IT Services – Service Improvement Strategy

Solomon Is CAMPUS

Presented by: IT Services

IT Services – Service Improvement Strategy

Contents

- Services Focus
- Service Improvement Strategy
- Service Improvement Implementation
- Specific Focus – Solomon Is Campus

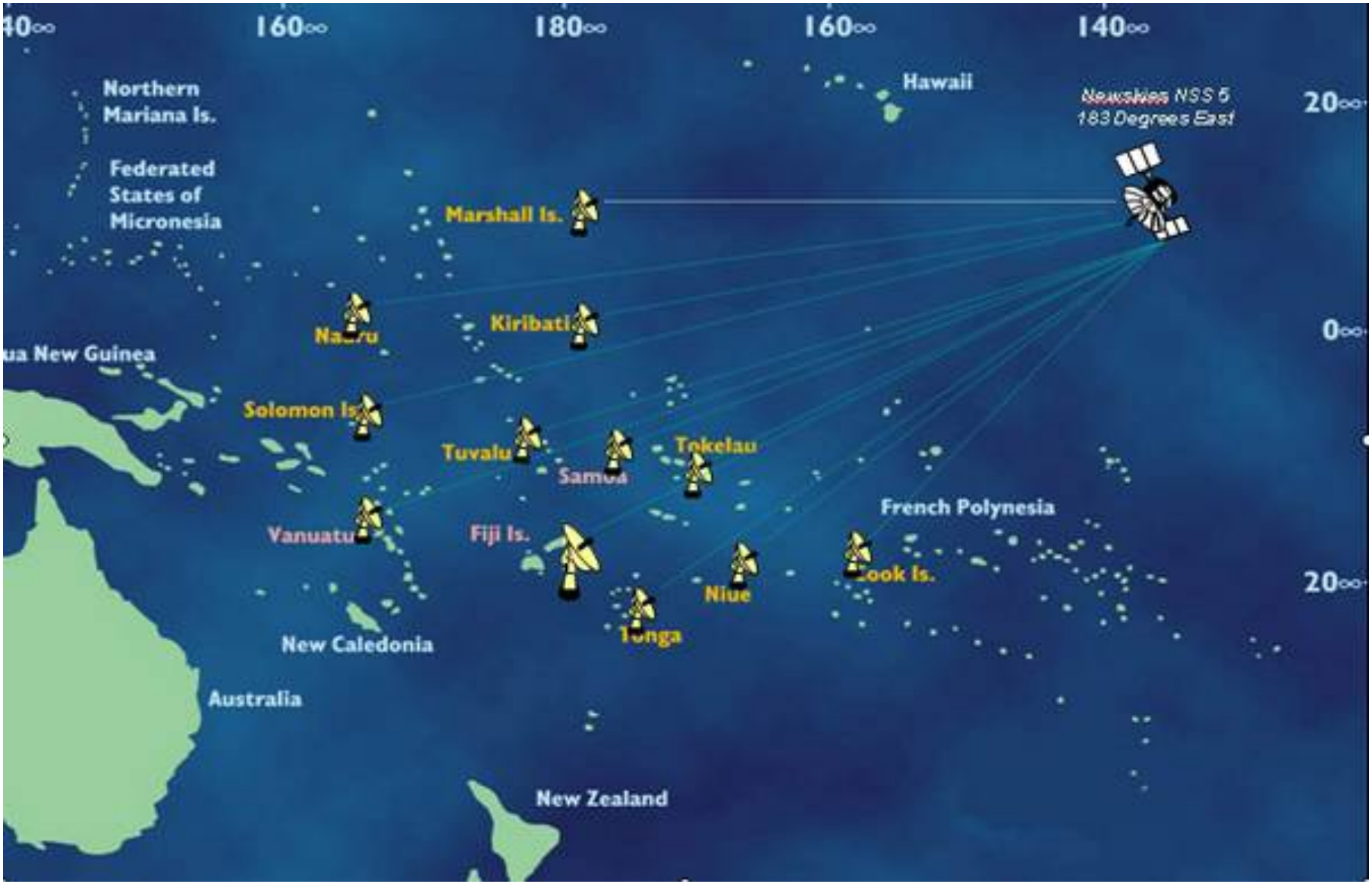
IT Services – Service Improvement Strategy

