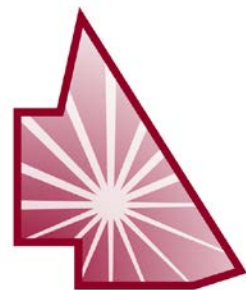




Annual Report 2017



QUDIT

Queensland
University Directors
of Information
Technology

Contents

Executive Summary	3
QUDIT Objectives	4
Office Bearers, Primary Representatives and Meetings.....	4
QUDIT Board	4
QUESTnet Conference	5
Workshops and Initiatives	7
QUDIT Projects.....	9
Community of Practices	9
Eduroam at Health Precincts.....	12

Executive Summary

During 2017:

- QUDIT held an ideation and planning workshop in November 2017 to contemplate future initiatives that QUDIT should progress.
- The usual QUESTnet conference was deferred to trial a biannual approach, with a smaller interim event. Pursuant to this a one and a half day QUESTnet Lite Event was held at the Queensland University of Technology.
- One workshop and two training courses were run during the year (outside of the QUESTnet Lite event).
- An initiative was launched to trial deployment of eduroam at Queensland Airport Limited in Townsville and Gold Coast in collaboration with AARNet.
- Queensland Health developed a Follow-Me-Desktop (FMD) service that provides users access to their Queensland Health desktop capability anywhere, anytime on any device.
- A Service Management Community of Practice has been established during the last quarter of the year. QUDIT is currently organizing and collaborating six Community-of-Practice groups.
- Thirteen Universities participated in the local Malware Information Platform (MISP) pilot established by AusCERT.
- Eduroam is now deployed to 90 health precincts. Usage of eduroam in health precincts grew by more than 37% during 2017.

QUDIT Objectives

The objective of QUDIT is to promote and advance the development and use of Information and Communications Technologies (ICT) in Higher Education and Research in Queensland and adjacent areas in Australia, through a variety of relevant means, including but not limited to:

- undertaking ICT projects where a collective approach provides service or cost benefits to members;
- foster and facilitate coordination and cooperation in the work of members (eg. by arranging special meetings and seminars to discuss mechanisms for sharing ICT expertise, infrastructure and/or services);
- provide opportunities for the exchange of information among ICT staff in the region (eg. by the annual QUESTnet conference and other meetings of personnel working in areas of common interest and endeavour);
- formulate and offer approaches to common issues of members (eg. commission projects, arrange development seminars);
- provide strategic direction to, and coordination among, the ICT activities in the sector (eg. via committee memberships, submissions on proposed initiatives);
- establish and oversee sub-committees for specific roles or tasks for the benefit of members (eg. QUESTnet conference);
- develop and maintain a cooperative working relationship with CAUDIT, AARNet and other relevant sector partners;
- promote and represent our sector in the State to develop a sphere of influence, particularly with other educational areas and Government;
- deal with vendors on a regional basis appropriate to QUDIT members.

Office Bearers, Primary Representatives and Meetings

QUDIT

Chair – Scott Sorley (University of Southern Queensland)

Deputy Chair – Rob Moffatt (The University of Queensland)

Treasurer – Paul Sheeran (The University of Queensland)

Ordinary Executive Committee member – Jonathan Churchill (James Cook University)

Ordinary Executive Committee member – Roy Pidgeon (Central Queensland University)

Other Primary Representatives of Member Organisations:

- Niranjan Prabhu (Australian Catholic University)
- James Smith (Australian Institute of Marine Science)
- Rajan Davio (Bond University)
- Tom Minchin (Commonwealth Scientific and Industrial Research Organisation)
- Bruce Callow (Griffith University)
- Jonathan Davies (QIMR Berghofer Medical Research Institute)
- Chris Bridge (Queensland University of Technology)
- Gina White (Southern Cross University)
- Andrei Clewett (University of the Sunshine Coast)

Meetings:

The Board of Management of QUDIT met on four occasions during the year – 3 March, 16 June, 1 September and 24 November.

