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Quick Byte...

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More Venues and Options to Benefit Staff and Students

Increased demand for flexible teaching delivery in recent years has led to a greater use of Lectopia, the lecture recording service that was first introduced to UTAS in Semester 2, 2005. Five years later, after consultation with schools and the acquisition of funds, Lectopia will be made available in more venues across UTAS campuses.

As part of a wider Lectopia Expansion Project, the increase in Lectopia enabled venues will result in benefits for both UTAS staff and students. More staff will have access to the service, increasing the amount of lectures, presentations, public lectures, school seminars, PHD presentations and other events that are recorded and made available online. Whereas students will benefit from more units offering recordings of lectures through MyLO which they can then access 24 hours a day, 7 days a week at their own convenience.

In addition to the installation of the Lectopia service into 11 new venues, the Lectopia Expansion Project will also deliver:

- Standardised desktop computer lecture capture capabilities allowing desktop capture of presentations (content + audio + video),
- Additional capture options in all Lectopia venues (such as audio + VGA or dual video),
- Provision of back-end server and network infrastructure to cater for an expanded Lectopia service,
- Progression of the Lectopia service from pilot to production, establishing it as a core service of the University.

If you would like more information about the Lectopia upgrade project including the availability of new venues and training for staff please visit http://www.it.utas.edu.au/lecture-recording
Alternatively you may also contact Lectopia on x6168 or Lectopia.Admin@utas.edu.au

For a full list of new venues please see page 5.
Welcome to the first edition of Insight for 2010. The year has commenced as 2009 finished – in a blur!

Still, whilst time has gone quickly, much has been achieved over the 2009/2010 Xmas break, focussed at improving services to students. Those activities of particular note that have been progressed over the break include:

• The redesign of, and improvements to, the UCONNECT service for wireless and wired connection of personal devices to the University network.

• Improvements to, and expansion of, the University’s wireless network coverage.

• The expansion of the Lectopia recording service into a range of new locations.

• The introduction of a new Financial Management System for the University.

2010 is shaping as a particularly exciting year in the ICT environment at UTAS, as many of the initiatives which have been ongoing over the last year or two will come to fruition or reach key milestones. The realisation of these initiatives will provide tangible improvements to the operations of UTAS, and deliver productivity and efficiency improvements. This is particularly the case in areas such as timetabling, desktop collaboration services, and data integration. The current Voice Project is also another initiative that is influencing ICT planning and projects, and will influence activities for 2010.

The external environment continues to evolve, with focus continuing on the National Broadband Network (NBN), and on eResearch infrastructure – particularly network connectivity. The recent introduction into the senate of legislation to segment Telstra will undoubtedly by one of the major influencing, or shaping, issues this year. As will political change within the Tasmanian environment.

I trust you find elements of our Insight publication both information and of value in gaining an appreciation of the services available and the planned improvements this year. Once again ITR welcome feedback of both a positive and negative nature at any stage to ensure we can provide the most optimal services possible. All the best for 2010.

John Parry
Director, IT Resources

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High Performance Computing Supports Researchers

The recent purchase of a $1 million computing facility will see UTAS maintain its position as a centre for high performance computing.

The computing facility provides four times as many Central Processing Units (CPUs) than ever before meaning that researchers have access to four times as many resources to support their work.

The high performance computer, nick-named Katabatic after blizzard-speed winds found in Antarctica, will enable super-fast processing and calculations of large research data sets, which would otherwise take a desktop computer many years to complete. As such, researchers are able to solve complex problems faster than ever.

In addition to faster processing times, Katabatic can also run software on a much larger scale than previously possible, providing a superior alternative to running research specific software on desktops.

Katabatic will be used for simulations and modeling, as well as computational chemistry, fluid dynamics and other projects requiring above average computational power and/or memory capacity. The projects that the facility will enable and support are of national and state significance.

Researchers from various parts of the university, including the Antarctic Climate and Ecosystems Cooperative Research Centre (ACE CRC), the Australian Integrated Marine Observing System (IMOS), UTAS School of Chemistry and School of Maths and Physics, and the Menzies Research Institute have already booked in to use Katabatic. In total there are about 30 direct users of the computing facility and through the hosted data sets, more than a 100 users on a daily basis which is the equivalent to more than 30,000 users annually.

If you would like more information about the High Performance Computing Facility please contact Ben Joseph on 6226 6217 or email Ben.Joseph@utas.edu.au

Leigh Gordon admiring the new HPC facility

From the Director
New Technology: Enhancing Teaching & Learning at UTAS

Throughout 2009 Bronwyn Davies from University Web Services has been busy investigating and implementing elements of Web 2.0 technology, including Wikis and blogs, to support teaching and learning developments and organisational knowledge management.

