ACKNOWLEDGEMENTS

The SPUSC 2010 Organising Committee would like to extend their gratitude to the following organisations for their generous contributions to the conference:

[Logos of the sponsors are displayed in the image.]
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WELCOME to SPUSC 2010

Welcome to the 22nd Annual South Pacific User Services Conference! SPUSC is held each year in association with the Council of Australian University Directors of Information Technology (CAUDIT). The conference aim is to highlight the challenges that arise within Higher Education (Universities, TAFE’s and Colleges) IT environments and to provide effective strategies and solutions for those tasked to overcome them, through quality lectures and workshops from industry leaders and peers.

The theme underpinning this year’s conference is "Generation Next". In the IT context, this is concerned with the possibilities today and a look at technologies just-around-the-corner, to pinpoint best practices now and to foresee solutions in the future.

The conference draws delegates from educational institutions in Australia, New Zealand and the South Pacific. Delegates attending SPUSC come from diverse backgrounds, ranging from service desk analysts through to IT managers and Directors. It is a great opportunity to network, exchange ideas and learn with your peers, to better understand and deliver quality customer service, communications and technology within the University IT environment.

The program is packed with ground breaking information covering three streams: Service Management, Service Delivery and Strategic IT. We have a fantastic line-up of speakers drawing first and foremost from the SPUSC delegate community, industry experts, leading thinkers in IT, coupled with entertaining and informative presenters.

In addition, the social activities planned for SPUSC 2010 are exceptional. Enjoy canapés and drinks at the “Welcome” event on Monday night, come play at the Microsoft sponsored Futuristic Carnival on Tuesday night, dance the night away at Wednesday evenings Gala Dinner, then farewell your peers at the lunch time BBQ on Thursday.

On behalf of the organising committee, I would like to thank you for attending SPUSC and making this a great event for all.

Regards,
Daniel Dos Santos
Conference Chair
ABOUT UNSW

UNSW is a founding member of the prestigious Group of Eight research intensive Universities in Australia and a member of the Universitas 21 international Consortium. Established in 1949, UNSW has expanded rapidly and now has close to 40,000 students, including more than 7000 international students from over 130 different countries.

The University offers more than 300 undergraduate and 600 postgraduate programs, and has developed an extensive network of alumni chapters throughout Asia.

The main UNSW campus is located on a 38-hectare site at Kensington, 7 kilometres from the centre of Sydney.

Other campuses are the College of Fine Arts (Paddington), UNSW@ ADFA (Canberra), and sub-campuses at Randwick and Coogee, as well as research stations around NSW.
KEYNOTE SPEAKERS

**Mr Adam Jaques**
Senior Manager at Citrix Labs
Taking IT services mobile and virtual with next-generation devices

**Mr Bradley Tipp**
Global Higher Education Solutions Specialist at Microsoft USA
Cloud Services for Education: Early learning and next generation services

**Mr Ed Elliff**
ANZ Manager for Lexmark’s Managed Print Services and Solutions Businesses
Sponsor Keynote: Lexmark address

**Mr Daniel Figucio**
Apple Systems Engineer, NSW & ACT Higher Education
Managing mobile hardware applications

**Mr Timothy Hughes**
Vice President Commercial at Orbitz Worldwide
Editor of “The Business of Online Travel (the BOOT) blog
Insights from the online travel industry
KEYNOTE SPEAKERS

MR JUSTIN JONES
Adventurer
Crossing The Ditch - the story of the first kayakers to cross the Tasman Sea from Australia to New Zealand

DR EVGENIA DECHTER
Lecturer at AGSM, University of NSW
Stereotypes and earnings - hair colour matters

MR ROWLAND LEGGAT
Technical Trainer at Power Cloud Solutions
Microsoft products and the next generation

MR RUSS BURNETT
Evolve keynote address from Dr. D (at GALA Dinner)
Feature presentation from Dr. D digital production studio

A/PROFESSOR MARKUS GROTH
Associate Professor in the School of Organisation & Management at the Australian School of Business, University of NSW
Faking it, do you have the right stuff for a frontline role?
# CONFERENCE PROGRAM - WELCOME & DAY 1

## Welcoming Day - Monday 29th November 2010

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1200</td>
<td>Registration Opens</td>
<td>Foyer</td>
</tr>
<tr>
<td>1500</td>
<td><strong>Pre-Conference Workshop</strong> “Software Licensing and Collaboration”</td>
<td>Gallery 1</td>
</tr>
<tr>
<td></td>
<td>Mr Mark Noonan, Queensland University of Technology and Nenad Stefanovic from CAUDIT.</td>
<td></td>
</tr>
<tr>
<td>1800</td>
<td>Welcome drinks and canapés with “Strings on Sydney” quartet.</td>
<td>Leighton Hall</td>
</tr>
<tr>
<td>1830</td>
<td><strong>Welcome Address</strong> - Mr Michael Kirby-Lewis, CIO, University of NSW.</td>
<td>Leighton Hall</td>
</tr>
</tbody>
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## Conference Program Day 1 - Tuesday 30th November 2010

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>0800</td>
<td>Registration</td>
<td>Foyer</td>
</tr>
<tr>
<td>0900</td>
<td><strong>Opening remarks</strong> - Professor Merlin Crossley, Dean of Science, University of NSW.</td>
<td>Leighton Hall</td>
</tr>
<tr>
<td>0920</td>
<td><strong>Chairman’s address</strong> - Mr Daniel Dos Santos, IT Service Centre Manager, University of NSW.</td>
<td>Leighton Hall</td>
</tr>
<tr>
<td>0945</td>
<td><strong>Keynote Address</strong> - Mr Adam Jaques, Citrix Labs IT Strategist. “Taking IT services mobile and virtual with next-generation devices”</td>
<td>Leighton Hall</td>
</tr>
<tr>
<td>1030</td>
<td><strong>Morning Tea</strong></td>
<td>Foyer</td>
</tr>
<tr>
<td>1100</td>
<td><strong>Keynote Address</strong> - Mr Bradley Tipp, Microsoft USA. “Cloud Services for Education: Early learning and next generation services”</td>
<td>Leighton Hall</td>
</tr>
<tr>
<td>1145</td>
<td><strong>Breakout Session 1</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Service Delivery

|                | Mr Robert Irving, Australian Catholic University - “Outsourcing Student Email” - Our Journey | Gallery 1 |

### Service Management

|                | Ms Bronwyn Fletcher, Systems Thinking Pty Ltd “University IT Service Quality Benchmark Project” | Gallery 2 |

### Strategic

|                | Mr Phil Roy, Charles Sturt University - “The Student Wireless Network - a case study in a ubiquitous wireless network” | Leighton Hall |
**Conference Program - Welcome & Day 1**

### 1230 - Lunch Break - Sponsor Keynote: Lexmark address,
Mr Ed Elliff, ANZ Manager for Lexmark’s Managed Print Services and Solutions Businesses. “Managed Print Services in a University Environment - Case Study” (featuring Sharon Brogan, University of NSW). - **Foyer**

### 1330 **Speed Meeting** - Get to know your fellow SPUSC delegates

<table>
<thead>
<tr>
<th>1400 - Breakout Session 2</th>
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</thead>
<tbody>
<tr>
<td><strong>Service Delivery</strong></td>
<td><strong>Service Management</strong></td>
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<tr>
<td><strong>The Peter Farrell Room</strong></td>
<td><strong>The Gonski Room</strong></td>
</tr>
</tbody>
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### 1445 - Afternoon Tea - **foyer**