ICT Services Focus – Service Review Factors

- User Issues
- Work-Around Responses
- USP Environment Developments
- Regional Focus
- **USP Strategic Plan**

IT Services – Service Improvement Strategy

- **What services are provided?**
- As part of the Distance and Flexible learning initiative, the University of the South Pacific has tried to extend its services to all our member countries. Part of these services involve:
- Audio broadcast and conferencing.
- Video broadcast and conferencing.
- Satellite data services which include course material, local online services as well as internet services.
- These services are provided to our 12 member countries as displayed in the diagram below.


40°
160°
180°
160°
140°
20°
0°
20°
Northern Mariana Is.
Federated States of Micronesia
Hawaii
Newskies NSS 6
183 Degrees East
Marshall Is.
Kiribati
Nauru
ua New Guinea
Solomon Is.
Tuvalu
Samoa
Tokelau
French Polynesia
Vanuatu
Fiji Is.
Cook Is.
Niue
Tonga
New Caledonia
Australia
New Zealand

IT Services – Service Improvement Strategy

Service Improvement Strategy

- Baseline – Current Status
  - User Base, Access, Provisioning, Issues, Support
- ICT Strategic Provisioning
  - Current Provisioning
  - USP Strategic Requirements
  - Strengths
  - Developments (USP, Local Countries)
- Improvement Strategies
  - Short Term (Before end of Date)
  - Mid Term (Before Semester S1, Date)
  - Long Term (Proposals submitted - Date

