The link between technology and customers



Be the Experts in the USE of Technology

NOT in the SUPPORT of Technology



coursera | Global Partners Courses Partners About • | Sign In Sign Up

 **THE UNIVERSITY OF MELBOURNE**

Exercise Physiology: Understanding the Athlete Within

Mark Hargreaves

Learn about the physiological responses to acute and chronic exercise and their relevance for athletic performance.

Workload: 4-6 hours/week

Sessions:
Jul 22nd 2013 (6 weeks long) [Sign Up](#)
Future sessions [Add to Watchlist](#)

About the Course
This course examines the physiological responses to acute and chronic exercise, with a focus on skeletal muscle, energy metabolism, the oxygen transport system and temperature and fluid balance. The factors that limit exercise performance will be reviewed and the role of genes in determining athletic performance will be considered. At the end of this course, you should have a better understanding of the athlete within!

 Watch intro video 

117  1k
 Tweet  Like

About the Instructor
 **Mark Hargreaves**
University of Melbourne

SERVICE MANAGEMENT

STEWARDSHIP

INFORMATION MGT

COLLABORATION

SECURITY

VENDOR MANAGMENT

MOOCs FOR TEACHING

MOOCs FOR LEARNING

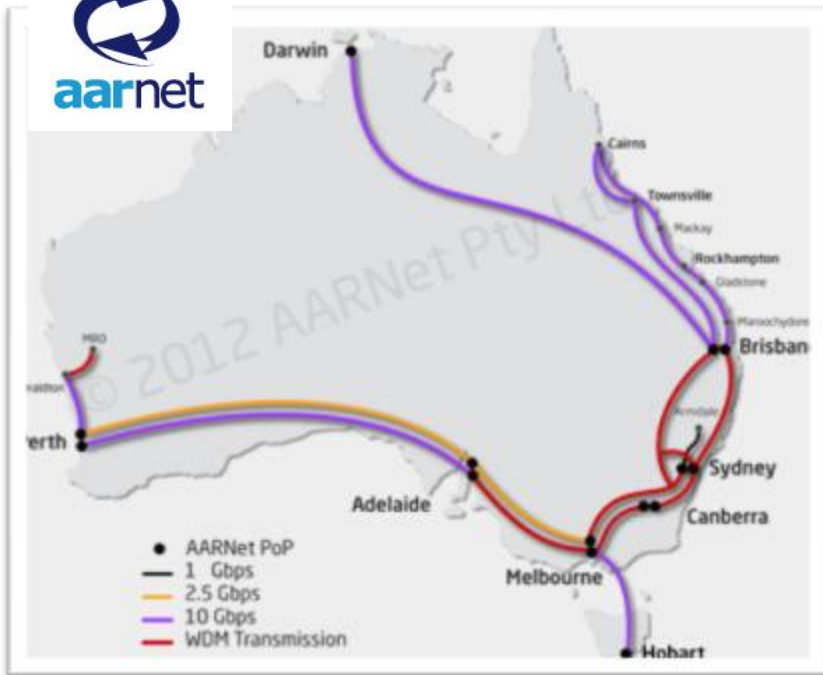
MOBILITY IN EDUCATION

Part II



Shared Services – a Pathway





CAUDIT

Council of Australian University Directors of Information Technology



SABRENet
South Australian Broadband
Research & Education Network

SABRENet

South Australia's Broadband Research and Education Network

- Enable refocus of IT organisations from a traditional technology platform bias, to one directly supporting business differentiation and business outcomes;
- Reduce capital and operational cost of IT platforms and services;
- Maximise investment dollars;
- Increase capability, connectivity, capacity and agility.