QUDIT Board

During the quarterly QUDIT Board of Management meetings four guest speaker presentations were made to the board as follow:

- Prof Jin Song Dong delivered a presentation on the topic “Model Checking and Event Analysis (with some cybersecurity projects)”;
- Dr Xin-Wen Wu presented on the topic, “Computer & Network Security”;
- Steven Wojnarowski delivered a presentation on “Benchmarking – Deeper Dive” providing an overview on CAUDIT’s benchmarking history and analysis that has been completed for CAUDIT;
- Dr Ivano Bongiovanni delivered a presentation on research undertaken on “Perceptions of Cybersecurity Risks” and response in organisations engaging in business-to-customer activities.

The AARNet Master Services Agreement was lodged for approval with Queensland Treasury by The University of Queensland on behalf of all the QUDIT members. Queensland Treasury provided a 12 month general approval (gazetted 6th Jan 2017) to QUDIT members while negotiations are underway.

AARNet and CAUDIT are in the process of reviewing the eduroam policy and QUDIT have provided coordinated responses as part of the review process.

The QUDIT Board and AARNet agreed to close the Australian Schools eduroam project. The project trialled the deployment of eduroam to schools. Eduroam was successfully deployed to three schools in QLD, one school in Victoria and as a service provider only to public schools in Tasmania. The project has revealed valuable information related to experience of schools deploying and participating in eduroam. Extension of the initiative is blocked pending AARNet eduroam policy review.

An ideation and planning workshop to consider future QUDIT initiatives was held in the last quarter of 2017. Greg O’Brien of Pace Learning facilitated the workshop. New ideas were proposed and analysed to determine which ones should be carried forward and a plan of action was developed to progress the initiatives. The focus is on having the sector well-prepared for future technologies.

Scott Sorley was re-elected as Chair and Paul Sheeran as Treasurer for the following two year term.

QUESTnet Conference

The 2017 QUESTnet Lite Event was held at the Queensland University of Technology, Brisbane, Queensland. It was a one-and-a-half-day event bringing together the ICT leadership and Communities of Practice (CoP) of the regional higher education and research sector.

The first half day (25 September 2017) comprised a combined Community of Practice (CoP) meeting for all the CoP member representatives followed by individual Community of Practice meetings for each ICT technology domain.

The next full day was the QUESTnet Forum incorporated plenary sessions alternated with five concurrent stream sessions on the following themes:

- Cybersecurity
- Data Centres & eWaste
- Identity Management
- Networks (with an emphasis on Internet of Things (IoT))
- Service Management

The event was promoted to Queensland institutions only as venue capacity was reached quickly. 123 registrations were received. Table 1 below provides insight into the spreading of attendees from different institutions and across the technology streams:

	Serv Mgmt	Cybersec	Id Mgmt	Data Centre	Networks	Total	
ACU	3	2	1		1	7	ACU
AIMS						0	AIMS
Bond		1	1			2	Bond
CQUni	2	2	1	1	2	8	CQUni
CSIRO						0	CSIRO
Griffith	3	7	6	3	6	25	Griffith
JCU	2	1		1	2	6	JCU
QUT	7	6		2	2	17	QUT
SCU	1	2	2	1		6	SCU
UQ	3	6	4	1	9	23	UQ
USQ	2	1		1	1	5	USQ
USC	1	2	2	1		6	USC
QIMR B		2				2	QIMR B
Other	2	6	4	2	2	16	Other
Total	26	38	21	13	25	123	Total
	Serv Mgmt	Cybersec	Id Mgmt	Data Centre	Networks	Total	

Table 1: Delegate Attendance per Technology Stream

Feedback received from the forum survey was very positive. The overall Net Promotor Score® (NPS¹) was calculated at +55.8. Figure 1 below shows the overall rating assigned to the forum by the delegates.