IT Services – Service Improvement Strategy

ICT Services Focus – Service Catalogue

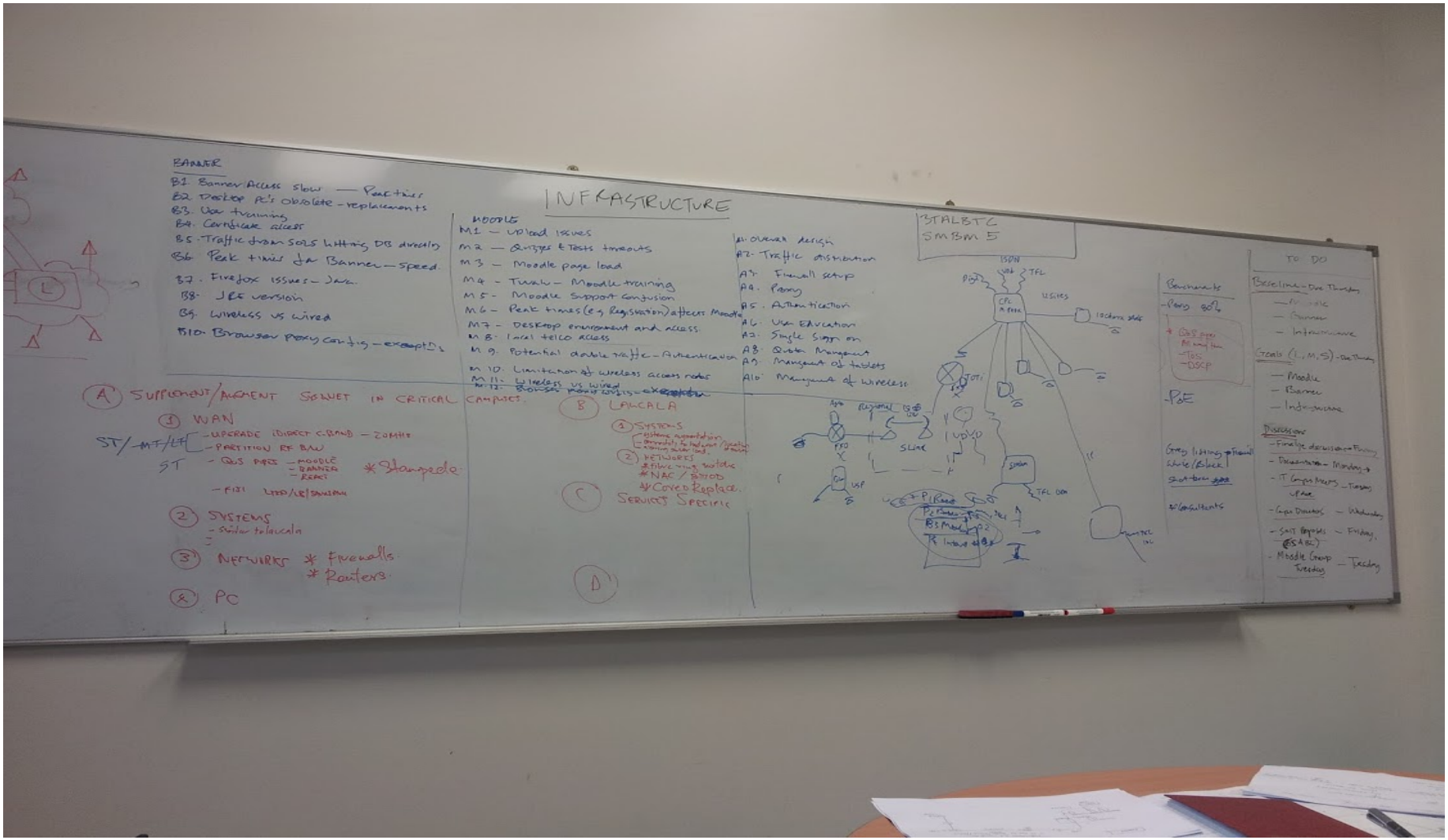
- Authentication
- Banner
- Computers
- Email
- Internet
- Moodle
- MIS-Online
- Printing
- REACT
- SOLS – Staff
- SOLS – Student
- Telephony
- USP Security Services (Firewall, Anti-Virus,..)
- USP Web Services