### 1515 - Breakout Session 3

<table>
<thead>
<tr>
<th>1515 - Breakout Session 3</th>
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</thead>
<tbody>
<tr>
<td><strong>Service Delivery</strong></td>
<td><strong>Service Management</strong></td>
</tr>
<tr>
<td><strong>The Peter Farrell Room</strong></td>
<td><strong>The Gonski Room</strong></td>
</tr>
</tbody>
</table>

### 1600 **Keynote Address** - Mr Daniel Figucio, Apple Systems Engineer, NSW & ACT Higher Education. “Managing mobile hardware applications” - **Leighton Hall**

### 1645 **Keynote Address** - Mr Timothy Hughes, Vice President Commercial at Orbitz Worldwide and editor of ‘The Business of Online Travel’ (the BOOT) blog. “Insights from the online travel industry” - **Leighton Hall**

### 1730 - Evening Event - Futuristic Carnival - **Galleries 1 & 2**

### 2130 **Day 1 close**
## Conference Program Day 2 - Wednesday 1st December 2010

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>0800</strong></td>
<td><strong>Open Day 2</strong></td>
</tr>
<tr>
<td><strong>0900</strong></td>
<td><strong>Keynote Address</strong> - Mr Justin Jones, Adventurer. “Crossing The Ditch” - <em>Leighton Hall</em></td>
</tr>
</tbody>
</table>

#### 0945 - Breakout Session 1

<table>
<thead>
<tr>
<th>Service Delivery</th>
<th>Service Management</th>
<th>Strategic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Simone Moore, Helpdesk Association of Australasia. “R U ready... for the future?”</td>
<td>Mr Frazer Slack-Smith, Charles Sturt University. “A Passion for Service excellence” - How to recover your customers trust through service improvement</td>
<td>Ms Denise Black, Program Director, University of NSW. “Shared Services from Vision to Reality”</td>
</tr>
</tbody>
</table>

*Gallery 1* | *Gallery 2* | *Leighton Hall*

#### 1030 - Morning Tea - *Foyer*

#### 1100

| Keynote Address | - Dr Evgenia Dechter, Lecturer - AGSM, University of NSW. “Stereotypes and earnings - hair colour matters” - *Leighton Hall* |

#### 1145 - Breakout Session 2

<table>
<thead>
<tr>
<th>Service Delivery</th>
<th>Service Management</th>
<th>Strategic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Daniel Woo, Lecturer, University of NSW. “Innovative technologies for teaching and learning - Desktop and Mobile Devices”</td>
<td>Mr Paul Thomason, Planwell Technology. “A radical new approach to realising benefits from ITSM and where the cloud can assist”</td>
<td>Mr Scott Blackwood, HP Automatic Solution Architect HPPSG South Pacific. “Conduct a Perfect Symphony with HP Client Automation Software”</td>
</tr>
</tbody>
</table>

*Gallery 1* | *Gallery 2* | *Leighton Hall*

#### 1230 - Lunch Break - *Foyer*
### Keynote Address

**1330**

**Keynote Address** – Mr Rowland Leggat, Technical Trainer at Power Cloud Solutions. “Microsoft products and the next generation” - *Leighton Hall*

---

### Breakout Session 3

**1415**

**Service Management**

- Mr David Favelle, Lucid IT. “Convergence of IT Management Frameworks - How to get best leverage from your Investment to date”

  *Gallery 1*

**Strategic**

- Mr Aaron Magner, Director of Sustainability, University of NSW. “Sustainability: What are we doing about it?”

  *Leighton Hall*

---

### Breakout Session 4

**1500 - Afternoon Tea** - *Foyer*

**1530**

**Service Delivery**

- Ms Georgina Rossendell, Macquarie University. “OneHelp - more than a Help Desk, a new way of working at Macquarie”

  *Gallery 1*

**Service Management**

- Mr Damien McMorrow, Central Queensland University. “IT Service Management - a Common Sense Approach - an Operational Case Study from CQU”

  *Gallery 2*

**Strategic**

- Mr Rob Paton, Charles Stuart University. “Video Conferencing at Charles Stuart University”

  *Leighton Hall*

---

### SPUSC 2010 GALA Dinner

**1900 - Pre Dinner Drinks**

**1930 - Doors Open**

**1945 - Welcome** - Jeanette Patamia, University of NSW.

- **Keynote address** - Mr David Simpson e-volve Technology / Dr. D

- **Keynote address** - HP

- **Comedian** - Darren Sanders

- **Music by** “Superstitious”

**2330**

**Day 2 close**
## Conference Program Day 3 - Thursday 2nd December 2010

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>0930</td>
<td><strong>Open Day 3</strong></td>
</tr>
<tr>
<td>0945</td>
<td><strong>Keynote Address</strong> A/Professor Markus Groth, Associate Professor in the School of Organisation &amp; Management at the Australian School of Business, University of NSW. “Faking it, do you have the right stuff for a frontline role?” - <em>Leighton Hall</em></td>
</tr>
<tr>
<td>1015</td>
<td><strong>Morning Tea</strong> - <em>Foyer</em></td>
</tr>
<tr>
<td>1030</td>
<td><strong>Cross University Panel Discussion</strong> - Service Centre’s Interviews with Managers / Team leaders from a number of universities on topics such as Self Service, hitting level 1.5 support, Reporting, up and coming major projects... - <em>Leighton Hall</em></td>
</tr>
<tr>
<td>1115</td>
<td><strong>Breakout Session 1</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Service Delivery</strong></td>
</tr>
<tr>
<td></td>
<td>Ms Traci Voss, University of Otago. “Student Frontline Support - doing more with less / The worth of Student Support”</td>
</tr>
<tr>
<td></td>
<td><strong>Service Management</strong></td>
</tr>
<tr>
<td></td>
<td>Ms Alison Trpevski, Associate Director Client Services, UWA. “Moving to a Federated Support Model (across ITS and the Faculties), how Service-now.com with its SaaS delivery model has enabled this, and the benefits they have realised”</td>
</tr>
<tr>
<td></td>
<td><strong>Strategic</strong></td>
</tr>
<tr>
<td></td>
<td>Mr David Della-Rocca, Auto Desk Education Industry and BDM. “Integrating Creativity and Technology in the Classroom.”</td>
</tr>
<tr>
<td>1200</td>
<td><strong>Cross University Panel Discussion</strong> - Desktop Services Interviews with managers / Team leaders from a number of universities on topics such as Windows 7 upgrade, SOE/MOE, automated deployment... - <em>Leighton Hall</em></td>
</tr>
<tr>
<td>1245</td>
<td><strong>Conference Wrap-up</strong></td>
</tr>
<tr>
<td></td>
<td>- Jeanette Patamia, University of NSW Director IT Customer Services. - Announce 2011 conference location - Thank you gifts - <em>Leighton Hall</em></td>
</tr>
<tr>
<td>1300</td>
<td><strong>BBQ Lunch</strong> - <em>Tyree Terrace</em></td>
</tr>
<tr>
<td>1500</td>
<td><strong>Day 3 close</strong></td>
</tr>
</tbody>
</table>
# Social Program

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday 29 November</strong></td>
<td>Welcome evening drinks accompanied by Strings on Sydney quartet</td>
<td>Foyer</td>
<td>1800</td>
</tr>
<tr>
<td><strong>Tuesday 30 November</strong></td>
<td>&quot;Futuristic Carnival Night&quot; - proudly sponsored by XBOX/Microsoft</td>
<td>Galleries</td>
<td>1730</td>
</tr>
<tr>
<td><strong>Wednesday 1 December</strong></td>
<td>Conference Gala Dinner with Entertainment by Superstitious</td>
<td>Leighton Hall</td>
<td>1900</td>
</tr>
<tr>
<td><strong>Thursday 2 December</strong></td>
<td>End of conference BBQ lunch and drinks</td>
<td>Tyree Terrace</td>
<td>1300</td>
</tr>
</tbody>
</table>

**Microsoft** would like to invite all SPUSC delegates to a special 'play date' where you will be among the first to experience interactive controller-free entertainment, KINECT for XBOX 360 at the....