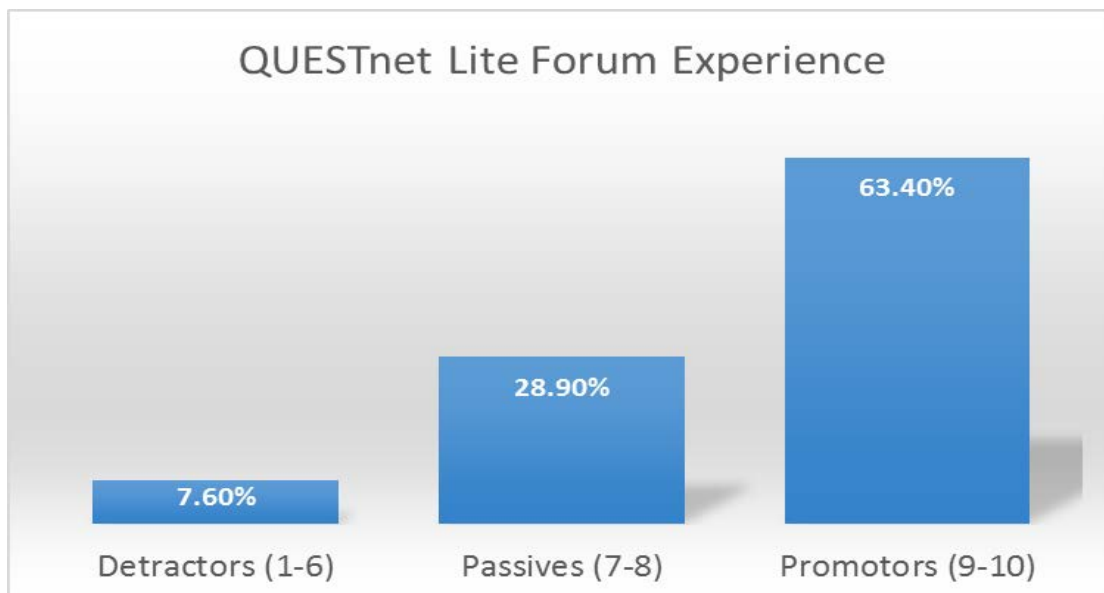


Figure 1: Overall Forum Experience

¹ NPS is defined as the percentage of promoters (9-10 scores) less the percentage of detractors (scores 1-6)

James Cook University and University of Southern Queensland will jointly host the QUESTnet conference in 2018 in North Queensland. The conference will be run between 26 and 28 September 2018 and planning is well underway.

Workshops and Initiatives

The dot1x access layer security workshop was held at the Ship Inn, Southbank on 16 November 2017. Nineteen delegates from AIMS, CSIRO, QIMR, ACU, UQ, CQU, CSIRO, JCU, Griffith, SCU, QUT and USQ attended the workshop. The evaluation results of the workshop is shown in Figure 2 below.

