

## Case Study

# ANU Covid-19 Response

## Project and Change Management during a Pandemic

**Rapid Deployment of Virtual Desktop Infrastructure**



## The Client

- The Australian National University (ANU) is a world-leading university in Australia's capital city, Canberra. ANU's academic staff are at the forefront of technology development and exploration, whether it be in human health, chemical and earth sciences, public policy, the arts or the computer sciences.

## Overview

- When COVID-19 affected ANU's ability to deliver face to face courses to their students, they worked quickly to work with providers to deploy a virtual solution.
- Interfuze was engaged, via Diamond Cyber (CyberCX), to project manage the rollout of remote teaching capabilities. This involved deploying a new virtual desktop infrastructure as a service (AuCloud's VDlaaS) capability to around 20,000 ANU students.
- Interfuze project managed the rapid deployment of this capability as well as the requirements gathering, scoping and planning for an on-premise solution to further enhance the university's capability to support remote learning and teaching operations.
- Additionally, Interfuze managed the design and implementation of a bespoke Linux VDI solution to support the College of Engineering and Computer Science



## The Challenge

Rapidly stand up a technical capability for ANU to continue delivering courses to students remotely as a result of the COVID-19 pandemic. This project was managed by Interfuze remotely from Perth, delivering a game changing capability to ANU. The project team consisted of in excess of 10-15 people from 7 companies, geographically disbursed across Brisbane, Canberra, Sydney and Perth.

## The Approach

- **Rapid mobilisation for remote delivery** was achieved using Microsoft collaboration tools and establishing a daily run sheets with set outcomes and check-ins.
- The project was separated in to 5 **separate delivery streams** running in parallel.
- Direct line **communication channels** were established between the team and project manager to quickly identify and resolve any implementation blockers.
- **Remote requirements gathering** was achieved using O365 Forms from over 70 stakeholders from various faculties and locations.
- **Timely and frequent collaboration** with Office of the Chief Information Security Officer and Information Technology to ensure smooth transition.
- **University-wide Rollout and Communications Plan management.** The project managed all stakeholder communication and student side communications via numerous channels regarding the rollout. Including but not limited to online, internal intranet, email broadcasts, Facebook, on campus message boards, faculty offices, student inductions and Covid-19 Vice-Chancellor updates.
- **Early adopters** engaged to test and **roll-out incrementally** to manage resource demand and ensure concurrency

## The Results

- **Time sensitivities, clarity of outcomes** and fostering newly formed virtual relationships across multiple organisations was required to be orchestrated to ensure a successful outcome.
- With CyberX and AUCloud, we managed the rollout of the AUCloud Based Virtual Desktop Infrastructure and a Requirement and Design stream for an On-Premise solution.
- <https://www.itnews.com.au/news/anu-scales-up-virtual-desktops-for-20000-students-in-two-weeks-547039>

*Lincoln in his role as Project Manager on behalf of ANU, delivered exceptional project management skills and was a key attribute to its success. With clear communication, leadership and a keen eye on quality throughout I look forward to the next opportunity to work alongside Lincoln on another success project.*



Bernadette Jenkinson  
Head of Sales – AU Cloud

# Stakeholder Feedback

*"Lincoln is a first-rate project manager who easily navigates complex organisations with a large number of stakeholders. It's been great to work with him and have him find solutions to difficult problems and bring people in the organisation together. He's practical, pragmatic and professional, and delivers quality outcomes.....I'm extremely impressed with the way he navigated the ANU, CyberCX and all."*

Shiro Armstrong

Fellow at the Australian National University

*"Thanks for all the hard work. This is a game-changer for us, both for the current crisis but also for the future."*

Tony Hosking

Head of College of Engineering and  
Computer Science

*900 hours of work managed over 6 weeks remotely helped make this project a success and, importantly, for tens of thousands of ANU's students to be able to study effectively and productively in remote settings*

*"Can't emphasise enough how much you helped Sven and the team during a very challenging time"*

Shane Moxley

Diamond Cyber Security

*"To those from CyberCX thank you for your skill, tenacity and effort on this important project. "*

Suthagar Seevaratnam

Chief Information Security Officer  
The Australian National University



Australian  
National  
University

**#1 IN AUSTRALIA\***  
**ONE OF THE WORLD'S  
GREAT UNIVERSITIES**



\*QS World University Rankings 2018/2019 International Association of Research Universities (IARU) CRICOS# 00120C

**interfuze.**



# Think we can help solve your problem?

Reach out to Lindsey or Tim

[lindsey.duncan@interfuze.com.au](mailto:lindsey.duncan@interfuze.com.au) / 0420 832 103

[tim.deboer@interfuze.com.au](mailto:tim.deboer@interfuze.com.au) / 0418 846 567