### KINECT for XBOX 360 Social Evening Event

Enjoy the thrill of roaring rapids, play with a tiger cub, and sprint over hurdles at this exclusive showcase of the latest Kinect games experiences. Also you will be able to experience Microsoft Surface which is a revolutionary multi-touch computer that responds to natural hand gestures and real-world objects.

**Details:**

- **Tuesday 30th November 2010**
- **Location:** UNSW Gallery 1&2, Scientia
- Pre-drinks at 5:30pm, experience begins at 6:00pm
- No RSVP needed or invitation
The following information is offered to make your attendance at the conference as pleasant and as trouble-free as possible. If you require assistance at any time during the conference, contact our Registration Desk located in the foyer.

BADGES
All delegates and industry exhibitors must wear their name badges at all times during the conference.

CAR PARKING
All-day parking is available on the upper floors of the Barker St (Gate 14) and Botany St (Gate 11) car parks.

Short-term meter parking is available through most gates and is located at ground-level outdoor parking areas.

- 2P short-term parking = $3 per hour (cash and credit card; minimum credit card payment is $3.00)
- All day parking = minimum $6 for 4hrs, and $2.00/hr thereafter up to 12hrs (cash and credit card payments).

MOBILE PHONES
As a courtesy to the speakers, please ensure your mobile is set to silent or vibrate.

For delegates with international roaming, dial +61 before the number and remove the leading 0. eg +61419 746 946

COAT/BAG STORE
A coat/bag store area will be available at the Registration Desk.

DRESS

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>Conference Section</td>
<td>Smart Casual</td>
</tr>
<tr>
<td>Informal Social Events</td>
<td>Smart Casual</td>
</tr>
<tr>
<td>Gala Dinner</td>
<td>Cocktail Attire</td>
</tr>
</tbody>
</table>

INTERNET SERVICES
Free Wireless Internet will be provided to all delegates and vendors during the conference. For any assistance please go to the Registration desk located in the Foyer of the conference centre.

iPod TOUCHES AND MobilAP
SPUSC 2010 is being hosted interactively using mobilAP - the Mobile Academic Platform. This has been customised and prepared for us by Apple Australia education division. The software is optimised to run on iOS devices, and Apple will provide, on loan, an iPod touch for the duration of the conference. Using mobilAP you will be able to access the full program of events, receive conference announcements directly on the device, read close_to_realtime conference discussions via Twitter, rate sessions after they have concluded, rate the conference as a whole at the end of the conference, and access useful information about the conference venue.
KEY CONTACTS
If you require assistance at any time during the conference, or after hours, please contact:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daniel Dos Santos</td>
<td>0419 746 946</td>
</tr>
<tr>
<td>Jeanette Patamia</td>
<td>0401 612 964</td>
</tr>
<tr>
<td>Kylie Madden</td>
<td>0409 929 029</td>
</tr>
</tbody>
</table>

+61 for international delegates

REFRESHMENTS
Lunch, morning and afternoon teas are included in your registration fee and will be served in the Foyer.

REGISTRATION & INFORMATION DESK
The Registration Desk will be open at the following times during the Conference:

<table>
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<tr>
<th>Opening Hours</th>
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<tbody>
<tr>
<td>Monday</td>
</tr>
<tr>
<td>Tuesday</td>
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<tr>
<td>Wednesday</td>
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<tr>
<td>Thursday</td>
</tr>
</tbody>
</table>

SMOKING
The conference venue is a smoke-free building.

SPECIAL DIETARY REQUIREMENTS
Special dietary requirements will be catered for at this conference. Please inform your waiter.

SUPERMARKET
The nearest convenience store is located in the Quadrangle Building. The nearest COLES supermarket is located in the Randwick Plaza Shopping Centre, 148 Belmore Rd. Randwick. (Approximately 5 minutes walk from UNSW Gate 11). Please ask at the Registration Desk for directions.

PHARMACIES
There is a Pharmacy located in the Quadrangle Building. Please contact the Registration Desk for direction.

PHOTOCOPYING
Please contact the staff at the Registration Desk.

MEDICAL SERVICES
The University Health Service provides an on campus health service located on the ground floor of the Quadrangle Building. Please contact the Registration Desk for directions. In an emergency dial 000 for an ambulance, the police or the fire department.

GENERAL INFORMATION

Daniel Dos Santos 0419 746 946
Jeanette Patamia 0401 612 964
Kylie Madden 0409 929 029
Location of Conference - John Niland Scientia

We are here...
SPUSC 2010
## EXHIBITOR LISTING

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<th>COMPANY</th>
<th>STAND</th>
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<td>Lexmark</td>
<td>1</td>
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<td>HP</td>
<td>2</td>
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<td>E-Volve Corporate Technology</td>
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<td>UNSW</td>
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<td>Computer Lab Solutions</td>
<td>4a</td>
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<td>Service Quality</td>
<td>5</td>
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<td>Power Cloud Solutions</td>
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<td>HR National</td>
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<td>KeyServer Deep Freeze</td>
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<td>Autodesk</td>
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<td>Enterprise IT Resources</td>
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<td>Lucid IT</td>
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<tr>
<td>Keystone Management Solutions</td>
<td>16</td>
</tr>
</tbody>
</table>
Lexmark International (Australia) Pty Ltd

13b Narabang Way, Belrose NSW 2085 Australia
Tel: +61 2 8401 3266
Fax: +61 2 8401 4266
Email: ismails@lexmark.com
Contact: Serina Ismail

www.lexmark.com.au

Lexmark provides businesses of all sizes with a broad range of printing and imaging products, software, solutions and services that help them to be more productive. Since separating from IBM in 1991, Lexmark's product line has expanded to include laser printers, inkjet printers, and multifunction devices, as well as associated supplies, software, solutions and services.

Lexmark's success is driven by the company's overarching commitment to its customers. With a corporate vision of "Customers For Life," we earn our customers' loyalty by listening to them, anticipating their needs and working to create value for them.

Lexmark reported $3.9 billion in revenue in 2009, with approximately 57 percent of that revenue coming from international sales. Our products are sold in more than 170 countries in North and South America, Europe, the Middle East, Africa, Asia, the Pacific Rim and the Caribbean.

Lexmark is a socially responsible company in our global community. We strive to maintain best practices for sustainability - balancing economic, environmental and social concerns. We are committed to being a company with a strong respect for human rights, safe work conditions, and environmentally sound business practices, for our own organization and those with whom we partner.

HP

Hewlett Packard
410 Concord Road
Rhodes
NSW 2193

www.hp.com.au

For 70 years, HP has helped people, businesses and communities around the world apply technology in meaningful ways by harnessing new thinking and ideas to deliver reliable products and services. We base our solutions on intuitive technology that hides complexity inside, where it belongs, so that our customers' lives are enriched and their IT experiences are simpler, smarter and more manageable. This allows them to spend less time worrying about technology and more time focusing on what really matters.

HP has a leading range of business and consumer PCs, high-performance workstations, handheld devices, digital entertainment solutions, personal storage and Internet services that create connected and compelling personal experiences. We are changing the way smaller companies do business, too.
HP helps businesses connect with their customers and increase revenue with proven solutions for mobility, security, business protection and point of sale. And with a broad range of printing and imaging products and services, HP helps these companies stand out and decrease their overall printing costs by printing their low-volume marketing collateral in-house.

