Empowered by Innovation

NEC

Murdoch University

MURDOCH
UNIVERSITY
PERTH, WESTERN AUSTRALIA

The Customer

Murdoch University is a research-led university with a reputation for excellence in teaching as well as the creation of new knowledge and its dissemination for the benefit of communities both locally and abroad.

Murdoch has grown substantially in recent years and currently has in excess of 22,000 students and 2,000 staff from 90 different countries. It offers 200 undergraduate and postgraduate courses from its three W.A. campuses, located in Murdoch, Rockingham and Mandurah, and its international presence in Singapore and Dubai.

The Challenges

Murdoch University was grappling with the simultaneous problems of specifying its university-wide content management needs and replacing a learning content system that was rapidly nearing end of life.

Audit reports had highlighted the inadequacies in the University's broad document management and, while Murdoch had acknowledged in 2005 that it required a new Enterprise Content Management (ECM) platform, various funding reversals resulted in a long delay in finalising its business case.

Approximately 80 percent of all content was unstructured and stored across multiple repositories, with much of the University's electronic records residing in employee PCs and laptops, email boxes and in disparate websites and databases.

Murdoch's information lifecycle required the bringing together of unstructured content (emails, web pages, forms, applications, instant messages, office documents, contracts, audio and video, reports, images, publications) with structured

Customer
- Murdoch University

Industry
- Education

Challenges
- Management of university-wide structured and unstructured content
- Innovative integration of SharePoint and MOODLE 2.x to meet specific higher education needs

Solution
- SharePoint Enterprise Content Management
- Tight integration with MS Office stack
- Browser support for both PC and MAC users
- Options for cloud storage and hosting
- AvePoint DocAve Platform for backup and storage Management

Results
- Store once, access many
- Consistency and accuracy
- Improved information quality and searchability
- A cost effective, consolidated enterprise view for all content

Services
- Integration services

Applications
- Microsoft SharePoint Server 2010
- AvePoint DocAve 6

NEC delivers innovative solution for higher education, with more successes to come

> ## "The profound benefit is the 'store once, access many' in our content management. From a single source we have version control, rapid search and easy access"
>
> **Carolyn Wills,**
> Project Change Coordinator
> Murdoch University

management of documents, records, email, digital assets and rights, and web content, as well as determination of workflows and collaboration needs.

The solution was to provide a standardised method to capture, store, manage and retrieve all electronic documents and records from a central repository. An ECM program must be guided by a strategy and governance that supports the University's culture and business processes.

The ECM was to also integrate with the Australian-developed MOODLE course content management platform.

The Solution

The arrival of a more mature, full function Microsoft SharePoint Server 2010 and an integration proposal by the Murdoch, Deloitte and NEC project team saw the green light given to a single SharePoint and MOODLE project in 2012. This was the first implementation phase of what is to become a university-wide content management platform. Teaching and learning content, and eventually most University content, is to be managed via SharePoint.

The Enterprise Content Management (ECM) solution provided tight integration with the University's Microsoft Office stack; the opportunity to maximise content reusability; multiple browser support for both PC and Mac users across the Murdoch campuses; options for cloud storage and hosting; collaboration and social software with Web Office products; and was inexpensive relative to other bids.

The model reflects the functional domain of Murdoch University, regardless of the organisational structure, technology or systems in place. It ensures information is presented for a university context, involving teaching and learning, research and administration.

While MOODLE manages its specific area of course content, SharePoint provides enterprise-wide capability and its single portal will put information in the hands of people across the University: academics, and administration staff.

Carolyn Wills, Project Change Coordinator, Murdoch University said: "When we decided to go ahead with an integrated MOODLE/SharePoint platform, we assumed there would be no issues as someone, somewhere would have had the same requirements and done it before us. But we soon discovered otherwise. So we bit the bullet and did it ourselves.

"The NEC team, in conjunction with Netspot, was instrumental in getting the connectivity right."

NEC's technically creative integration of SharePoint and MOODLE was specifically designed to cater for Murdoch University's needs as a higher education provider. This pivotal project has broader ramifications for other institutions across the country which also rely on this core management functionality.

"We went live with a pilot group in late February and waited for the world to fall in but the silence was deafening. It took us some time to recognise what a significant achievement this was," Wills said.

The Results

Each unit within the University has its own site within MOODLE. But with MOODLE content now stored in SharePoint, the duplication of content is removed. Wills cited that if a lecturer creates unit content which is used in four different courses, there is now only one version of that content in the system rather than four replications. Changes, meta data links and updates are done once which gives users confidence they are accessing the most recent and authoritative version. "If version control time is reduced by even just minutes per lecturer, that equates to enormous productivity gains across the university over time," Wills said.

New units can now be easily introduced, with MOODLE requesting the creation of additional sites directly to the SharePoint solution, including associated storage allocation and Information Architecture.

"Murdoch University is a mixed Windows and Mac environment. Because both SharePoint and MOODLE provide full functionality in both places, we have a vital cross platform solution."

While Wills believes standalone document management systems may offer some advantages: "The University sees greater flexibility in the improving maturity curve of SharePoint. The roadmap for SharePoint augurs well for our staged rollout over the next five years."

A consolidated enterprise view for all structured and unstructured content will deliver consistency and accuracy to improve information quality and searchability. The effective control of information reduces creation, maintenance and storage overheads, in terms of both money and time.

"From a single place, everyone across the University has access to all information," Wills said.

As Murdoch University transitions to an all-digital record keeping environment, it must be maintained under strict standards and procedures. The next phase will expand to broader records management and further reductions to storage and obsolescence. Lifecycle rules will mean: "If it's not needed in three years' time, data truly goes," Wills said.

Improved compliance through a standardised method of capturing, storing, managing and retrieving electronic records will allow for prompt retrieval of documents to support audit and regulatory reporting.

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NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

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