IT Services – Service Improvement Strategy

Service Improvement Process

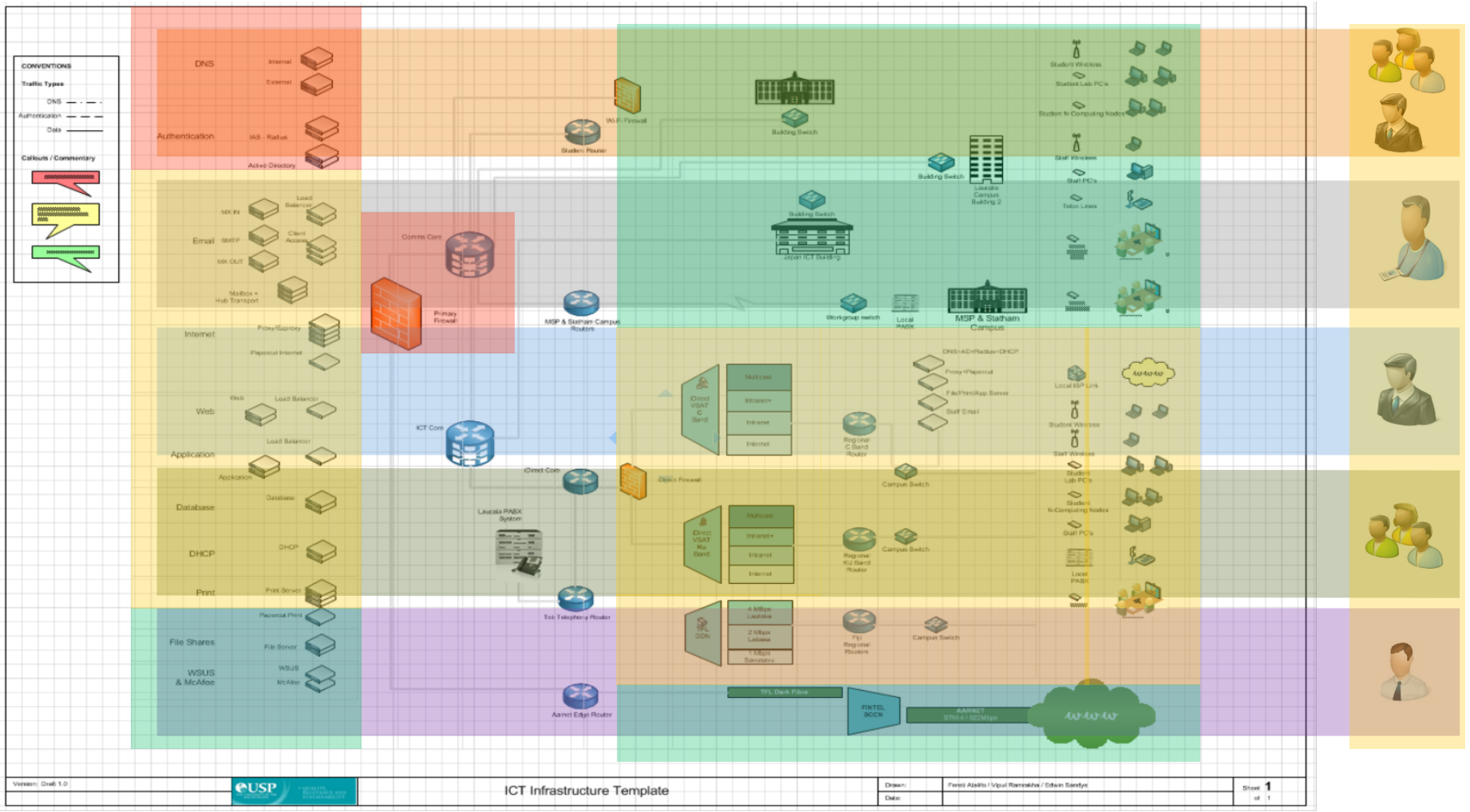
IT Services – Service Improvement Strategy

