

Information & Communications Technology Directorate

Division of Services & Resources

Director: **Jonathan Churchill**
 jonathan.churchill@jcu.edu.au
 4781 4275 or 0414 412 743
<http://www.jcu.edu.au/itr/>



Information and Communication Technology is the University's strategic technology partner and has responsibility for all aspects of University ICT for staff and students across all campuses and sites. ICT enables excellence in blended learning and teaching and research, and is an enabler of an effective and efficient organisation through automation of business processes and provision of relevant business information.

Service Areas	Application Services	Enterprise Architecture, Strategy & Risk	IT Services & Support	ICT Projects	ICT Infrastructure Services	Videoconferencing & Audiovisual Services
Head and key email contact	Michael Rush Head Application Services michael.rush@jcu.edu.au	Nigel Foxwell Head Enterprise Architecture, Strategy & Risk nigel.foxwell@jcu.edu.au	Julie Land Head IT Services & Support julie.land@jcu.edu.au	Adrian Tarca Acting Head ICT Projects Office adrian.tarca@jcu.edu.au	Swain Kirk Head ICT Infrastructure Services swain.kirk@jcu.edu.au	Gary Gulliford Manager Videoconferencing & Audiovisual Services gary.gulliford@jcu.edu.au
Services	<ul style="list-style-type: none"> • Technical application support for business applications such as finance, student management and HR. • Application development and integration for business applications and enterprise solutions. • Managing identity, provisioning and authentication services for students and staff. 	<ul style="list-style-type: none"> • ICT strategy development, including the JCU ICT Strategic Asset Management Plan and related strategies. • Business solution consulting to support identifying, selecting and implementing information systems. • Enterprise Architecture development and management services. • ICT Risk Management services for all aspects of risks to technology assets and infrastructure. • Information Security services including awareness, compliance and project support. 	<ul style="list-style-type: none"> • ICT Helpdesk Services. • Development and maintenance of Managed Operating environments for all JCU owned staff and student computer/mobile devices • Provide support to all JCU staff and students in the use of ICT technologies both within our Managed Operating Environment and BYOD • Management of Printing Services to all staff and students • Management of agreements for university wide software licenses. 	<ul style="list-style-type: none"> • Deliver ICT projects that design, build and implement business and system solutions to meet University objectives. • Manage the process of the University staff and students adopting new business solutions. 	<ul style="list-style-type: none"> • Management of University ICT infrastructure platforms and solutions including datacentres, networks, telephony, enterprise servers, data storage and backup across all JCU locations. • Services for research computing including High Performance Computing and Research Data Storage Infrastructure. • Development and support of services to address Estate Directorate requirements including but not limited to, CCTV, BMS, EMS and DSX. 	<ul style="list-style-type: none"> • Provide a fit for purpose range of Videoconferencing and Audio Visual solutions in Centrally Managed Spaces. • Provide Advice and Support to end users in the use of Videoconferencing and Audio Visual systems.
Key Resources	<ul style="list-style-type: none"> • Asset Management Plan • ICT Operational Plan • ICT Strategic Asset Management Plan • ICT Projects Charter 					