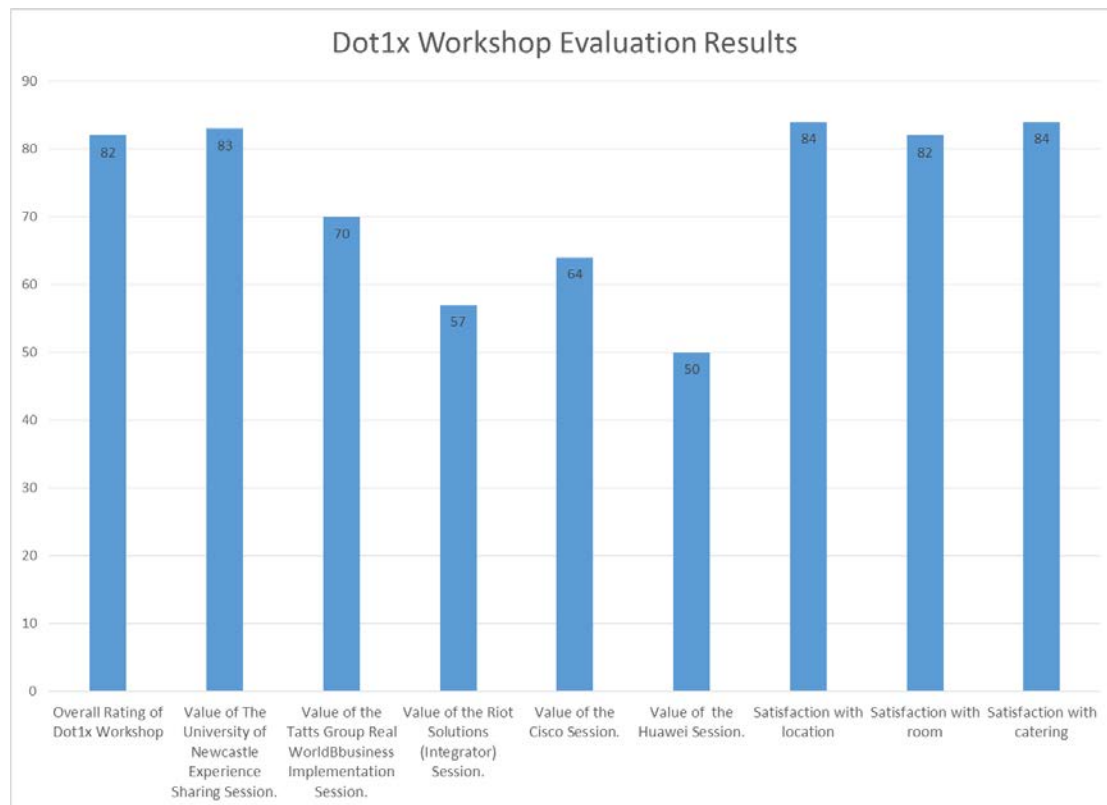


Figure 2: Dot1x Workshop Evaluation Results

QUDIT delivered the following training courses during 2017:

- Writing Winning Technical Documents training course was run by Engineering Education Australia on 25 July 2017 at UQ St Lucia campus. Fifteen delegates from USQ, QUT, ACU and Griffith attended the course. The evaluation results of the training course is shown in Figure 3 below.