Service Improvement Process



IT Services – Service Improvement Strategy

Baseline – Current Status



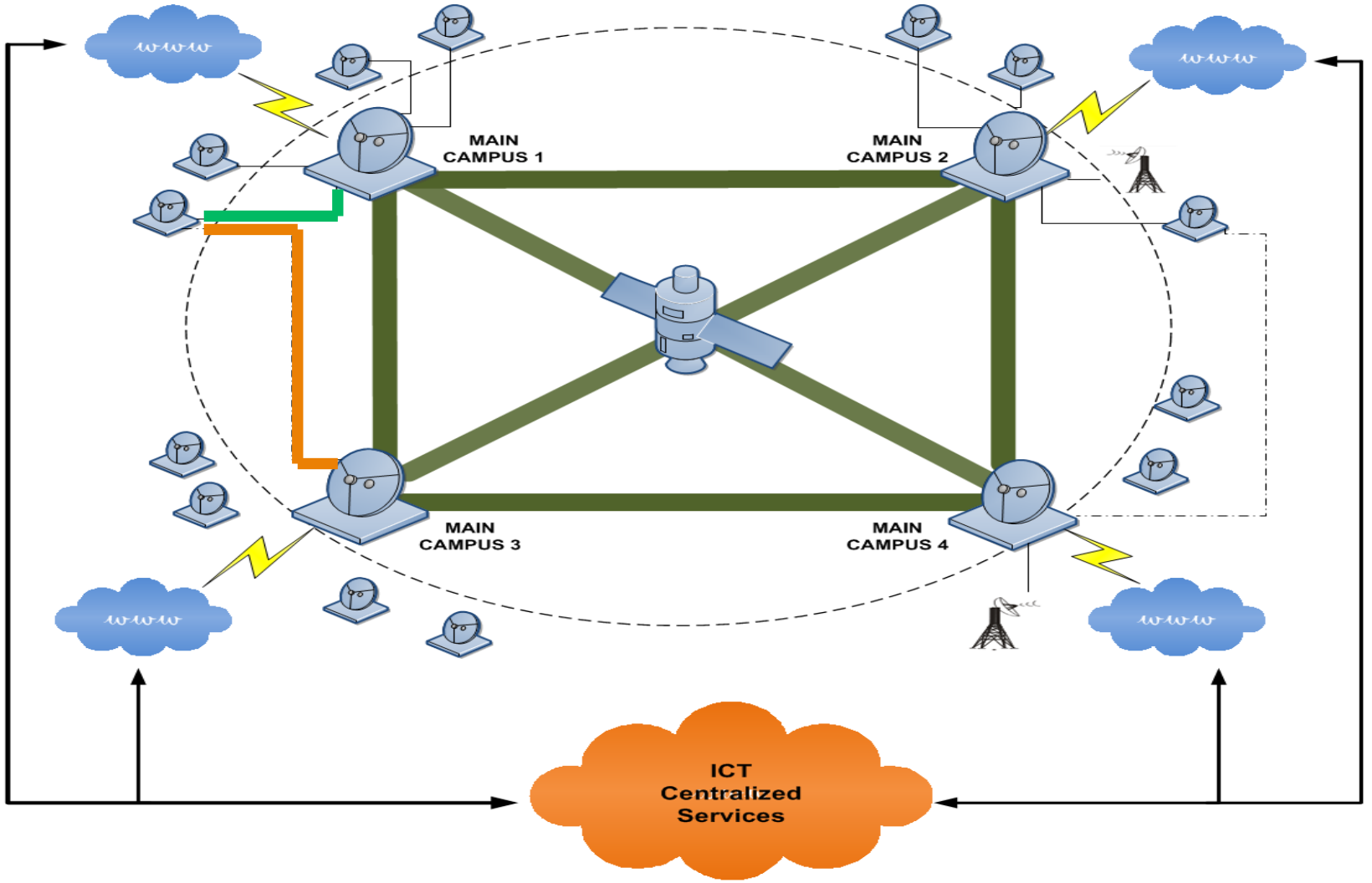
IT Services – Service Improvement Strategy

Service Improvement Strategy

- ICT Strategic Provisioning
  - Current Provisioning
  - USP Strategic Requirements
  - Strengths (USP, Expertise)
  - Technology Developments
  - Developments (USP, Local Countries)
  - USP ICT Infrastructure Principles
    - Design – Distributed Services
    - USP Domain Infrastructure (usp.ac.fj)
      - Single Authentication Provisioning
    - Single Sign On Architecture

