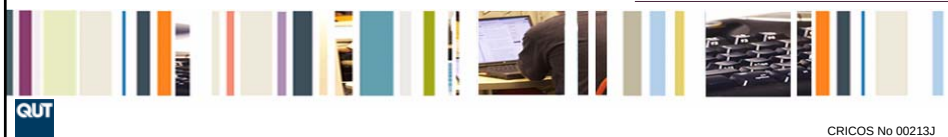


QUT's Business Service Improvement – IT Project

Presenter: Jamie Lonsdale

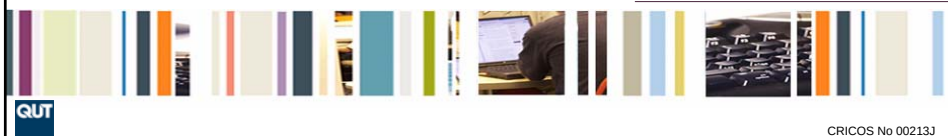
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What we will cover

- What was the purpose of the BSI – IT project .
- Why we did it.
- How it was approached.
 - Consultation
 - Recommendation
 - Implementation
- What have we achieved since Aug 2007
- What we are planning to do.

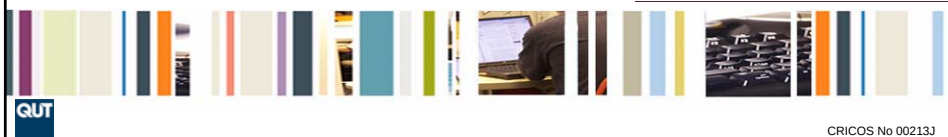
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What was the purpose of the BSI – IT project

Maintain/Improve Service and reduce the overall cost to the organisation, through economies of scale (human and infrastructure)

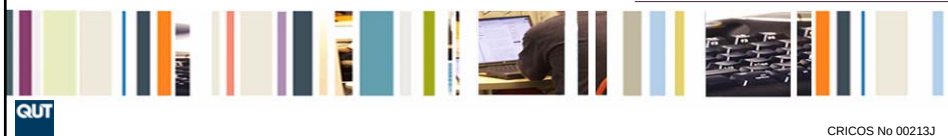
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CRICOS No 00213J

- Increase consistency and quality in the provision of client services.
- Realise efficiencies in costs relating to acquisition, deployment and support of infrastructure
- Improve efficiency of staff in more general and less complex aspects of Infrastructure and Client Support
- Strengthen the IT development role and strengthen the community of practice within QUT.

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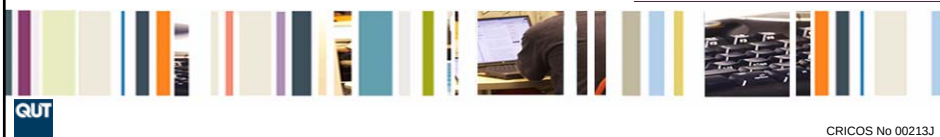


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Why we did it

- Duplication of management / supervision structures
- Duplication of infrastructure and effort
- Different standards and expectations
- Need for more community of practice
- Lack of coordination and consistency with HR issues
- Limitations in meeting fluctuating demands

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How it was approached

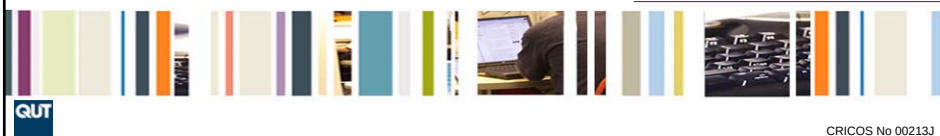
Consultation

- Engage Key Stakeholders

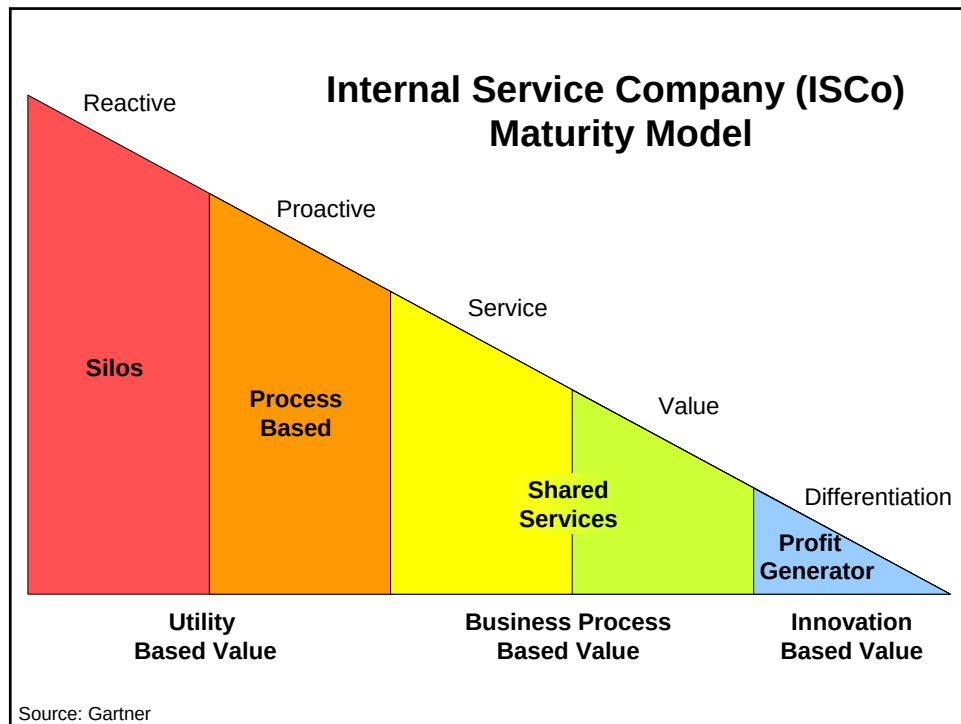
Project stressed that most stakeholders happy with existing service, but frustrated at a lack of consistency between organisational areas

- Consultation phase lasted for around 6-9 months before recommendations were made.