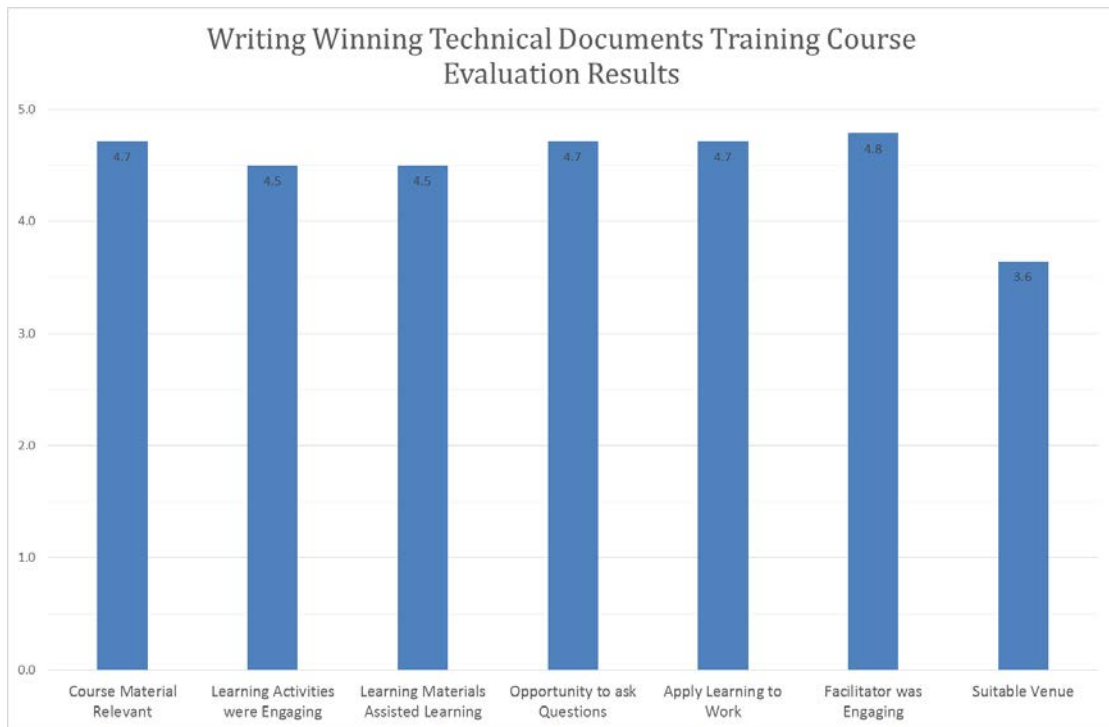


Figure 3: WWTD Training Course Evaluation Results

- Demystifying Vendor Management training course was run on 8 & 9 August 2017 at QUT Kelvin Grove campus. Twenty delegates from UQ, GU, QUT, ACU, Bond, CQU, JCU and SCU attended the training course. The evaluation results of the training course is shown in Figure 4 below.

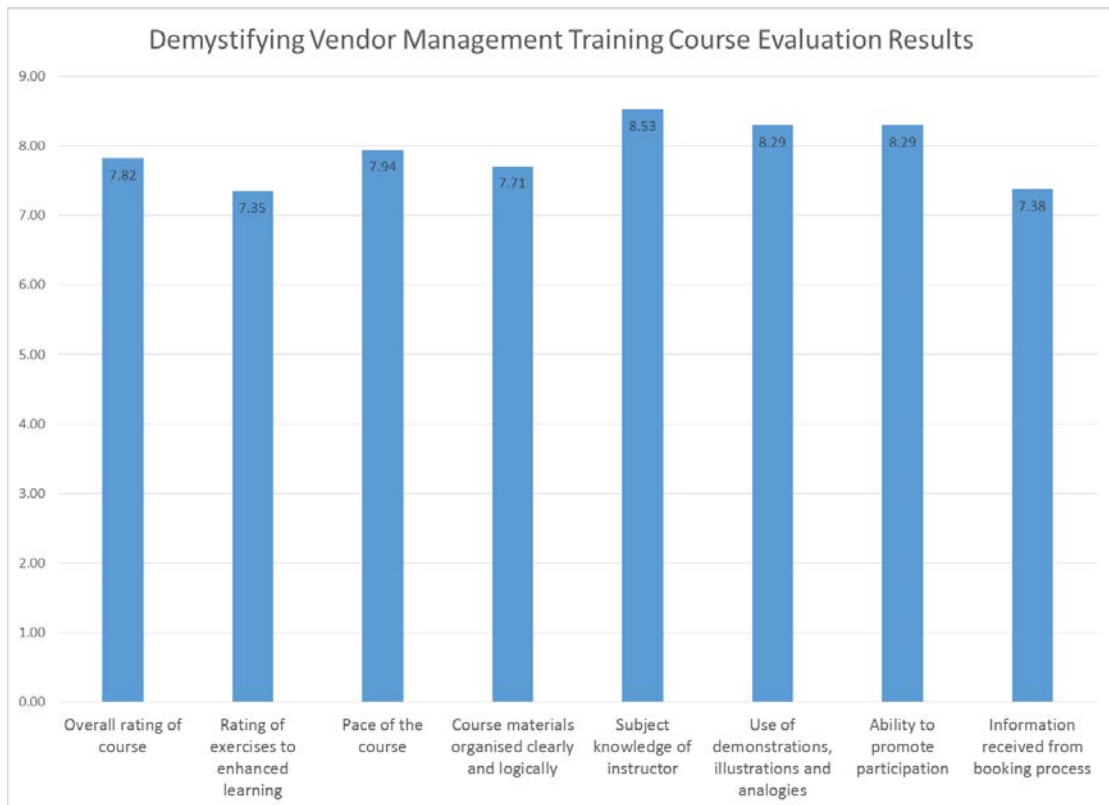


Figure 4: DVM Training Course Evaluation Results

QUDIT sponsored the training courses and supported member delegates with travel to attend the workshops and training courses.