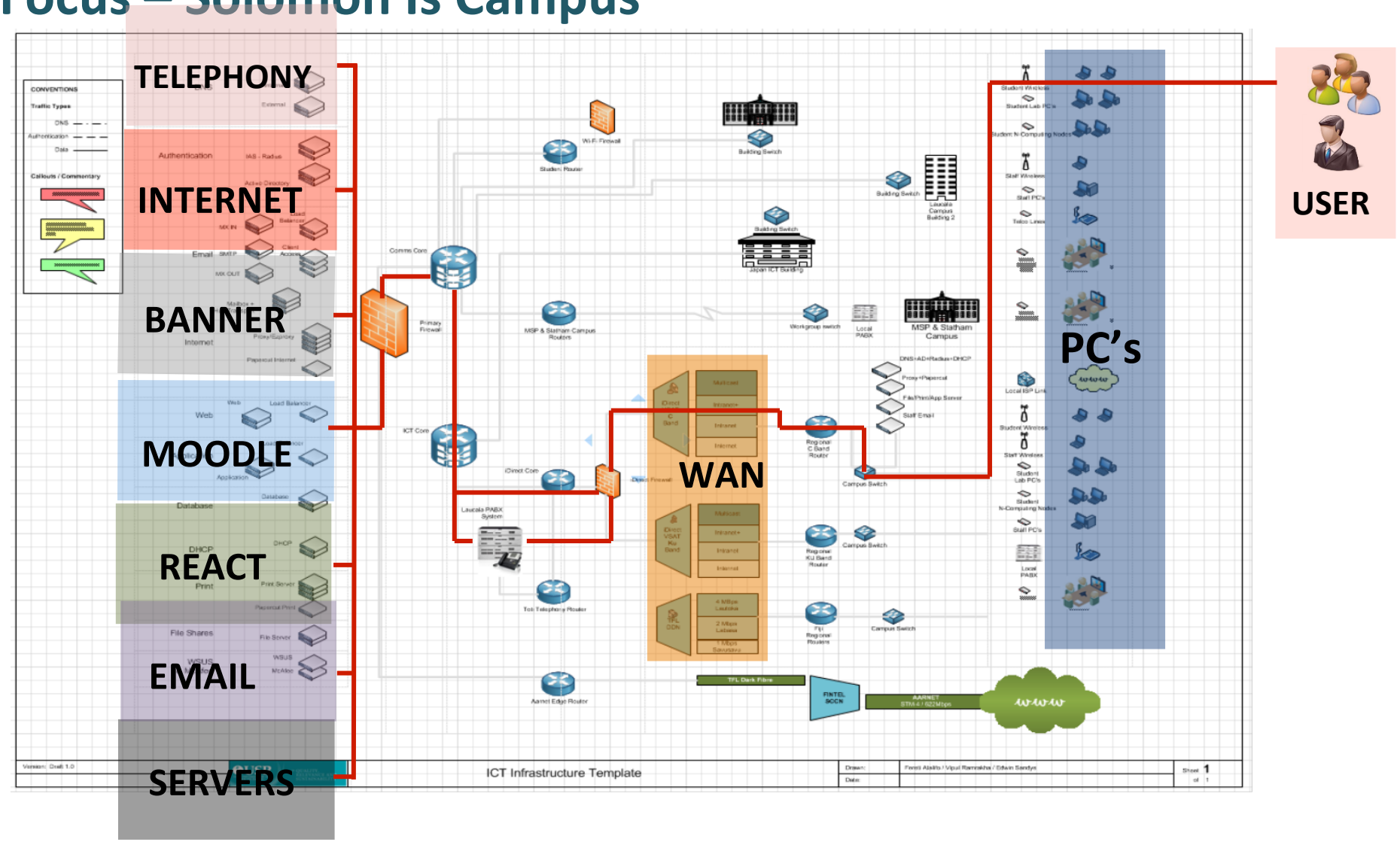
IT Services – Service Improvement Strategy

