



University of
South Australia

Stephen (Rocky) Stone
Director: ICT Support Services

Digital Transformation

Working with IT – Who Are You Going to Call?

Information Strategy & Technology Services

**Chief Information Officer:
Library and IT**



Library



**Tony Dalwood
Deputy Director:
Information Strategy**



**Karl Sellmann
Deputy Director:
ICT Infrastructure and
Cyber Security**



**Stephen (Rocky) Stone
Deputy Director:
ICT Support Services**



**Melanie Montgomery
Business Manager,
LibIT**



**University of
South Australia**

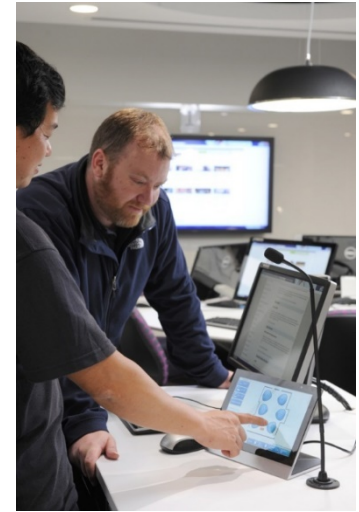
Researcher Support



Teaching Systems & Technologies



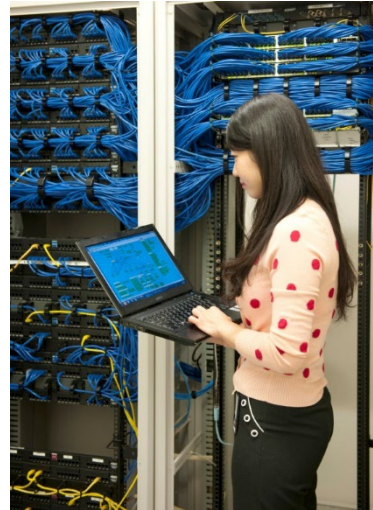