QUDIT Projects

Eduroam at Queensland Airport Limited (QAL)

An initiative was launched to trial deployment of eduroam at Queensland Airport Limited (QAL) in collaboration with AARNet. A pilot deployment has been completed with leadership by James Cook University at the QAL Townsville airport and with Southern Cross University at the QAL Gold Coast airport. Uptake of the eduroam service exceeded expectations with 5312 successful user connections made at Townsville airport and 7032 at the Gold Coast airport during the first month after deployment.

The project team will continue work to move eduroam traffic from the limited bandwidth QAL WAN network onto the AARNet network next year.

Follow-Me-Desktop

Queensland Health has developed a Follow-Me-Desktop (FMD) service that provide users access to their Queensland Health desktop capability anywhere, anytime on any device. The most obvious use-cases of interest to the higher education and research sector are for joint appointment staff (practicing clinician academics) and students in health disciplines undertaking work experience in hospitals. The service has been rolled out to a number of hospitals in Queensland.

The University of Queensland worked with Queensland Health to test the Follow-Me-Desktop service with two UQ staff members. We are awaiting feedback from the staff members on the evaluation outcome.

The pricing model for "Follow-Me-Desktop" is \$41 / named user / month and \$8.94 / device / month.

Community of Practices

QUDIT worked closely with the Community of Practice groups on collaborative initiatives during the year.

Data Centre Community of Practice

Two meetings were held in 2017 viz, 15 March and 25 September.

The Data Centre CoP is well established with a very active group that shares various data centre related information and news at meetings and via emails. The University of the Sunshine Coast became a member of the group during 2017. Laurence Rietberg from Griffith University has been elected as Deputy Chair for the following two year term. The position of Chair has not yet been filled.

The CoP completed a tour of the USQ Data Centres in Toowoomba at the beginning of the year.

A power monitoring workshop with Schneider with a focus on the roadmap for Struxureware technologies has been held at Griffith University on 23 January 2017.

QUT installed a new gas suppression system in the Gardens Point Data Centre. A site visit has been arranged for the CoP members to view the installation.

UQ installed RCD devices within their Data Centres as per recommendations made in the QUDIT-sponsored Aurecon RCD report that was a deliverable from the Data Centre RCD Consultancy Project in January 2016.

The CoP group met with FKG Group and visited the Pulse Data Centre site that is currently under development in Toowoomba. The purpose built facility is 50% completed with a go-live date around April 2018. Pulse is in the process of reviewing the pricing offer (\$/kWh rate model) to set competitive rates for the QUDIT group.

ICT Security Community of Practice

Three meetings were held in 2017 viz, 16 February, 31 May and 25 September. Tim Lane has been re-elected as chair and Ashley Deuble elected as Deputy Chair of the CoP for the subsequent two year term.

The CoP focused mainly on progressing the top 10 ISAC initiatives identified as a result of the REN-ISAC visit during 2016.

AusCERT established a local ISAC pilot. Thirteen universities are participating in the pilot and working with AusCERT on the Malware Information Platform (MISP).

A site visit to the Brisbane based CERT Joint Cyber Security Centre (JCSC) in October was attended by six members from the Cybersecurity Community of Practice. The purpose of the visit was to gain an insight into the operations of JCSC and identify ways the CoP could collaborate with JCSC for information sharing and threat management. The visit was highly informative and further discussions are taking place in relation to partnering options with JCSC. Additionally an invite has been extended to Griffith University to attend a preparing for Commonwealth Games information session.