ICT Strategic Provisioning



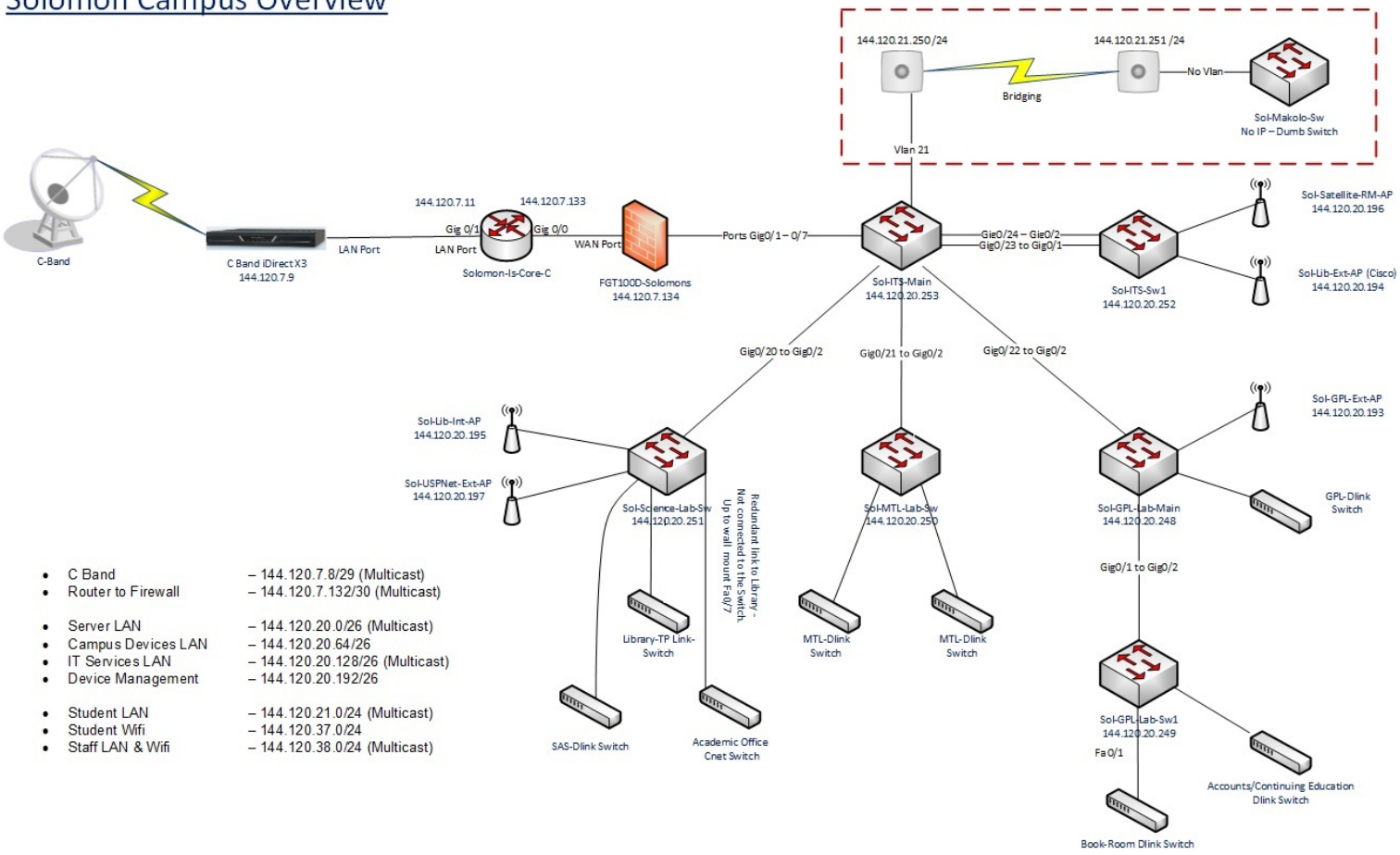
IT Services – Service Improvement Implementation