Cyber Security



Data & IT Asset Management



Video Conferencing Collaboration Technologies



Networks and System Engineering

Student Computers & Software



24 x 7 Help Desk

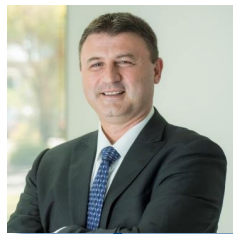
2nd Level Support



Application Development, Management & Integration

Information Strategy & Technology Services

Tony Dalwood
Deputy Director:
Information Strategy



Nikki Gaertner Eaton
Manager: Student
Lifecycle Systems



Richard Lamb
Manager: Teaching and
Learning Systems



Brett Heritage
Manager: Corporate
Information Systems

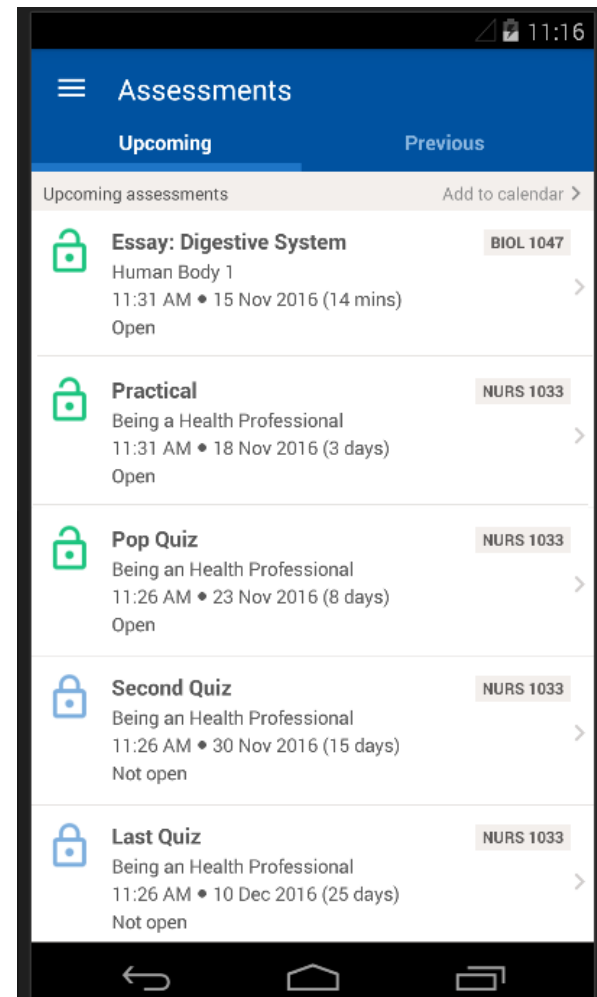
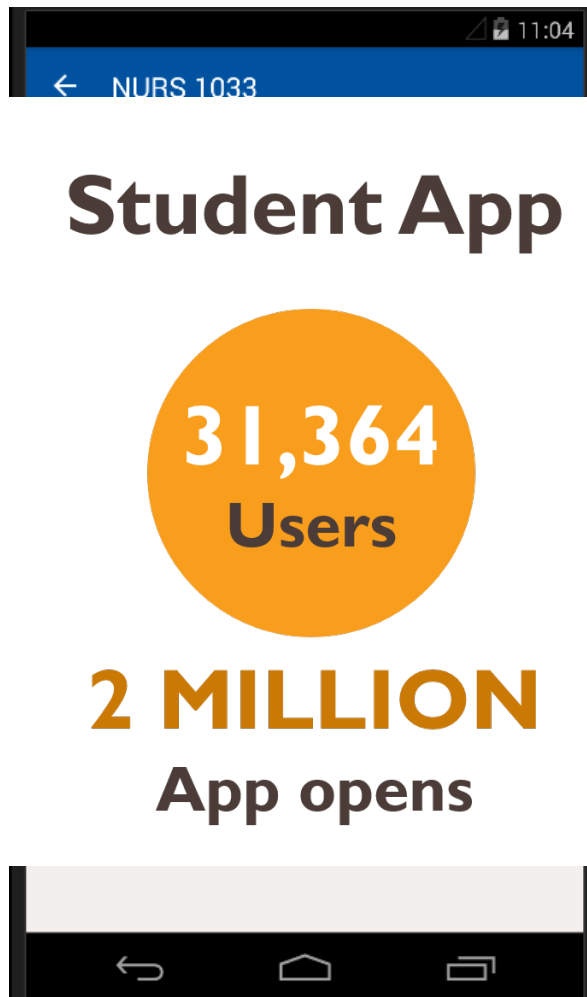
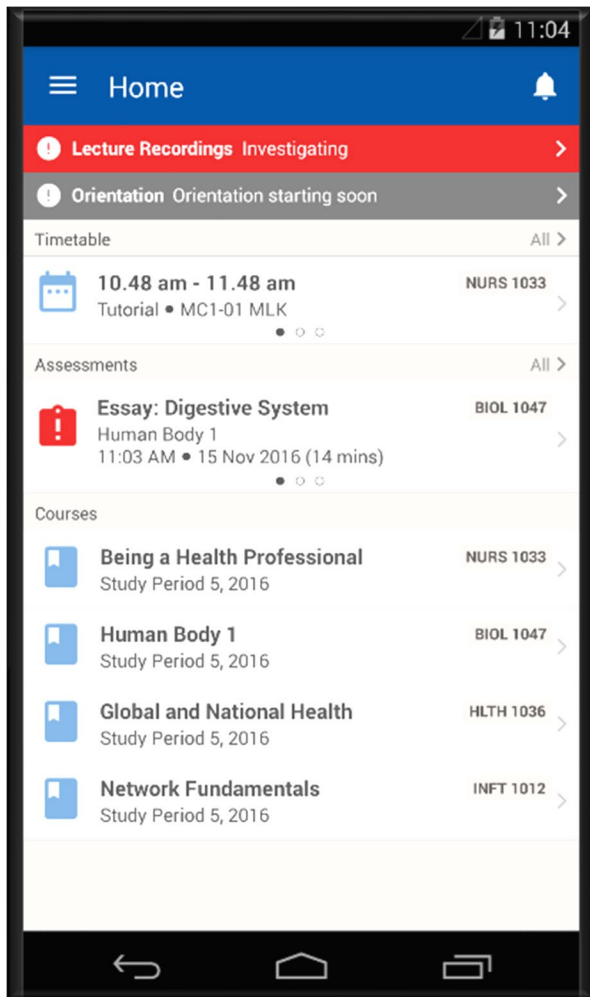