The Chair of the Cybersecurity CoP was invited to participate as a panelist on the University of Otago's formal review of its Information Security Office. This is a regular process for all academic and administrative units in the University, as part of its Quality Assurance Program and takes place at least once every ten years. The purpose of the review is to evaluate and recommend on core activities, standards of operation and the planning framework. Participation in the review is seen as a highly valuable opportunity to not only contribute to the review but to also gain further insights into successful practices and to further collaborate with the University of Otago from a cybersecurity Community of Practice perspective.

As both CAUDIT Cybersecurity and QUDIT ICT Security Chair, Tim Lane is working to have coherent CoP activity across states. The QUDIT Chair is working with his VQIT counterpart on sharing security metrics and also in the area of benchmarking with CAUDIT.

ICT Staff Development Community of Practice

Three meetings were held in 2017 viz, 8 March, 4 August and 25 November. Australian Catholic University, University of Southern Queensland and the University of Sunshine Coast became members of the group during the year. Nigel Foxwell from James Cook University has been elected as Chair of the CoP for the subsequent two year term.

The group identified ICT training courses and published information on collaborative training opportunities on the QUDIT ICT Staff training webpage. Three member University training courses were offered to QUDIT members during 2017.

The group is working towards sharing training artefacts between member institutions where possible.

Identity Management Community of Practice

Four meetings were held in 2017 viz, 8 February, 3 May, 25 September and 1 November. Peter Embleton from University of Sunshine Coast was re-elected as Chair and Rhys Mataira from Southern Cross University was elected as Deputy Chair of the CoP for the subsequent two year term.

The group explored running collaborative online identity management training courses between staff from multiple universities to achieve some of the networking benefits of shared learning. A space for a training register of upcoming self-paced training courses has been set up on the Identify Management wiki page.

An initiative is being launched to work together on an exemplar Identity Management RFP as multiple universities are investigating identity management system options.

Technical Advisory Committee

There were four TAC meetings in 2017 viz, 1 March, 8 June, 25 September and 15 November. Michael Lymbery from Southern Cross University has been elected as Chair and Julianne Weekers from Central Queensland University as Deputy Chair for the subsequent two year term.

The TAC ran a workshop on dot1x Access Layer Security on wire networks on 16 November 2017 at The Ship Inn at South Bank.

AARNet hosted a Network Workshop in Melbourne on 22 & 23 June 2017 which was well attended by QUDIT TAC members.

The TAC group continued with the one hour informal network forum sessions during 2017. Three sessions were held in 2017 on the following topics:

- Student Screen Sharing Technology
- Internet Billing/Charging/Data Collection
- Low Touch Management of Remote Sites

Service Management Community of Practice

A Service Management Community of Practice has been established during the last quarter of the year. Nine Universities showed interest and are participating in the workshop.

The first Service Management workshop has been held at the QUESTnet Lite event. A great deal of information sharing occurred at the workshop. The group is enthusiastic to continue meeting on a regular basis and we anticipate a very active group sharing experiences.

The CoP members completed a profiling survey of Service Management practices providing an overview on current arrangements. The data items collected and shared between the Universities included:

- University description overview;
- Full time employees and equivalent full-time student load;
- The service desk workforce, structure and department in which it is situated;
- Number of jobs logged and completed semi-annually;
- Service management tools currently used and satisfaction rating;
- Information on service management strategy, design and metrics
- Overall service management process maturity and client satisfaction rating.

Julie Land from James Cook University and Jessica Lees from Central Queensland University were elected as Chair and Deputy Chair for the CoP.

Eduroam at Health Precincts

EDUROAM has been deployed to 7 new hospitals during 2017 and is now deployed to 90 health precincts across the state. Limited coverage areas have been expanded to full coverage areas at three hospitals.

The standard eduroam health precinct usage per day was peaking at 4645 unique users - a growth of 37% over the year. The “Eduroam Usage in Queensland Health Precincts” statistics report can be viewed in Figure 5 below.