Web 2.0 technology is essentially about collaboration and participation. The previous Web 1.0 technology was passive, similar to an electronic brochure or book.

Wikis have now been established for students in areas such as Marine Biotelemetry, Law for Managers and Submarine Design as well as for staff collaboration on Lecture Theatre Design, Medical Examination Working Group, Sustainability and Green ICT. Our first student blog was established in September for students currently located in Denmark, studying the General Environmental Journalism Initiative.

In 2010 University Web Services will continue to introduce elements of Web 2.0 technology including additional wikis and blogs.

If you would like to discuss how Web 2.0 technology may assist your needs please contact Bronwyn either by phone on 6324 3555 or email bronwyn.davies@utas.edu.au to make an appointment.

Changing the Way UTAS Manages Internet Usage: The New Internet Management System

In 2010 UTAS will be introducing an Internet Traffic Monitoring and Management System. The system will provide a mechanism to improve visibility and if required provide control of internet usage at the University.

UTAS has traditionally had an open-access policy to Internet use however the time has arrived when a management regime has to be applied to ensure the service is being used appropriately and to the best advantage of all staff and students. This requirement is not isolated to UTAS, and rather mirrors activity at other institutions.

Use of the Internet for ICT based service provision has changed dramatically over the last 3 years and it is this change that has driven the need to adjust how internet usage in managed. The advent of audio and video streaming, online social networking, electronic service provisioning for teaching and learning, and evolution of eResearch environments have all increased the demands on technical and financial resources.

As such, to manage Internet usage into the future, Information Technology Resources (ITR) has embarked upon an Internet Management System (IMS) project. The objective of this project is to implement a system which will provide information helpful in managing Internet usage on an individual level, as well as overall service management at the institution level. Essentially individuals and the University will be able to determine what volume of internet usage they incur.

This will be achieved through the implementation of the TSA CAAB (Call Accounting and Billing Suite) Internet Traffic Monitoring and Management System. The system will provide a mechanism to improve visibility and if required provide control of internet usage at the University.

The implementation of this system will also provide added benefits by improving the speed and the flexibility of access to the Internet. For most users the requirement to ‘logon’ to the Internet will be eliminated as the system will use the credentials you use to logon to your computer.

The system is currently on trial within ITR, and will be extended across the university once ITR is confident of a seamless rollout.
Web Services Update: Changing the face of UTAS

Melanie Pittard - Manager, University Web Services

The implementation of the Web Services Strategic Action Plan (WSSAP) has continued at a rapid pace over the last half of 2009.

You have probably noticed that quite a number of new, contemporary websites, such as Human Resources, Current Students and Future Students to name a few, were released over the second half of 2009. We evaluated the pilot of the web content management system (CMS), MySource Matrix, and the Web Services Steering Committee endorsed our recommendation to move to full implementation in August. There are now some 70 websites on our list for implementation and we have begun planning for the migration of all sites from the FCMS.

Implementation of the web CMS at UTAS is making website maintenance a much simpler task without the need for extensive web editing skills or to install expensive web editing software. All website editing is done via a web browser and we have been working with the company supporting MySource Matrix, Squiz Pty Ltd, to develop a simple edit interface (the Control Panel) that will make it even easier to undertake most of the basic activities of website maintenance. The Control Panel was presented at the MySource Matrix User Forum held in Hobart last October and there is quite a lot of interest in it from other universities and government departments who use Matrix. UTAS has indicated we are happy to share what we have developed in return for extra features that other users develop. We will also be adding new features over time.

We began running workshops on the Control Panel and to date over 100 people have participated. The workshops will be evaluated and revised regularly to ensure we are meeting people’s needs. Planning is currently underway for replacing the current Faculty Content Management System, making faculty and school sites much more manageable.

A second round of Web Support Forums were held in Launceston and Hobart in September and again the participation in these was great. We plan to hold two or three in both locations in 2010 as well as another one on the Cradle Coast Campus.

The new Web Policy and Web Publishing guidelines were approved and released in February. These are now in line with current practice as well as being much more straightforward and easier to implement. We anticipate we will need to review and revise the guidelines regularly to keep pace with the rapidly changing nature of technology. Social Media Guidelines are also under development and we are hoping they will be approved in the first half of 2010.

We have also launched a Web Services blog to keep UTAS staff better informed of our activities as well as give you the opportunity to give us feedback. The blog and more information about University Web Services and the implementation of the Web Services Strategic Action Plan (WSSAP) can all be found on our website www.web-services.utas.edu.au.

We welcome any feedback or suggestions you have on the improvement of Web Services at UTAS so please don’t hesitate to contact Melanie Pittard on 6226 6297 or melanie.pittard@utas.edu.au.