Also, with HP solutions, small and medium businesses get more than great technology - they get HP Total Care. Our broad range of services and support helps them use, protect and recycle their products. That, taken in conjunction with easy access to local partners’ delivery and expertise, allows them to focus on what is really important: the health of their business.

**e-Volve Corporate Technology**

Suite 4 & 5, 110 Botany Rd
Alexandria NSW 2015
Tel: 03 9823 6290
Fax: 03 9826 3642
Email: smancini@e-volvetech.com
Contact: Simon Mancini

www.e-volvetech.com

E-Volve corporate technology is the total solution for IT procurement. We fulfil our corporate client’s hardware, software and services needs by offering a single source supply answer that increases operational efficiency and business productivity whilst delivering measurable results to the bottom line. We are a SAP, Oracle, Peoplesoft, Ariba business partner and can provide asset, warranty, licensing as well as procurement and financial data exchange via web services.

By consolidating the procurement process and providing a complete solution for quotes, purchase orders and invoices online there are significant cost reductions to be realised. Using e-Volve Online, customers have experienced a reduction of up to 75% in quote, purchase order and invoice processing time.

E-Volve manages all of the time consuming manufacturer or reseller information and communication (including global and bid pricing) and provide all of this in a customer friendly format at your finger tips - right when you need it. With access to over 475 manufacturers and 450,000 IT products you will be able to search and find everything you need online and get instant access to pricing.

What’s more our strong buying power with all manufacturers and our cost plus model we are more cost effective than our competitors. With complete supply chain visibility our customers can be assured that they always receive the best price. Our unique operating model provides improvements for our customers in ‘Productivity’, ‘Efficiency’, ‘Transparency’ & ‘Cost Reduction’.
Computer Lab Solutions

255 B Street, Idaho Falls, Idaho, 83402
United States
Josh Norman
801.939.3312
jnorman@computerlabsolutions.com
http://www.computerlabsolutions.com

Computer Lab Solutions works with universities, school districts, and businesses around the globe to gather vital statistics via the LabStats Suite, the most recommended and top selling data collecting software for large networked IT environments. LabStats and its associated products (AppUse, LabMaps, and JuicePress) provide users with accurate data to optimize lab efficiency and deliver hard numbers on computers usage. Designed specifically with lab managers in mind, LabStats provides users with an intimate view of their computers so no information slips through the cracks. Download a free, custom demo from our website today at www.computerlabsolutions.com

Service Quality

Unit 1 475 Gympie Rd Strathpine QLD 4500
Tel: 1300 881 178 Contact: Richard Glenister
Email: richard.glenister@servicequality.com.au

www.servicequality.com.au

Service Quality is an Australian based company specialising in IT Service Management Solutions and ITIL. Our Product range includes Cherwell Service Management and Capisce Enterprise Feedback Surveys.

Cherwell Service Management® (CSM) is a fully integrated IT Service Management (ITSM) software solution for your ITIL Service Desk, Help Desk or external support. Cherwell's CSM is a web-enabled product built from the ground up using Microsoft’s® .NET technology and out-of-the-box Pink Elephant® Verified ITIL® V3 best practices.

Cherwell Service Management is offered using a traditional licensing model or "as a service" (SaaS). Designed for the global enterprise company - but priced for the mid-market - Cherwell Service Management (CSM) is the most customisable system on the market today.

Power Cloud Solutions

16-18 Grosvenor St Sydney NSW 2000
Tel: 02 8705 5440
Fax: +61 2 8705 5441
Email: wade.mulcahy@powercloud.com.au
Contact: Wade Mulcahy

www.powercloud.com.au

Power Cloud Solutions is a unique IT training provider which delivers unbiased services and solutions. Utilising many years of experience in the Australian IT market, Power Cloud Solutions ensure our clients receive the most comprehensive delivery on all of their IT requirements.
With the sheer breadth of today’s ever evolving technology, all solution providers in the market, have “things they are good at” and “things that other vendors are better at”.

This is what separates Power Cloud from our competitors. Power Cloud fulfils their client requirements by blending both direct services with the services of the country’s best providers in each technology. Just as a travel agent brings together services from different airlines and hotels to create the best package for your trip, Power Cloud brings together services from different IT Providers throughout Australia to create the best IT solution for your organisation.

Power Cloud’s strong position as an unbiased market advisor ensures fantastic wholesale rates throughout the market which translates to fantastic rates for our customers. This blend of ultra competitive pricing and real unbiased advice installs Power Cloud Solutions as your logical solution for your IT needs.

HR National

Level 32, 1 Market Street, Sydney 2000
Level 9, 440 Collins Street, Melbourne 3000 (Head Office)
Tel: 0410 419 585
Fax: 1300 889 732
Contact: Marios Kyriakides
Email: marios.kyriakides@hrnational.com.au
www.hrnational.com.au

HR national is one of Australia’s leading Recruitment firms. Our fundamental mission is to ‘attract and acquire the very best talent available for our clients’. We’ve spent time evaluating the shortcomings of traditional third party recruitment models and believe search firms need to be departmental extensions of their clients operations and in doing so provide proactive sustained talent identification and attraction strategies that can best help employers achieve their commercial objectives.

HR national have an outstanding pedigree and track record of achievement across more than 15 industries but none more than the ICT and Finance sectors where we have assisted some of Australia’s largest employers achieve significant growth through strategic human capital development. Our range of Services include Advertised Search and Selection, Executive Search & Selection and Contracting Recruitment Services.

KeyServer Deep Freeze
(Aussie Telecom Pty Limited)

PO Box 516 Double Bay NSW 2028
Contact: Mark Hacker
Email: info@aussietelecom.com.au
www.aussietelecom.com.au

Deep Freeze is a software solution which instantly restores the PC to the pristine Standard Operating Environment (SOE) upon every reboot. Deep Freezedramatically reduces tech support time at the desktop by ensuring the SOE is always maintained. Faronics Anti-Virus is the new product that integrates seamlessly with Deep Freeze.
K2-KeyServer is a thoroughly integrated solution for automated software auditing and software usage management. K2 helps the organisation remain compliant with their software licensing whilst also providing the data to help reduce wastage.

MyPC is an integrated PC booking solution.

Faronics Power Save helps reduce power consumption without interrupting the user experience. Faronics Anti-Executable completely stops any unauthorised application from installing - preserving the SOE. LanSchool supports Win/Mac/Thin/Wireless/1:1 screen sharing and now supports iPad/iPhone for true control of a classroom or lab.

HDAA

PO Box 303, Turramurra NSW 2074
Suite 39, 7 Narabang Way, Belrose NSW 2085
Tel: 1300 130 447
Email: info@hdaa.com.au

www.hdaa.com.au

HDAA was created out of a need to bring together the mix of theories, practices, organisation types and personalities within the Service and Support Profession and in so doing keep you energised with independent direction to stay at the leading edge.

Founded in 1999 HDAA is an association of Service and Support Organisations and Professionals whose members receive expert assistance in meeting the ongoing challenges in our ever-evolving industry. Our membership covers 100s of organisations in Australia and New Zealand and we’ve had the pleasure of training 1000’s of service and support professionals.

Our team lives and breathes the Service and Support Industry with a combined knowledge and experience of over 130 years that continues to grow. We expand this ability through our Partners and being an Accredited Training Organisation (ATO) for a variety of Support Service certifications.