Focus – Solomon Is Campus



USP SI Campus Overview

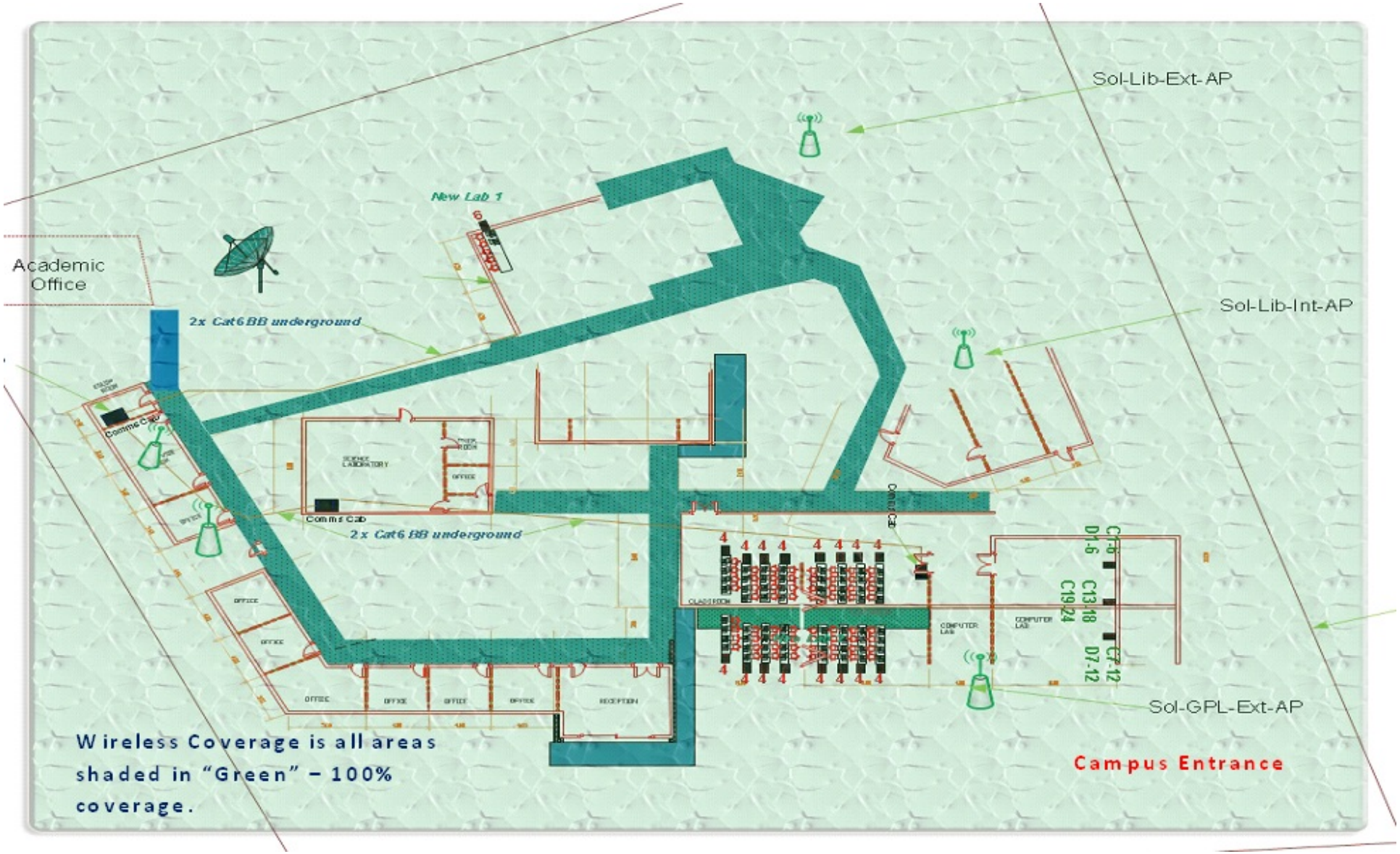
Solomon Campus Overview



- C Band – 144.120.7.8/29 (Multicast)
- Router to Firewall – 144.120.7.132/30 (Multicast)

- Server LAN – 144.120.20.0/26 (Multicast)
- Campus Devices LAN – 144.120.20.64/26
- IT Services LAN – 144.120.20.128/26 (Multicast)
- Device Management – 144.120.20.192/26

- Student LAN – 144.120.21.0/24 (Multicast)
- Student Wifi – 144.120.37.0/24
- Staff LAN & Wifi – 144.120.38.0/24 (Multicast)


Sol-Lib-Ext-AP
Sol-Lib-Int-AP
Sol-GPL-Ext-AP
New Lab 1
Academic Office
2x Cat6 BB underground
2x Cat6 BB underground
Comms Cab
Comms Cab
Wireless Coverage is all areas shaded in "Green" – 100% coverage.
Campus Entrance

Questions/Comments

Thank you