Check out these new sites:

- Accommodation Services
- Catering Services
- Australian National Network in Marine Science
- Campuses
- Community Friends & Networks Programme
- Cradle Coast Campus
- Current Students
- Development & Alumni
- University of Tasmania Foundation
- Future Students
- Graduate Research
- Elite Research Scholarships
- Human Resources
- IMAS
- New Stars Recruitment Program
- Office of the Deputy Vice Chancellor
- On-line Orientation
- Save the Tasmanian Devil Appeal
- Staff
- Student Recruitment & Marketing
- Support & Equity Unit
- Teaching & Learning
- UniPrint
- UTAS College Project
- Vehicle Fleet
- The Vice-Chancellor’s Leadership Award
- The Vice-Chancellor
- Your Voice @ UTAS
- Copyright Statement, Website Privacy Statement & Web Disclaimer Statement
- University Web Services
New Lectopia enabled Venues in 2010

Hobart
- Sandy Bay Chemistry Lecture Theatre, Room 210
- Sandy Bay Commerce Lecture Theatre 2, Room 108
- School of Art Lecture Theatre
- Sandy Bay Engineering Lecture Theatre, Room 201
- Sandy Bay Geography Lecture Theatre, Room 211
- Medical Science Building Lecture Theatre, Room 105

Sydney
- Rozelle Lecture Theatre

Cradle Coast
- Room D202

Newnham
- Building A Lecture Theatre 1, Room A151
- Building D Lecture Theatre 6, Room D150
- AMC Auditorium

New Name and Increased Coverage for Wireless Internet at UTAS

Wireless internet access at UTAS will become more reliable and accessible from 2010 onwards with the implementation of the Wireless LAN (Local Area Network) Expansion Project. This three phase project will result in a significant increase of wireless connection points across all three UTAS campuses (see fig 1) and will deliver faster and more reliable internet connections.

In the nearly completed phase one; wireless access points in high usage areas will be upgraded, alleviating technical issues that have appeared as a result of a large jump in the user population in 2009. Replaced access points will be redeployed to low usage areas, expanding the reach of the network.

Phase two of the project will see wireless coverage expanded into teaching and learning, and nominated academic common areas. This expansion will deliver increased mobility to students, staff and researchers. Depending on budget allocations, phase 2 could be completed in the second half of 2010 or extended into 2011.

The final phase of the project, still to be approved, will create contiguous mobility coverage for students and allow for further extension for any specific staff mobility requirements. In this stage there is also the ability for Faculties or Administration Divisions to extend coverage into their business areas, providing the potential for the technology to assist general staff as well as academic staff.

In addition to the improvements delivered through the expansion project, staff and students will also notice a change of name when they connect to wireless internet at UTAS. When searching for wireless connections UCONNECT has replaced UANA. With this name change, Information Technology Resources as also developed an automatic installation process meaning that connecting to the network is quicker and simpler than it ever has been before.

If you would like more information on wireless internet connectivity at UTAS please visit http://uconnect.utas.edu.au/ If you would like more information on the Wireless LAN Expansion Project please contact John.Miezitis@utas.edu.au

![Figure 1: Cumulative Access Points by Project Phase & Location](image)
Student Computing Coordinator to Improve the Student Experience

Recognising the importance of the student experience to the University, IT Resources has recently appointed Peter Harrison into a Student Computing Coordinator position.

With a strong commitment to providing quality customer service and involvement with UTAS student support over 7 years, Peter is well suited to this role.

This is not a new position but has come about by changing the emphasis and focussing the responsibilities of a client service officer role. This position will focus on the needs of the student within the University’s centrally managed computer labs and Learning Spaces. IT Resources expects that this position will become a focal point for the UTAS areas that are concerned with or providing services for students ICT needs.

These areas include;

- TUU (Student Representatives)
- Student Service (Disability Services)
- Student and Academic Services (Exams Office)
- The Library (Student facing Services)
- Student Resources (Uconnect)
- Advocacy for Student requirements

IT Resources believe that this is a significant step forward for the University and will improve the ICT experience for students as well as giving IT Resources a complete picture of the needs and requirements of students at this institute.

Microsoft Exchange Rollout

The Enterprise Messaging and Collaboration Implementation Project includes the rollout of Exchange, Outlook and Office 2007 to over 6,000 University staff and PHD students.

The project is being managed in 3 Stages with 6 deployment groups. Sections throughout the University have been scheduled into two deployment groups for each stage. Consultation and communication has occurred with impacted parties throughout the project.

The project is currently progressing well and ahead of schedule, with some groups being completed ahead of their proposed rollout dates.