Data Centre Service

(Relatively) Simple

Benefits identifiable / achievable

Compelling need

Base of the stack



21 Data Centres



Poor quality/Refresh
Eviction/Need for space



Under utilisation - 60%;

Capital Spend \$75,000,000

Current Data Centres

Latrobe



Ballarat



VU



VU



ACU



UoM



RMITU



Swinburne



Deakin



Monash



**Monash
Melbourne
RMIT**



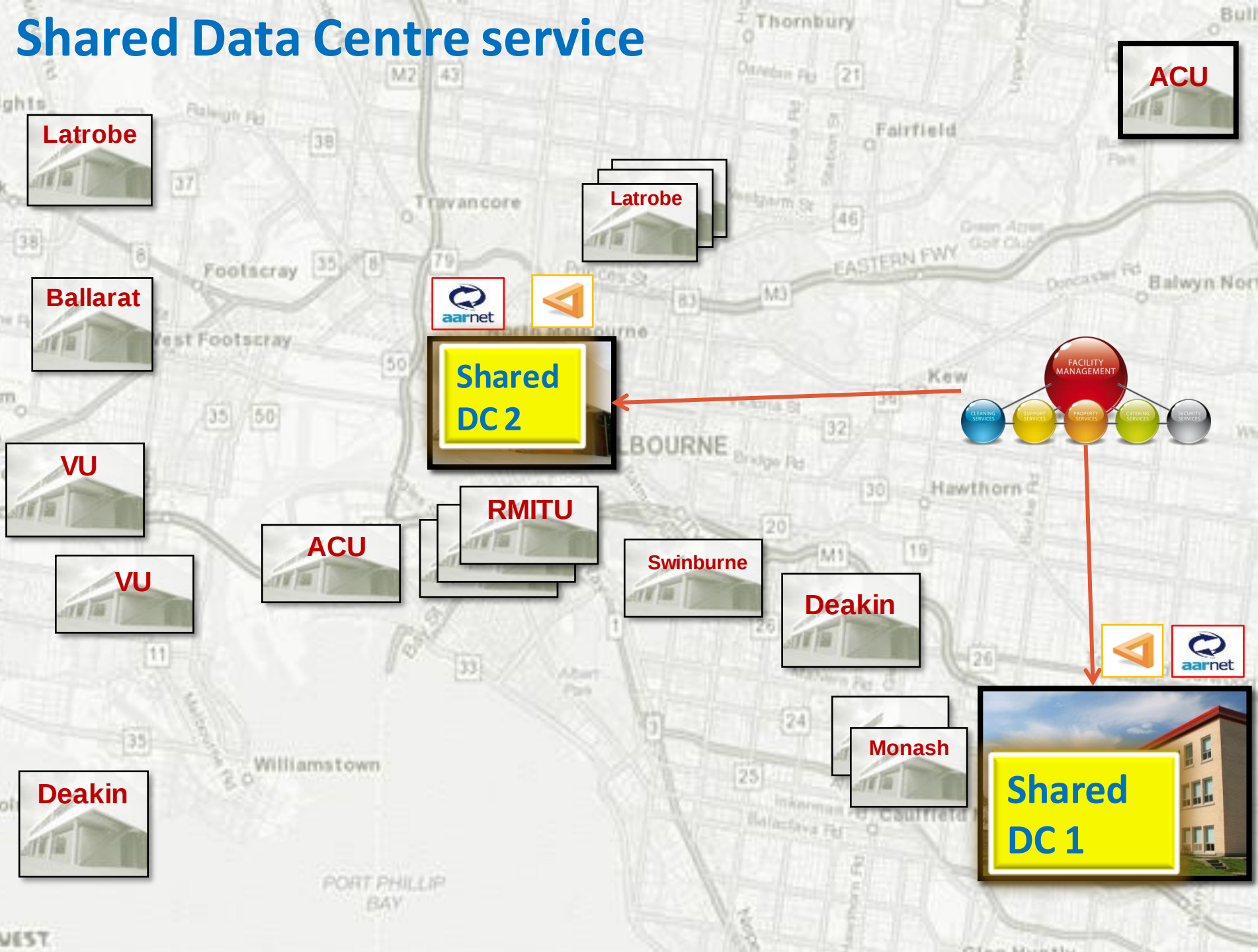