In January 2000, HDAA became the first international Gold Country Partner with HDI and also sits on the HDI International Certification Standards Committee (ICSC). We became an ATO with APM Group in May 2008 for our IT Service Management (ITSM) programs and services. Today, we maintain a leading edge in membership services for the Service and Support industry.

Touchpaper Australasia

3103/111 Lindfield Road, Helensvale QLD 4212
Tel: 07 5500 3400

www.touchpaper.com.au

Touchpaper Australasia is much more than a software company. Our products and services are used by some of the largest companies in Australia to transform their IT Service Delivery. The ITIL methodology is fundamental to our business, but the flexible nature of our products and services enable any business process to be automated, and the solutions are only limited by your imagination.
The Touchpaper IT Business Management (ITBM) solution was originally developed by Touchpaper Group plc in the UK to deliver their vision for extending the reach of IT Service Management into the business. Today, Touchpaper’s ITBM software is part of the LANDesk family of Infrastructure management solutions and is widely regarded as one of the leading solutions by industry analysts including Gartner and Forrester.

With offices in Sydney, Brisbane, New Zealand and Melbourne, Touchpaper is well represented in the Australian market place with a significant customer base including many Universities.

Storm FX Distributions Pty Ltd

Level 11, 61 Lavender Street, Milsons Point, NSW 2061
Contact: Michael Abel
Tel: 02 8458 6605
Email: Michael@stormfx.com.au

www.stormfx.com.au

With over 16 years experience serving the DCC and DEC markets, Storm FX Distributions Pty Ltd is Australia’s premier reseller of 2D and 3D animation, design and modelling solutions to the Media & Entertainment, Broadcast, Education and Gaming markets.

From our Sydney headquarters, Storm FX services clients in all Australian States and Territories. We offer consultative advice, innovative solutions and first class technical support. Storm FX designs solutions to fit a client’s needs and budget, solutions that leverage our own internal experience and that of top level partner relationships. Storm FX actively supports the Australian DCC and DEC industries through sponsorship, participation and education. Investing and participating in trade shows, conferences and seminars both nationally and internationally.

Storm FX is the only Autodesk Gold M&E Authorized Partner in Australia, and holds this designation for M&E Software and selected Creative Finishing product lines. We are also an Autodesk Gold Education reseller, covering the entire Autodesk product line. Storm FX has Tier1 strategic partnerships with many leading technology vendors; reselling and engineering their technologies with Storm FX specific solutions. These vendors include; Hewlett-Packard, Chaos Software, Procedural, Xsens, Blue Arc, Isilon, SGI, Pixar’s Renderman and others.

To keep your systems operating optimally, Storm FX has created a team of first class support engineers. Storm FX engineers are experienced industry professionals; with technology, product and application experience covering a broad spectrum of creative systems, storage and infrastructure from many different suppliers.
Enterprise IT Resources

Level 56 MLC Centre, 19-29 Martin Place, Sydney, NSW 2022
Tel: 02 9238 6266
Email: sarahm@eitr.com.au

www.eitr.com.au

Enterprise IT Resources is a provider of highly skilled IT professionals in Australia. We specialise in permanent and contract recruitment services for IT specialists across all technology fields. The company was founded at the beginning of 2010 in order to better service the IT resourcing needs of major enterprise customers nationally.

Enterprise is focused on building strong relationships with their clients and candidates while offering fast, efficient and friendly service which has been the key to their success.

Enterprise IT Resources offers over 20 years experience in IT recruitment environments so we are truly able to understand your IT recruitment needs.

Insight

Unit 3, Level 1, 114-120 Old Pittwater Road, Brookvale, NSW, 2100
Tel: 1800 189 888

www.insight.com

Technology continues to change the way businesses operate while inspiring opportunities to improve, enhance and innovate. Insight is a global solutions provider, offering an unmatched combination of knowledge, capabilities and resources to make it easier to manage the changing demands and priorities of the technology environment.

We combine dedicate account management, world class licensing expertise, unparalleled global services and advanced technology resources to deliver business enabling IT solutions. Our global reach puts us in a unique position to help clients standardise their software environment, while reducing costs and limiting risks through optimal license use.

Today, thousands of organisations, across enterprise, public sector, mid market and SMB in 170 countries rely on Insight to bring effective answers to diverse IT needs. Find out how we can help you.

Planwell

Level 1, 7-9 Albany street, St Leonards, NSW 2065
Tel: +61 2 84374500
Fax: +61 2 84374555

Planwell is the leading specialist in IT Service Management solutions across Asia Pacific. We work with customers to identify the best solutions for their business needs, and assist with implementation, deployment and ongoing management of these solutions.

The Planwell Portfolio of Solutions depicts our 5 step approach to IT Service Management. In each
area of the ITIL Framework (Strategy, Design, Transition, Operation & Improvement), we have a multitude of commoditised services and products to deliver the desired solution.

Established in 1991, we have been implementing ITSM Solutions since our inception. We maintain and work with over 200 customers through our 8 offices across 3 countries with the Asia Pacific region. With a proven track record of 140 successful implementations in the last 5 years, our innovative solutions, strong team and leading methodology ensure we meet our customer needs.

**Lucid IT**

Sydney (Head Office), Level 29, 580 George Street, Sydney NSW 2000
Other offices located throughout Australia, Malaysia, New Zealand and Singapore
Email: info@lucidit.com.au
Tel: 1300 764 262 or +61 2 9563 3175
www.lucidit.com.au

Lucid IT is an IT Management Consulting and Education organisation that uses Best Practices as the foundation of all its services and projects. Lucid IT’s approach is to partner with our customers to provide specialised advisory services in best practice IT Management, a rapidly emerging field in the Australian marketplace. We have a significant client base of blue chip Australian organisations from all sectors. Our success to date has been in our ability to achieve measurable results within our customer’s organisation, including cost efficiencies, service level improvements and improved project control and governance. We achieve these results by understanding the strategic drivers of our clients and by providing advice as well as solutions that match the needs of the organisation.

**Keystone Management Solutions**

Level 1, 672 Glenferrie Road, Hawthorn VIC 3122
Email: info@keystone-ms.com.au
www.keystone-ms.com.au

Keystone Management Solutions are an innovative and dynamic leader in IT Service Management solutions. We deliver IT Service Management solutions and provide support to clients throughout Australia, New Zealand, and South Africa. We are an Australian-owned company with offices in Sydney Melbourne, Brisbane and Johannesburg.

As the leading provider of Software as a Service (SaaS) based service management solutions, Keystone’s experience and proven success implementing Service-now.com and complimentary solutions will save you money while meeting all your service management needs.

As a Keystone Management Solutions customer, you will benefit from our flexible approach to IT systems management integration and support. By spending less time worrying about their IT service management systems and more time doing (service management) our customers realise tangible value from service management including IT cost reduction, improved customer service, improved service quality and reliability and IT transparency with the business.
Mr Adam Jaques
Senior Manager Citrix Labs
Citrix Systems Inc.

