

# Intersect Review 2013

## Members Consultation Paper

Dear Member,

Over the past five years, Intersect has grown from a concept to a substantial organisation committed to providing its Members with high quality e-research services. With a view to meeting e-research challenges over the next five years, Intersect has initiated a Review of performance to date and alignment with Members' expectations for the future.

The details of the Intersect Review Panel and the Terms of reference are located at:  
<http://www.intersect.org.au/reports>

Perceptions and levels of engagement of Member universities with Intersect are central to the Review. This document has been prepared by the Panel to gather the views of Members on the value of Intersect to their institutions.

The request for information is structured under two headings;  
Section A: Services and Performance  
Section B: Strategic Directions

The Panel appreciates that Members may wish some aspects of their responses to be confidential to the Panel; please indicate if so. Otherwise responses will be available to the Intersect Board.

The Review process includes follow-up consultations. Please indicate in your response if you would like to discuss any aspect of the Review with the Panel; the Review secretariat will endeavour to set up a time that suits you. Alternatively, please contact any member of the Panel (contact information is at <http://www.intersect.org.au/reports>).

The Intersect office is providing secretariat services to the review and can be contacted via Elise Chong Sun (8079 2500, [elise.chongsun@intersect.org.au](mailto:elise.chongsun@intersect.org.au)).

Intersect and the Panel appreciates the time being asked of you in this request. Thank you in advance for your support of the Review and its objectives.

Responses close Friday 28 June

Sincerely,

Robin Stanton

Review Panel Chair

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# Member Survey

## SECTION A : Services and Performance

Questions in this Section have been loosely constructed around Intersect's Services Portfolio (ref ....)

To reflect the engagements across research and service organisations within your university, where appropriate the Panel would appreciate responses reflecting the experiences of:

- key research groups
- e-Research unit (if applicable)
- IT Department
- Library
- Research Office

### **A1. Hosted services and HPC**

Broadly look at this area through:

- High performance computing
- Data storage and management services
- Hosted web services
- Virtual machines

#### **A1.1 Usage**

Have these service areas been important and valuable to your organisation? To what extent have your needs been provided by, brokered by or referred by Intersect? Has Intersect met your expectations of quality services?

Response 1.1

#### **A1.2 Impact**

What impact has your use of the above computing services had on research performance at your institution and what metrics, if any are being used to track the impact? In particular, have these services enabled your institution to strengthen research, heighten impact and/or to secure funding?

Response 1.2

## **A2. Software projects**

Broadly look at this area through participation in:

- Australian National Data Service (ANDS)
- Research Data Storage Initiative (RDSI)
- National e-research Collaboration Tools and Resources (NeCTAR)
- Projects funded through other NCRIS or Super Science initiatives
- University funded projects

### **A2.1 Usage**

Has your institution benefited from Intersect's engagement in the national programs and their contribution to software development projects within your institution? Has Intersect met your expectations of quality software services?

Response 2.1

### **A2.2 Impact**

What impact has your use of the above projects had on research performance at your institution and what metrics, if any are being used to track the impact?

Response 2.2

### **A2.3 Sustainability**

Do the deliverables from projects mentioned above have plans and/or governance in place to ensure their longevity and effectiveness? Is Intersect important to ensuring these properties?

Response 2.3

### **A3. Professional Services**

Broadly look at this area through:

- Software development
- Consulting by Intersect skilled staff
- Business Analysis

#### **A3.1 Usage**

Has your institution benefited from Intersect as a centre of expertise in e-research and associated capabilities in process design and software engineering? Has Intersect met your expectations of quality services?

Response 3.1

#### **A3.2 Impact**

What impact has your use of the above projects had on research performance at your institution and what metrics, if any are being used to track this?

Response 3.2

### **A4. Training and Development**

Broadly look at this area through:

- assistance in developing e-research capabilities
- training staff and raising awareness of new technology
- support in deciding on new technologies
- linkages to international expertise
- development of communities of practice
- forums, events, roundtable meetings etc

#### **A4.1 Usage**

Has your institution benefited from Intersect's assistance in learning and development? Has Intersect met your expectations of quality services?

Response 4.1

#### **A4.2 Impact**

What data if any does your organisation have about the effectiveness of the above Training and Development activities?

Response 4.2

#### **A5. e-Research analyst**

Broadly look at this area through:

- on-campus presence
- ease and timeliness of engagement
- team-working across institution and Intersect staff

##### **A5.1 Engagements**

Each member is assigned an eResearch analyst. What role has the analyst played in your institution?

Response 5.1

##### **A5.2 Impact**

What impact has your eResearch analyst had on research at your institution and how have you measured this? Do you find the annual member value report useful in this measurement?

Response 5.2

## SECTION B: Strategic Directions

Broadly look at this Section having in mind Intersect’s goal of shaping its business model to ensure benefit to Members over time. In particular:

- viewing Intersect as an integral operating unit within your institution
- allocating resources to achieve e-research goals

### B1 – Shaping directions

Intersect services have been guided by the following foci (derived from purpose clauses in the Intersect Constitution).

Intersect e-research services foci

1. Stimulate uptake
2. Provide skills and knowledge transfer
3. Innovative tools and services
4. Best practice advice
5. Industry uptake
6. Enable collaboration (within research communities)
7. National foci (for discipline communities)
8. Enable national funding opportunities such as NCRIS, SuperScience (eg NCI, ANDS, RDSI, NeCTAR .. ...)

#### B1.1 – Importance (to date)

List the foci (from the above table) which have been relevant to your institution, indicating their relative importance with H/M/L (High, Medium or Low) labels.

Response B-1.1

## **B1.2 – Future Importance**

List the foci (from the above table) which you judge to be particularly important to your University over the next five years.

**Response B-1.2**

## **B-1.3 Emergent services**

Are there service foci, not covered in the above table, that Intersect should consider for the future?

**Response B-1.3**

## **B2 – Future Capability**

Based on your experience to-date, is Intersect currently capable of providing professional services in the areas listed in B-1.2 and B-1.3? If not what changes will need to be made to improve Intersect's capability to do so?

**Response B-2**

## **B3 – National Programs**

Intersect has played a leading national role in shaping eResearch programs funded under NCRIS or EIF Super Science to the needs of its Members. Do you see this role continuing to be important into the foreseeable future?

**Response B-3**

## **B4 – Expectations as a Member**

Can you comment on the extent has Intersect met, and is likely to continue to meet, the expectations you had upon joining?

**Response B-4**

**Thank You**