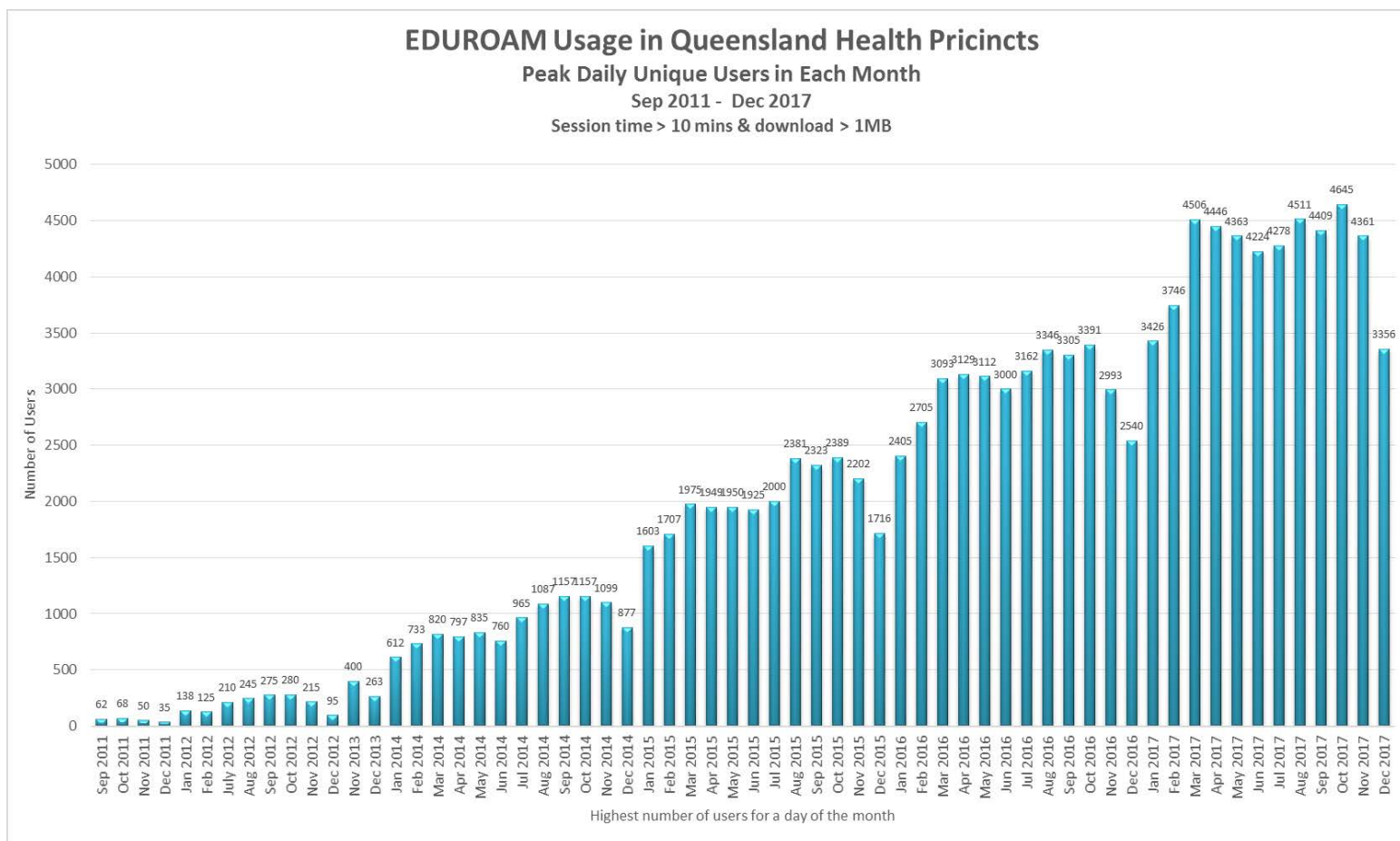


Figure 5: Eduroam Usage Statistics

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