Taking IT services mobile and virtual with next-generation devices

IT as a service has arrived. It means going virtual: working from a smartphone, a personal laptop or a company-supplied PC. Adam Jaques from virtualisation leader Citrix Systems will discuss and demonstrate how any modern IT group can allow for access to computing resources from any device whilst retaining data security and avoiding management complexity. Adam will explain how the Citrix Receiver product line is enabling enterprise IT to provide simple access to enterprise applications, desktops and IT services from any device including smartphones such as the iPhone, BlackBerry and Android, giving users the freedom they want and IT the control they need.
Cloud Services are coming into the Education sector faster than any other. Brad will talk about the advantages that Cloud brings to Education and what Microsoft is providing in this area, now and over the next 12 months. He will talk about the recent history and experiences of Cloud based services for Education. What Microsoft has learned from its customer’s early experiences and how it plans to ensure that Cloud based services can be used by the sector to provide the services that Education’s customers, Students, Faculty and Staff require.
Students are coming out of high tech schools with a wealth of expectation of the technologies they can expect in their tertiary studies; the reality for many can be somewhat disappointing. Universities are now catching up and one area where value can be delivered to students is in the communication tools provided to them. Students don’t want email anymore they want fully online communication portals. We are one of these universities that have seen the value these outsourced email services can provide to our students and this paper will take you through our journey. From watching other Universities boldly go, to our approach for choosing between the Goliath’s and the steps through to implementation and ‘go-live’. We will share our pain and oversights so that those of you planning the same journey can avoid our pot holes and those that have trod before us avoiding our pit falls and mock appropriately.
In 2008 Systems Thinking in conjunction with CAUDIT conducted the first Service Quality Benchmark survey for twenty-four Australian and New Zealand Universities. The survey targeted the quality of IT support services provided to staff and students by Service Desk and Desktop teams.

This session will cover what has been learnt in the last three years. And specifically the differences in delivering services in the Higher Education Sector versus other industry sectors, major themes extracted from the qualitative data, specific Service Improvement programs that have been developed based on the survey results, what the sector needs to do to prepare for change and, the impact of the third tier resolver teams on service quality.
Charles Sturt University has recently completed implementing one of the largest 802.11n campus networks in Asia/Pacific. The ubiquitous wireless network at CSU is all about the students, it is the student network. The vision driving the project was to provide a student network that is easily accessible to a broad range of students and their devices, is available wherever it’s needed — blanket coverage across multiple campuses, has good throughput to deal with the current and potential bandwidth hungry uses, and can accommodate high density areas where many connections are made. In a project of this scope and complexity many challenges needed to be overcome to make this implementation a success;

- Seamlessly connecting 11 Campus and other sites across a large geographic area in Regional NSW.
- Identifying a wireless architecture that allows for high throughput applications and ensuring full client side functionality.
- Designing, securing, implementing and managing the wireless network, whilst catering for a wide variety of end user devices & physical environments.
- Providing cost effective but timely user support across such a large geographic area.
- Provision of ubiquitous coverage inside, outside and between Campus buildings with a single management platform.

This presentation will share the lessons CSU has learnt, and how the project is delivering a new student network.
Printing platforms in many university environments often more resemble a maze than an efficient IT environment with numerous discrete devices, some of which are new and some old. There’s often a diverse collection of multi- and single-function machines, some of which connect to the network and some that do not, and a multi-vendor environment which can increase complexity and service costs.

The result is a maintenance headache that can be expensive and inefficient, and an unplanned, unmanaged multi-vendor printer fleet can also make life difficult for users. CIOs brave enough to calculate the total cost of printing have often found huge, hidden expenses. The cost is not always about upfront purchase of toner and paper, it can also be as prosaic as additional hardware, maintenance services and power consumption.

As UNSW looked to reduce costs and conserve capital, managed print services was looked at as a way to manage printing expenditures, and gain additional efficiencies around document management. In choosing Lexmark, UNSW achieved significant and rapid return on their output technology investment through Lexmark’s unique “Print Less” approach.

Printing less means helping universities rethink their paper-based processes. Hear about how Lexmark’s Managed Print Service model helped the University of New South Wales achieve significant saving - removing the limitations of paper from routines and accelerating productivity and savings, whilst reducing environmental impacts.
Prior to 2008 Curtin University IT Support was devolved at a Faculty level. There were 7 Helpdesks with greatly varying user experience. New Curtin staff members or staff moving between Faculties/Areas were often unsure who to call for IT support depending on the nature of their problem or service requirement, and IT communication surrounding major incidents was sporadic, with limited or no reporting at an Executive level.

This presentation is about the consolidation of 7 Helpdesks into a single Curtin IT Services’ Service Desk, the approach taken, lessons learnt along the way and some of the plans for the future.
Why isn’t everyone playing the game the way you want them to?

Well... research shows: “The number 1 obstacle to success in projects is employee resistance, and the ineffective management of the people side of change”.

So... in order for everyone to play the way we want them to, we have to change the way we are managing people change... (Hint... It’s not just about putting together a communication program)

Come to this presentation and learn how to increase your project’s success, manage employee resistance to change, and receive some practical tips and tools you can use back in your workplace.
Is it enough to manage and control software procurement? The hard work to improve vendor offerings, reduce overall costs and record the transactions has resulted in the development of skilled software licensing professionals. Within our organisations, we have software deployment and discovery systems, we have skilled technical staff and we have well defined processes, so what more can we ask for?

For many years, the University Software Licensing Collaboration (USLC) has discussed software licence management and the need to reduce licence costs. It is time to discuss entitlements and compliance management. It is time to consider that for the last 10 years, we have been consuming the software buffet and paying the all you can eat price. It is time to order just what we need and just when it is needed. There is more work to do!
Continuing with the next generation of desktop operating system and core applications, Microsoft Windows 7 and Office 2010 provide increased levels of security, functionality and reduced administrative costs.

Based on his experience in both education and commercial environments Luke will provide an understanding of the recommended deployment process and ongoing management, how to overcome potential challenges such as application compatibility, application remediation and application delivery. Leverage Insight’s intellectual property and field deployment experience as well as our relationship with Microsoft, to learn more about a successful Windows 7 and Office 2010 deployment - in rapid time with minimized risk.
Mr David Simpson
CEO of e-Volve Corporate Technology
e-Volve Corporate Technology

How PaaS, SaaS, IaaS and Self-service will look in a Procurement world

Information Technology is going through a massive transformation at the moment, with virtualisation, consolidation and convergence of infrastructure to datacentre. Running in parallel to this is mobility through end state devices like i-phone, smart phones and tablet/notebook technology.

What does this mean for our businesses?... Simply, how information as a service (IaaS) will be managed and accessed through Platform as a service (PaaS) and Software as a service (SaaS) and Cloud.

Why is technology transformation important in a procurement world?... whether you’re a consumer or multinational, the world revolves around our ability to process information and make a buyer’s decision and initiate (Self-Serve) This becomes more important if you want to keep pace with your competitors.

I don’t work in procurement, does this affect me?... Whether you are dealing across procurement or not doesn’t matter, the same rules and impacts apply to your role. Let’s investigate & discuss. ..
MR PATRICK STODDART
Senior Manager — Technology Enabled Learning & Teaching - Research, Evaluation & Development
University of NSW

Emerging trends in educational technology and the consequent and pending impacts on service units

A look into where educational technology is going from the institutional level perspective, looking down and across all learning and teaching activity along with the changing expectations of staff and students, and what this will mean for central service units in the short and medium terms, and some seeds for thought for the long term.
The proliferation of mobile hardware running Apple's iOS operating system - the iPod touch, the iPhone and the iPad - has brought up a lot of questions in regards to providing infrastructure as well as deploying and managing both the devices and the applications that run on them in any large organisation - universities included. Join us as we provide an overview of the latest available iOS and what features it provides that assist with their campus use. We will provide a brief overview of the iPhone Configuration Utility and third party configuration/management solutions as well as examining infrastructure requirements.
Mr Timothy Hughes
Vice President Commercial at Orbitz Worldwide
Editor of “The Business of Online Travel (the BOOT) blog
Orbitz Worldwide

Insights from the online travel industry

Timothy Hughes is Vice President Commercial at Orbitz Worldwide and HotelClub - one of the world’s largest online travel companies. In this role he is responsible for hundreds of millions of dollars of online hotel sales in more than a dozen languages. In his “spare” time he is the editor and publisher of one of the top online travel industry blogs (the BOOT: the Business Of Online Travel), writer at the Travel Tech and Online Industry blog Tnooz and regular presenter on industry trends and analysis. Tim is a former lawyer and venture capitalist. As a venture capitalist and consultant he helped a number of start-ups (inside and outside travel) secure funding and held regular client briefing sessions for a brokerage house. When practising as a lawyer he represented technology, new media, Internet, telecommunications and broadcasting clients in Australia, Europe and Hong Kong. He first joined the online travel industry in 1999 and has worked for top tier online travel companies in Europe, the Americas and Asia. Tim has a Bachelor of Commerce and Hons Law Degree from the Australian National University.
Global audiences are demanding to hear the story of how two mid-twenty year old Aussie mates achieved one of the “last great firsts” of Australian Adventure. To date they have shared their story with over 110,000 people.