Girish Chauhan
Manager: Information
Systems Projects



Value Chains and Business Capabilities

Teaching & Learning (51)	<div><div>Curriculum Creation Student Recruitment Student Admission Student Enrolment Curriculum Delivery</div><div>Student Assessment Student Graduation Alumni Engagement Curriculum Improvement Curriculum Disestablishment</div></div>
Research (27)	<div><div>Research Opportunities and Planning Research Funding Research Delivery Research Training</div><div>Research Training Research Publication Research Impact</div></div>
Enabling (98)	<div><div>Human Resources Financial Management Marketing</div><div>Facilities Management Information and Library Management ICT Management</div><div>Legal Services</div></div>



Information Strategy & Technology Services

Karl Sellmann
Deputy Director:
ICT Infrastructure and
Cyber Security



Ann Morgan
Manager:
ICT Projects



Carlene Reid
Acting Manager:
Network Services



Tracy Deane
Manager: Systems
Infrastructure



Megan Netting
Manager: Research and
Data Management
Support



Tristan Bibbo
Acting Manager:
Cyber Security



University of
South Australia

Network Services

over
1,000

wireless
access
points



over
5,000
per day

WIRELESS
CONNECTIONS



over
200

Firewall Changes
Processed



15,424
Active Ports

AA35



over
150,000

connections
per second
(weekdays)