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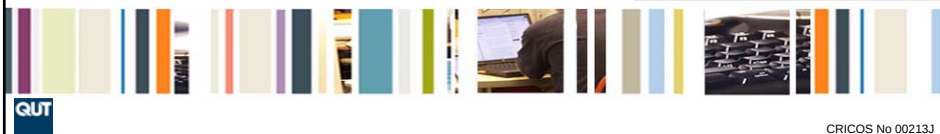


Recommendations

Recommendations were made and endorsed to:

- create 4 client support teams from functions conducted by 15 separate IT support teams. Progressively centralise system administration functions conducted by some 15 IT support teams.
- change the role of faculty/institute IT staff that will remain to concentrate on innovation activities
- Develop framework for community of practice

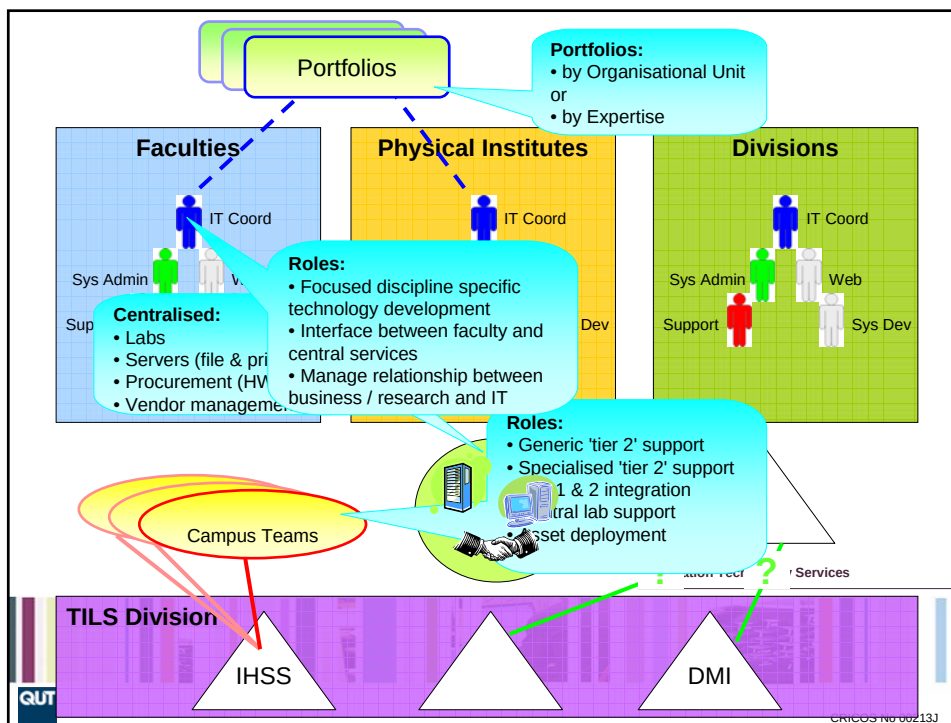
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Implementation

- Prior to implementation staffing structures, position descriptions, operational framework was discussed and agreed with effected business units.
- Approximately 70 operational staff translated to their new position within the central division
- Some recruitment occurred.
- Not all faculty staff moved. Some faculties kept specialised functions specific to them.
- Some staff decided to leave the organisation.
- Implemented 8 August 2007

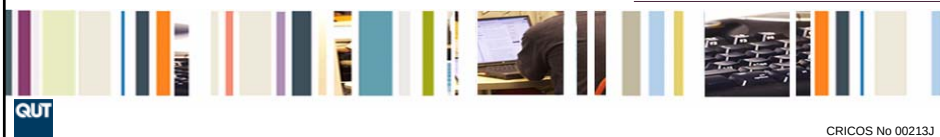
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What has been achieved since August 2007

- Limited Consolidation (Opportunistic)
- Improve standards (sysadmin approach)
- Risk Minimisation (move services to more robust hardware – move hardware to more robust rooms)
- Providing cost efficiencies – utilising untapped resources (storage)

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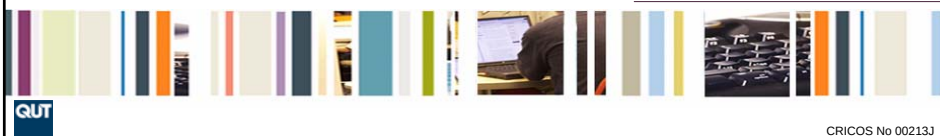


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What has been achieved since August 2007

- Addressing concerns around security.
 - Enforced use of specialised privilege account
 - Minimised administration access to servers
 - Reviewed administration of Active Directory groups

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What we are planning to do

- Centralised/Co-locate server infrastructure into central data centres.
 - Currently duplicating server rooms – high energy cost, high cost of monitoring and action around power/aircon shutdown
 - Equipment is predominantly all of the same brand and model.

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