The boys’ presentation is the perfect compliment to open or close a conference, motivate staff or provide an inspirational after dinner speech. These two young and savvy adventurers have created an unforgettable presentation. Stunning footage and imagery have been craftily moulded to convey messages that all can learn from. Craftily moulded to convey messages that all can learn from.

How do you strategically plan for 30ft seas, sharks and fear of death?

Why do two young successful Aussies sacrifice all to achieve a seemingly impossible dream? How did they go about planning for such an expedition? This intriguing presentation examines the key lessons learnt from the boys’ four year journey.

Kayaking the Tasman in 62 days: 90% planning, 10% paddling

The perfect presentation for organisations demanding to learn the key to how two young Aussie mates achieved one of the “last great firsts” of Australian Adventure. The key to their survival will be unveiled in this fascinating seminar.

Daring to dream then riding out the storm

The perfect after dinner presentation. In this mind-blowing account, the boys share with the audience what life on the Tasman was like. Plenty of laughter, banter and description of what it takes to become the first team to ever cross the Tasman by kayak.

Success is a matter of teamwork not protocol

Designed for organisations demanding world best practice from their managers and teams. James and Justin were not the best kayakers, sponsorship negotiators, weather forecasters, electrical engineers, doctors or designers. Their key to crossing the Tasman was their ability to manage a world class team.
The Service and Support Profession is a universe that has an astounding matrix of theories, practices, organisation types and biggest of all, the personalities in it.

There are so many ways in which the Service and Support Profession goes about doing business and with such diversity, it’s sometimes hard to determine what’s right for you. Or maybe you just need to confirm you’re on the right track.

Join us for the latest on where it’s at and where it’s going!
In the 2008 CAUDIT Service Quality Benchmark Survey our customers sent us three clear messages; our service quality was inconsistent, our service desk skill levels were variable and we didn’t understand the impact of the problem they were having. In essence a sizeable portion of our customers weren’t confident they would receive the outcome they needed when requesting help from DIT.

In response the DIT Service Desk embarked on a service improvement strategy to reverse this downward trend. Now after more than a year of hard work our customers are reporting a visible improvement in the service.

In this talk I will discuss the path we took to improve the relationship with our customers. In particular I will focus on improving customer outcomes, developing the skills of your staff, and why effective and consistent communication is central to a quality IT service.
Implementing IT Shared Services in a University Environment requires a flexible offering and endurance, but the benefits are significant to customers and IT.

This session covers the story of why, what and how UNSW implemented Shared Services for IT. With a focus on Lessons Learnt for anyone considering this path.
Previous studies of the relationship between physical appearance and wages have found mixed results. This work evaluates effects of an alternative physical appearance measure - hair colour, on wage profiles. The analysis suggests that higher educated blonde women, all else equal, earn less at the beginning of their careers. It also shows that blonde women experience a faster wage growth. In the contrast, there is no evidence that hair colour affects wage of men. Hair colour is also found to be independent of other personal characteristics and job market outcomes, suggesting the existence of employer discrimination.
People react to the effects of bad design - they get frustrated; productivity drops. If you deliver a successful usability outcome for your IT system, nobody will notice. They won’t notice because they are getting on with the job that they care about, the user interface fades in comparison to the activities that your users engage in day to day. User centred design processes are at the heart of delivering a successful IT outcome. The process involves thorough research of user goals and an iterative sequence of prototyping and evaluation phases that help identify conceptual issues early in the lifecycle. Several case studies will be discussed that illustrate how user centred design has identified and improved the design outcomes of web based services.
Mr Paul Thomason
Solution Consulting Manager
Planwell Technology

A radical new approach to realising benefits from ITSM and where the cloud can assist

Too many IT Service Management projects have been and will continue to be a serious waste of money. Ongoing operation of IT Service Management tools and processes continue to consume invaluable resources and impact the bottom line of IT organisations. Budgets for ITSM are hard to justify so we must change now and prove the value!

Planwell presents a radical new approach focusing on realising benefits faster and also enabling the IT organisation to ensure longevity and cement their future in a climate of uncertainty.

This presentation is provocative and represents a 'let's get real' look at how we as an ITSM community are evolving. More importantly it articulates what the Utopia looks like and how we can make it a reality. The combination of learning from a) lessons learnt, b) a new approach and c) 'game changing' innovation will help ITSM initiatives deliver much more value.

This presentation is clearly structured to follow the ITSM lifecycle and is a must see if you are considering or actually starting a new ITSM initiative. Key to the presentation is having a sound business case and strategy based on reducing TCO and increasing ROI. Equally, leaders that are living with an average outcome may learn that there is another way. In addition, we explore if the latest technology trends and terms such as SaaS and Cloud are part of the puzzle and where they can tangibly make an impact on the approach and outcome of an ITSM initiative.
Learn more about HP Client Automation and how we can help you reduce operational costs and improve quality of service. If you are planning migrating to Windows 7, want to improve security and patch compliance or want to automate the management of your fleet and reduce desk-side visits then this presentation is for you.

Are you looking at an increasingly mobile work force? Employees may be working from hotel lobbies or airport lounges or they may even be working from home but all those mobile client devices need to be administered, they need to be updated and they can also present a security challenge which needs to be addressed.

HP Client Automation software provides a single platform for managing the complete device lifecycle of client fleets. By allowing HP Client Automation to automatically manage everything from hardware deployment to application patching or security, we at HP can help you lower your total cost of ownership.

HP Client Automation is a solution to your client management challenges. This is a major step beyond just having hardware and software bundled. To capture the many capabilities of our client automation software solution feel free to visit us at the HP stand.
Zen and the art of Infrastructure maintenance

On the journey of enlightenment you will discover how to maintain an interoperable network within a homogenous and heterogeneous environment.

Work forces are more distributed than ever before. The mobile workforce allows for the freedom to be connected to social networks, uploading of pictures, corporate photo imaging whilst providing necessary security.

Developments in this space have included such product enhancements in the areas of UC, Video Conferencing & Cloud Computing.

