
QUDIT Digital Workspace Community of Practice Terms of Reference

Purpose

The QUDIT Digital Workspace Community of Practice (CoP) oversees collaborative work related to Digital Workspace for QUDIT members. It shares experience and knowledge among the QUDIT member institutions, captures opportunities and makes recommendations to the board regarding collaborative approaches to digital workspace matters.

The term “digital workspace” includes but is not limited to:

- PCs and personal use mobile devices;
- both staff and student digital workspaces;
- mechanisms of provision of software to the devices;
- license checking, management, advanced analytics and monitoring;
- both physical and virtual work environments;
- improved communication;
- application streaming;
- accessibility (for staff and students working remotely);
- Windows 365;
- innovation and new technology;
- procurement, software licensing and agreements;

Terms of Reference

The CoP members are responsible to the QUDIT board for fulfilling the following terms of reference:

- Maintain a community of practice in relation to provision of digital workspace services in the research and higher education sector sharing expertise, experiences, plans, policies, procedures and practices;
- Consider and recommend to the QUDIT board collaborative initiatives which will improve the effectiveness and/or efficiency of provision of digital workspace services for the benefit of QUDIT member institutions;
- Oversee collaborative initiatives as requested by the board.
- Investigate the integration of technologies, platforms, devices, and clouds into a digital workspace that will improve productivity and efficiency.

Membership and Participation

Each QUDIT board member will determine whether their organisation will participate in the CoP and if so nominate a primary representative who may vote on CoP resolutions.

Primary representatives will elect the chair and deputy chair from their cohort. The QUDIT Executive Officer will temporarily act as chair in absence of an elected chair.

Non-voting participation in the CoP is open to all QUDIT member representatives with responsibility for or interest in provision of Digital Workspace services.

Persons external to QUDIT member organisations may be invited to attend meetings and/or participate in CoP activities at the request of the Chair.

The QUDIT Executive Officer and QUDIT Service and Project Manager will participate in the CoP but not vote on resolutions.

Operation

The QUDIT Digital Workspace CoP will meet four times a year. Meetings will normally be a combination of face-to-face and videoconference format. Additional meetings will be scheduled as required and papers may be distributed out of session for decisions via email or other collaborative work tools. Hosting of meetings will rotate among Brisbane based QUDIT member institutions.

The QUDIT Service and Project Manager will provide project management support to CoP activities as well as coordinate logistical support to meetings: working with host members to book rooms, arranging catering, maintaining CoP email lists and collaborative work tools, keeping notes of meetings, and reporting to the board.

The QUDIT Executive Officer will also liaise between the CoP and the board.

QUDIT Digital Workspace Community of Practice Terms of Reference Annexure 1 – Primary Membership List (As of 3 May 2024)

Primary Representative	Position	Representative Organisation
Suraj Thapa	National Manager Technology Services, IT Client Services	ACU
Carsten Malan (Brendon Pilt)	System Administrator	AIMS
Stephen Crowther	Manager, End user services and platforms	Bond
Brett Shackleton	Field Services Coordinator, Digital Services Directorate / Field Services	CQUni
Makian Robertson	Product Manager, Workspace	Griffith
Brock Allan		JCU
Nathan Clark	Service Manager, Client Technology Services & Support	QUT
Paul Brown	Manager, Customer Service	SCU
Luke Angel	Manager, Service Automation & Events	UQ
Jesse Harris	Team Leader, Desktop Services	UniSC
David Mason	ICT Client Support Coordinator, ICT Client Services	UniSQ
Kathy Wheeler	Executive Officer, QUDIT	QUDIT
Andre Dreyer	Service and Project Manager, QUDIT	QUDIT

QUDIT Digital Workspace Community of Practice Terms of Reference Annexure 2 – Candidate Collaborative Initiatives
(as at 7/01/2024)

The following list of collaborative initiatives is suggested for consideration:

- Application Streaming initiatives, centralised procurement, BYOD, VDI
- Investigate future Digital Workspace strategies for on-premises, cloud and hybrid
- Share tools and approaches
- Leverages multiple technologies to simplify IT management and provide a personalized end user experience. For a digital workspace to be successful, it must provide a unified, contextual and secure experience for IT and end users.