Shared Services
A Pathway to Change

Peter Sack
University of Melbourne
Success?

Efficiency↑
Cost↓

Change Enabler
“...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
“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

Some structural change
Technology updates
Infrastructure updates
Large Infrastructure teams

IT Department Change

CLASSROOM LEARNING
GAMING
INTERACTIVE WHITEBOARDS
WEBSITES
INTERNET
TABLET & LAPTOP COMPUTING
MOBILE & HANDHELD COMPUTING
IPAD
IDEA PAD
SLATE
PHONE
ANDOR
WIDGETS
SOCIAL NETWORKS
Why Change?

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

“Okay, now what?”
“Progress is impossible without change, and those who cannot change their minds cannot change anything.”

- George Bernard Shaw
Something New in Shock-thriller Education

EdUCKA presents An Infinite Scale Production

MOOC HYSTERIA

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
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
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)

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!

About the Instructor
Mark Hargreaves
University of Melbourne
Part II

Shared Services – a Pathway
• 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
Shared Data Centre service

- ACU
- Monash Melbourne
- RMIT
- UoM
- Latrobe
- ACU
- Deakin
- VU
- VU
- Deakin
- Swinburne
- RMITU
- Latrobe
- Shared DC 1
- Shared DC 2
Shared Data Centre service
Shared Data Centre service

- Reduced un-used space
- Increased utilisation
- Reduced capital spend
- Repurposed assets
- Re-focussed attention
Hosted Collaboration Service

Different users, different needs, one solution
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