Some of the programs that have captured these enhancements include Microsoft Lync, Exchange 2010, SQL, TMG, IE, and Silverlight. Teaching in the 21st century requires tools that explore the learning environment and provide an innovative and engaging learning and teaching experience. It is not only the students that need to constantly learn but the educators too. New teaching tools are constantly being developed, and the ability to utilize these tools is a must when planning classes that will give students a memorable, exciting experience and change their view, with the ever emerging cloud presence, the landscape presents opportunities for dynamic interaction without the limits of physical office attendance.
There is a growing number of management frameworks to choose from to transform or optimise your IT department’s capabilities. COBIT 5 will arrive in 2011, ITIL V 3.1 is underway, PRINCE2, PMBoK, MSP are now being complemented by P3O and P3M3, ISO 38500 for ICT Governance is gaining traction, SFIA is now up to V 4G (yes the G stands for Green) and last but not least TOGAF has hit V9. This can look overwhelmingly complex or maybe you feel like a kid in a candy shop? David will discuss some of the convergence happening within these frameworks and how they can be wielded to optimise your current investment in tools and processes. Most importantly all this needs to work together as single system if we are to get great results for our students, faculty and senior management.
IT is becoming ever more ubiquitous within further and higher education, for e-learning, in research, e-administration and other ways. This creates many benefits, including ones of direct relevance to sustainable development such as improving accessibility for disadvantaged groups, and reducing environmental impacts by substituting virtual for physical activities (as when conferencing substitutes for face-to-face meetings).

The production, and disposal, of IT equipment also involves the release of many hazardous substances; consumes large quantities of energy and water; generates large amounts of waste; and sometimes involves dangerous and exploitative working practices.

Several studies have suggested that IT is already responsible for 2% of global carbon emissions, and that its relative share will increase further. The combination of rapid IT growth and negative environmental impacts of the kind described, make current IT practices and trajectories unsustainable.
Focus on customer experience to delight and empower. Macquarie University, like many universities is in a state of transformation, with change occurring in every area of operations to improve the customer experience, and nowhere more so than in IT. What started out as the replacement of a Help Desk tool for one IT department, has grown into a new way of working and sharing information with our customers and service providers across many departments and disciplines.

While our immediate need was the tracking of IT issues, the vision was broader as there were many areas of the university needing to document and track of their work, not just IT. There was an increasing frustration from our customers in not being able to access and manage requests themselves. The solution was a single application that Macquarie Staff and Students can access from anywhere that enables them to log and track their requests - whatever that request may be.

OneHelp facilitates transparency in all service interactions and empowers customers by giving them access to their own information, providing regular updates on actions taken on their requests and visibility of what is being done to resolve their request. The self help user interface provides information via FAQ’s for request types or if the request can’t be addressed in that way, allows them to log their own requests in a simple, easy to use format.

This presentation will be of use to anyone looking to implement a single source of truth for the capture, tracking and management of customer requests within a multi-discipline environment.
In early 2008, CQUniversity’s IT Service Desk provided little more than a job tracking and logging service to the University. “Resolve at Service Centre” rates were around 30%, and call handling and abandonment rates were significantly higher than the industry average. Incident Management processes, while ITIL based, were largely ineffective, and were supported by a very costly and much maligned ITSM tool.

In contrast, “Resolve at Service Centre” rates are now over 60% and call abandonment rates are around 3.5%. In addition, costs associated with the support tool have been reduced by 90%. This is largely a result of building capacity and capability in the Service Desk team, rapid deployment of new Incident Management Processes, and a new cost effective support tool. These new processes take an ITIL-lite approach to IT Service Management with an increased focus on responsiveness and client communication.

This presentation focuses on the rapid deployment of the new process and tool, the techniques used to increase the capacity and capability of the Client Support teams, and the challenges, lessons learned, and issues still to be addressed.
CSU conduct approximately 4120 teaching and 3770 admin video conferences annually for a total of 3470hrs and 4000hrs respectively. These take place not just across a campus but between cities, states and internationally. We have also just now released our desktop video conferencing option to staff which is accessed via Microsoft Office Communicator. This presentation will look at how we manage and support this service with a practical demonstration to some of our systems to give participants a real world look at how it performs and talk about some of the lessons we have learned.
a/PROFESSOR MARKUS GROTH
Associate Professor in the School of Organisation & Management at the Australian School of Business
University of New South Wales

Faking it, do you have the right stuff for a frontline role?

Are All Smiles Created Equal? The Role of Emotions in Creating and Delivering Exceptional Customer Service
The emotional components of service employees are often overlooked. Employees are expected to consistently ‘produce smiles’ and provide friendly service while suppressing negative emotions (e.g., anger or annoyance towards demanding customers) as part of their job requirements. My research program explores to what extent such practices impact employee engagement, well-being and job performance as well as how they affect the customer experience and relationships.
Student IT Services provide frontline support for all users of IT resources at the University of Otago using a team of 30 students and recent graduates. We have a policy of “have a go” when it comes to any technologies that we come across and have further extended our support (by request) to students previously handled by their departments (namely Post Graduate, Remote Campus and Distance Students). With an extending client base, an ever increasing number of personal technologies and fiscal responsibility required, Student IT Services has been reworking their support strategies and finding there’s greater worth in a frontline student support team than just what’s on the surface.

With the continual development and change at Otago University starting the discussion, we will open to general discussion about your tertiary institution’s experience, expectation, development and delve into questions about the financial and pastoral worth of student frontline support, the growth of reliance on technical solutions. This opportunity to share experiences, ideas and brainstorm will be of use to all IT staff from frontline to senior management.
Moving to a Federated Support Model (across ITS and Faculties), how Service.now.com with its SaaS delivery model has enabled this, and the benefits they have realised

UWA operates in a classic federated model, where business units such as faculties, institutes, University library, IT Services and administration units operate as virtually standalone entities. These organisational units have evolved separately over the years, establishing their own IT services and IT support models. So how does a central Information Services unit, with responsibility for some University-wide IT Services, co-exist with and provide support services in this devolved model? (“With great difficulty” is the correct answer).

UWA implemented Service-Now.com in 2009, initially as a replacement for two separate help desk systems that were being used in central IT. We have now deployed the service to some 29 Service Desks across UWA, supporting over 280 Support personnel delivering IT services and support within their individual business units. Service-Now has proved to be a great “unifier” for these support teams, resulting in much improved communication and collaboration across the IT community, a move towards consistency in IT Service delivery, a renewed trust in centrally managed IT services, and ultimately, a better end user experience for University staff and students.
Learning for the 21st century needs to provide students with the ability to master multiple technologies whilst developing their creativity and visual problem-solving skills. In this presentation we will demonstrate how to easily facilitate 3D technology into your classroom, with the same technology used to create content for video games, medical and scientific simulations, architectural and automotive visualisations and animation and visual effects in film. We’ll also explore software learning options that actively engage students and incorporate technology learning through visual problem-solving and creative solutions.
PUZZLE SPOT

Sudoku No.: 35998

Mini Crossword - 02

Across
1. Evolve
5. Windstorm
6. One more
7. Proposition

Down
1. Diminish
2. Wordy
3. Tanned animal skin
4. Computer instructions
PUZZLE SPOT

CRISS-CROSS 01

Can you fit the words correctly into the grid? The letters in the yellow boxes will spell out another word.

3 letter word
SUN

4 letter words
MARS
MOON
STAR

5 letter words
COMET
EARTH
PLUTO
SPACE
VENUS

6 letter words
COSMOS
GALAXY
METEOR
NEBULA
PULSAR
SATURN
URANUS

7 letter words
JUPITER
MERCURY
NEPTUNE

8 letter words
ASTEROID
MILKY WAY
UNIVERSE

9 letter word
SUPERNova
PUZZLE SOLUTIONS

Sudoku No. 35998

Mini Crossword - 02

DEVELOP
E E E E E R
TOR N A D O
R B T G
A N O T H E R
C S E A
T H E O R E M

© Puzzle Choice

Criss-Cross Solution 01

MILKY WAY
E S T E E P R O R
S U P E R N O V A
A M O O N
C I E H D P T
L S M E R C U R Y
S T A R N
A T U N
R U N
P I
N E B U L A V E R
A U R T
U R T C O S M O S
A N H O M R
J U P I T E R S U N
S T