over
300

Access Layer Switch
Upgrades



2,000,000,000,000,000 bytes

Over 2Pb
Internet Traffic



or two quadrillion characters
Which is two million billion

Systems Infrastructure

7,595,328

backup jobs

8,126

restore jobs



44

Services Configured



Active Directory
Federation Services

24

new services
in 2019



50,047,907

Emails delivered to mailboxes



137,147,885

Emails blocked at the gateway



17,356,870

Emails sent

115,952

monitoring alerts



over
110

Hosted Servers
Powered by ISTS



over
26,000

Windows patches
applied



PATCHING
IS ESSENTIAL

over
6,000

Red Hat patches
applied



Red Hat



PATCHING
IS ESSENTIAL

339

new server builds
in 2019

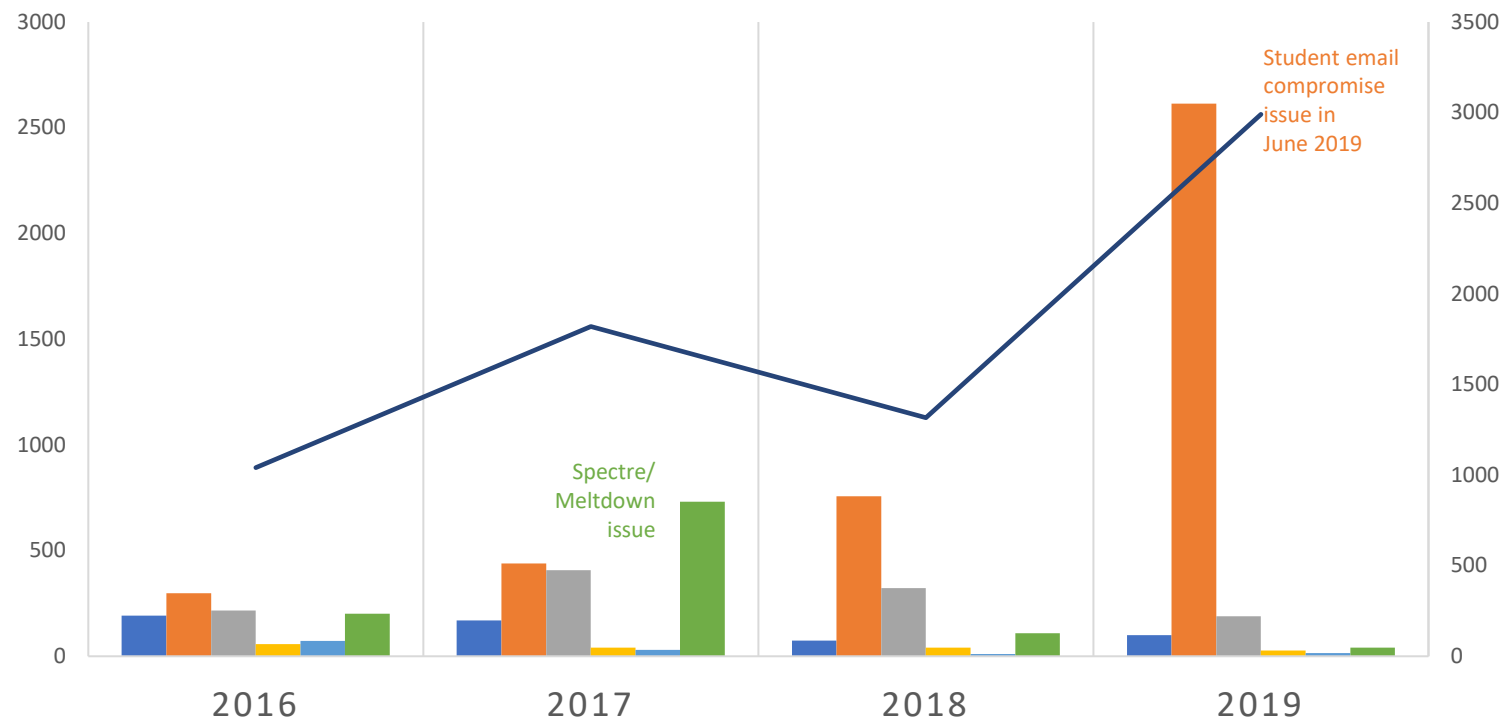


247

servers
decommissioned
in 2019



Cyber Incidents



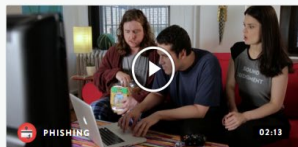
2990
Security Incidents
raised in 2019

56%
Increase on 2018

Cyber Security Awareness Training



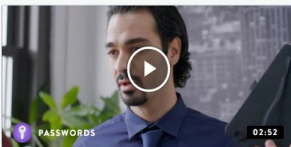
120+
UniSA Staff
Completed



Free Cruise for Two

TOPIC: RANSOMWARE

Doug becomes a victim of ransomware when he takes the bait in an email offering a free Caribbean cruise.



Password Redux

TOPIC: PASSWORD MISTAKES

The IT Guy gives the rest of the team a refresher course on password etiquette.



Four Alarm Fire

TOPIC: WHALING

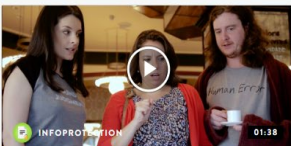
Hunter emails sensitive information to someone impersonating a board member.



Smart Money's on Crazy Hair

TOPIC: UNKNOWN MEDIA

The whole network goes down after Todd's computer is infected by the thumb drive he picks up in a park.



Go Grande

TOPIC: STOLEN LAPTOP

Tara's laptop disappears from a café when she leaves it unattended during a quick trip to the bathroom.



Everybody Say Simpson

TOPIC: SOCIAL MEDIA POSTING

Chaos ensues after Tara posts sensitive company information on Facebook.

UniSA Cyber Website Launched

Cyber Security is Everyone's Business

Cyber Security has become an integral part of everyone's life and UniSA staff and students are responsible for doing their part to keep UniSA data and resources safe and secure.

Find information and advice to protect yourself, your data and the University from various cyber security threats.



Protect Yourself

How you can keep yourself protected against common cyber attacks



Protect Your Data

Protect the data you access at work, study or at home



Protect Your University

Know your responsibility to keep the University secure and the tools available to help you

Cyber Awareness

Information Strategy & Technology Services

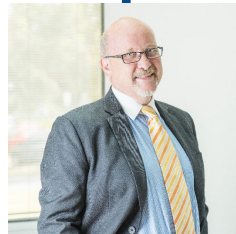
Stephen (Rocky) Stone
Deputy Director:
ICT Support Services



Ricky Critcher
IT Campus Manager
(City Campuses)



Michael Heath
IT Campus Manager
(Suburban & Regional)



Marek Pokorny
Coordinator: teaching
technologies



Julian Rimmer
IT Service Delivery
Coordinator





Virtual Reality



Micro Fluidics Lab



UltraSound Suite



Data Management Workshops

71,000 requests handled by IT Help Desk

72%

**PROBLEM
SOLVED!**

Requests Solved by IT Help Desk

Top 5 services

Password



Software



LearnOnline



Account
Access

Login Required

User:

Password:

Login Cancel

Email Client



Providing flexible access to Chinese Students in China

Alibaba Cloud
Service
(Hong Kong)





1,200



500



200

Work From Home