The Project team schedule meetings with the different areas to consult and provide a presentation and information session. These sessions provide users with an opportunity to ask questions regarding the improvements and outline the new capabilities the project will provide. 1,969 mailboxes have been migrated during the project to date with current project status as follows:

- Stage 1 - 75% complete.
- Stage 2 - 35% complete
- Stage 3 - 20% complete

Client Services staff have been performing the rollout of Exchange, Outlook and Office 2007 to user machines, while adhering to the identified project schedule. The scheduled deployment groups are notified and staff liaise to ensure times are suitable while ensuring impact is minimal.

With the scope of the project involving all University staff and PHD students, continuing communication will occur with stakeholders. The needs of University business are a priority and will be considered if sections are required to be moved forward in the project schedule. Some areas have their own front end IT technical person to perform the work. ITR will, where possible cater to the requests of sections to be rolled over to Exchange and assist with the rollout as required ensuring business needs are met.

ITR technical staff attended Server 2010 training in preparation for the Server 2010 Upgrade which after approval has been included into the project scope. The ITR project team now have the knowledge to perform the required work to successfully implement the upgrade. The design and scope for the inclusion of the Server 2010 Upgrade is awaiting approval and vendor support prior to implementation in mid 2010.

A survey will be circulated to sections after implementation to monitor the success of the project and assess where improvements can be made for future projects.
Handy Hints for IT Issues at Home:

- Backup, backup, backup and store a secondary ‘offsite’ backup that you update regularly in a secure location at a relative’s house.
- Ensure your Anti-Virus program is up to date and active, your firewall activated and operating system has the latest patches.
- If something is broken, think back to what you might have done to break it. Can you undo this?
- Most programs are trying to be intuitive, if you don’t know how to do something have a look around. It may be clear after a little exploration.
- If you cannot find out how to do something, or you cannot fix something, ask a friend. They may have come across the issue themselves, or may be able to see something you can’t.
- Always keep in mind that virtually all programs come with a ‘help’ option, these are usually of a high standard. Most Microsoft Office issues can be resolved this way.
- If you and others have tried and failed, try going to google.com and search for the answer using key words or whole sentences. Take some care to evaluate advice, look to see if several reputable sites have the same advice.
- The simplest things can sometimes fix the most complicated issues. If something is acting strange or not working properly, try either restarting the application, logging out and back in again, or even restart the entire machine. Just remember to save any files that are open first!

Compiled by Omar Husain and John Moore from the Information Technology Resources Service Desk.

SERVICE DESK WEB PORTAL

You can contact the IT Support Service Desk via a job tracking systems Web Portal:
https://servicedesk.its.utas.edu.au

This web portal allows you to log an IT problem or request a new item via a web interface. You can describe exactly what you need in your own words and submit the issue directly into our job tracking system and then track its progress.

Over 600 jobs have already been created directly using this portal.

So in addition to calling 6226 1818 or emailing us at service.desk@utas.edu.au you can also use the web portal to contact the Service Desk. You can also track jobs you have requested via Phone or email in the Portal.

John Moore, Service Desk Manager

ITR Office Locations

<table>
<thead>
<tr>
<th>Cradle Coast Campus</th>
<th>Newnham Campus</th>
<th>Sandy Bay Campus</th>
<th>General Enquiries</th>
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<tbody>
<tr>
<td>University of Tasmania</td>
<td>University of Tasmania</td>
<td>University of Tasmania</td>
<td>Telephone: (03) 6226 6336</td>
</tr>
<tr>
<td>Private Bag 3511</td>
<td>Locked Bag 1304</td>
<td>Private Bag 69</td>
<td>Facsimile: (03) 6226 7171</td>
</tr>
<tr>
<td>BURNIE TAS 7320</td>
<td>LAUNCESTON TAS 7250</td>
<td>HOBART TAS 7001</td>
<td>email: <a href="mailto:enquiries@itr.utas.edu.au">enquiries@itr.utas.edu.au</a></td>
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</tbody>
</table>
Making connections at the University of Tasmania has never been easier

SOFTWARE
Microsoft Document Viewers
Web Browsers
Security Antivirus (only via website)
Image Utilities
Media Players
General Software/Plugins
Adobe Acrobat Reader

HELP GUIDES
Photocopying, Printing and Scanning
MyLO (My Learning Online) Support
Turnitin - Academic Integrity
UCONNECT Wireless
Web mail
IT Training Online
IT Basics
Campus Maps
VPN

Create your own UCONNECT student resource cd at the UCONNECT Resource Kiosk located in the Library. Simply collect your free cd from the Service Desk, load it into the UCONNECT Resource Kiosk and follow the instructions on the screen.

UCONNECT
www.utas.edu.au/uconnect

UTAS