ACU



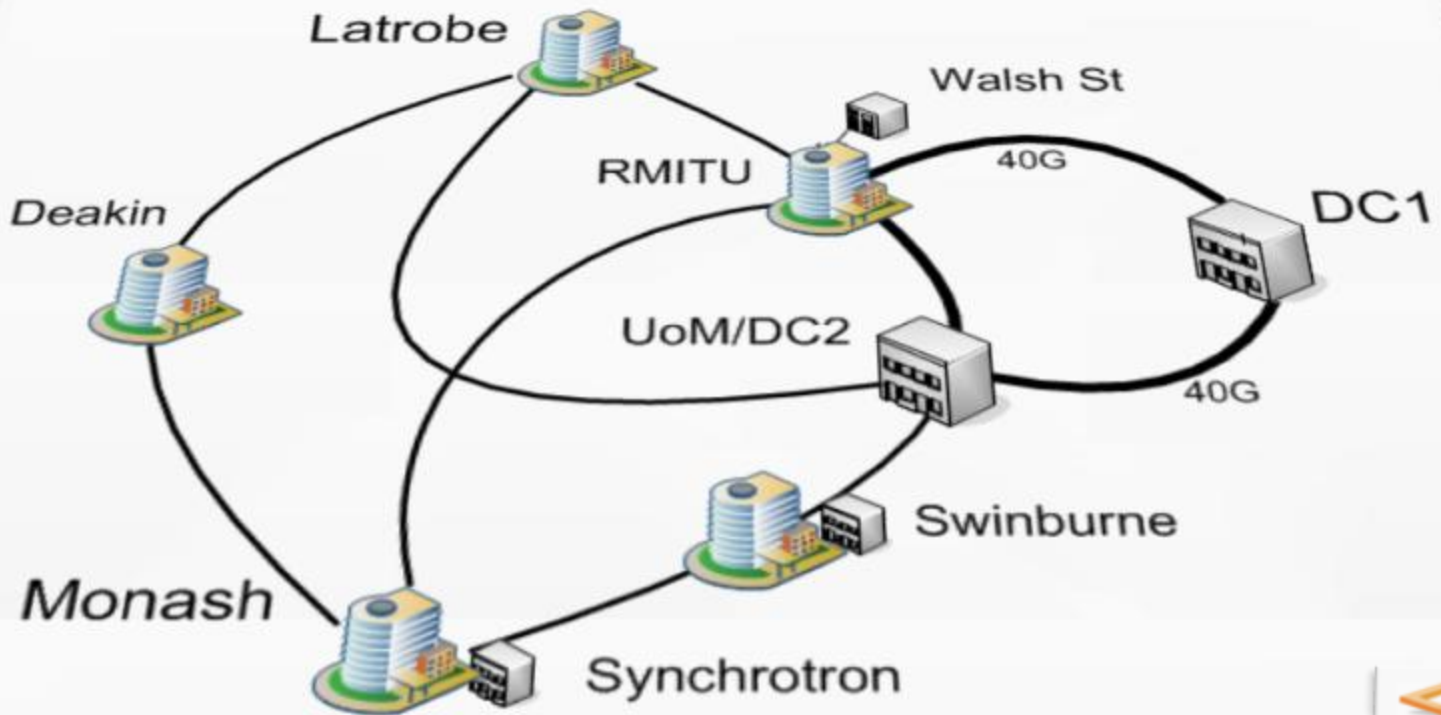
Latrobe



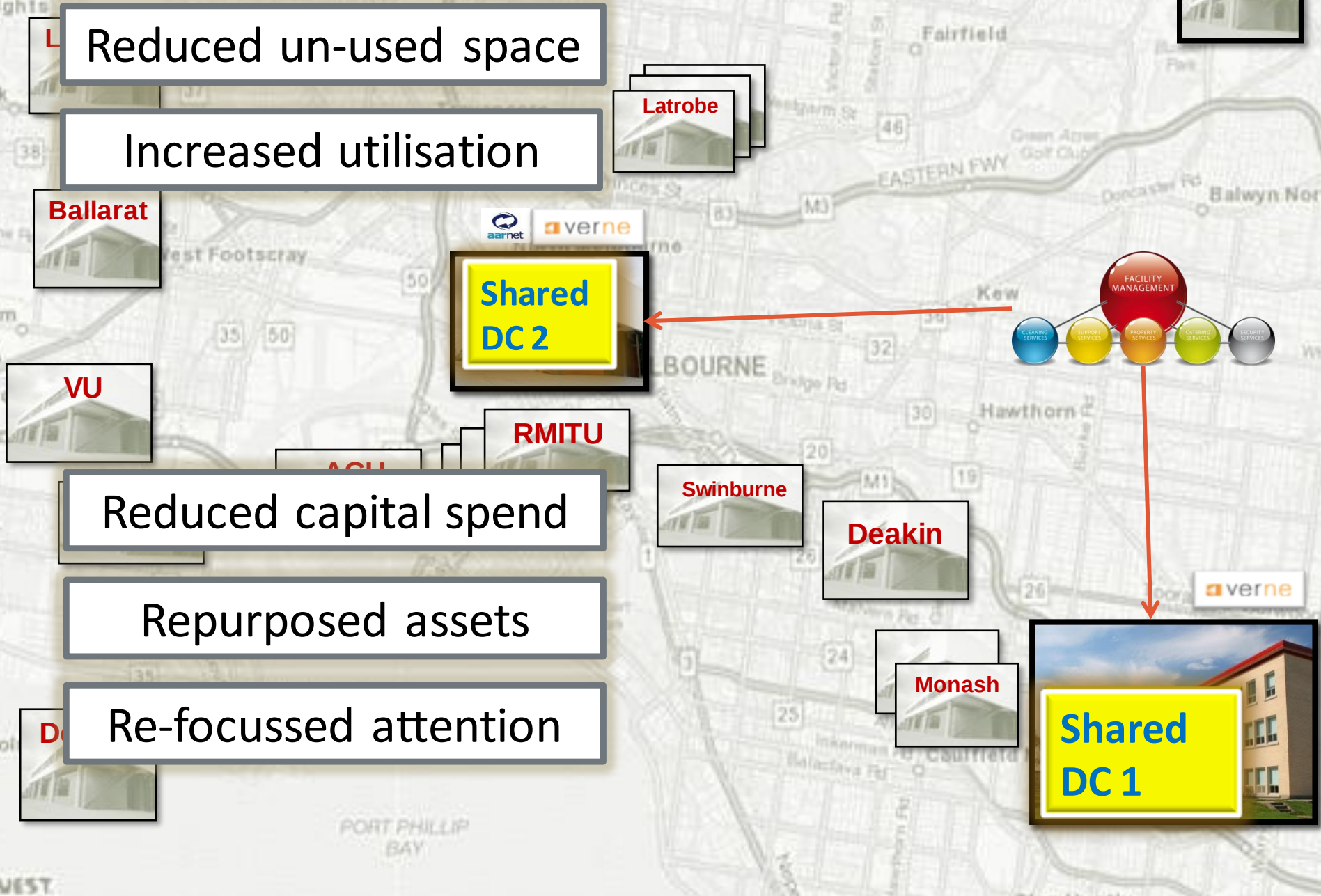
Shared Data Centre service



Shared Data Centre service



Shared Data Centre service



Hosted Collaboration Service

**Different users,
different needs,
one solution**



Foundation



Collaborator



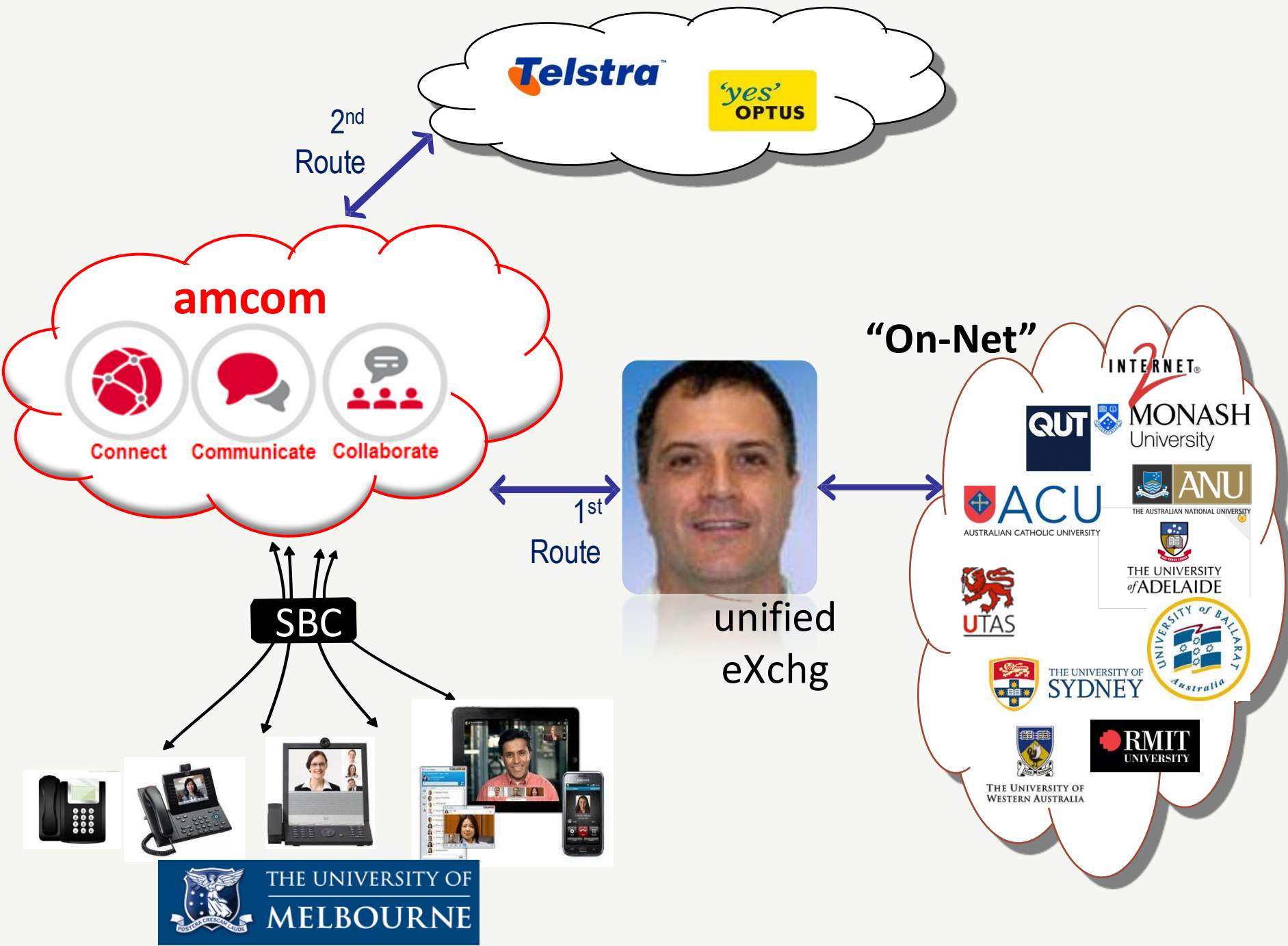
**Mobile
Collaborator**

From a *Services* perspective

Stand alone service – multi layer

Via Trusted Third Party

Aggregated demand Benefit



PARTNERSHIP

AARNet – sector owned “trusted third party”

Amcom – cloud services provider

Cisco – product supplier

University of Melbourne - customer



“...Services provided to the highest common denominator”

To conclude...

What does this get us?

Where does this get us?

The journey has only just begun...



...the education world is changing and IT teams must be prepared
to change to be part of it.

Be the experts in the USE of technology

NOT in the support of technology

Take Aways

Exorcise the must-do-it-ourselves culture.

Shared services is evolving and growing.

Seek out ways you can contribute to,
and utilise this capability.

Use shared services to let go...

Focus on the needs and the services.

And DO speak to AARNet and Amcom

And VERNet

?