



St Joseph's College Geelong treads a clear path

Computelec ICT Audit delivers clarity and sound recommendations for ICT improvement

St Joseph's College, the only Boys' College in the Geelong district, has a proud tradition dating back to the establishment of St Augustine's Orphanage on Newtown Hill in 1857. Today, St Joseph's offers a broad curriculum, designed to engage its 1,500+ students in a way which promotes excellence and builds self esteem.

Like many schools, St Joseph's had incrementally added Information & Communications Technology (ICT) services and systems to deliver administration, curriculum and parents' and student support. In 2011, Chris Valmadre, the school's Director of IT, and Network Manager Andrew Taylor, felt that an expert independent review was required to evaluate its achievements to date and help with planning for future ICT initiatives, with a focus on:

- Identifying business risk
- Addressing performance issues
- Overcoming security issues

Having heard Computelec consultants present at a business seminar, Andrew Taylor approached the company to discuss St Joseph's need for an external review. The resultant engagement saw Computelec education ICT specialists visiting the school over several days to conduct an ICT Audit, specifically:

- How its infrastructure served the range of school stakeholders
- Application operations and system capacity
- Internal and Internet communications, including the wireless network
- Operational issues being experienced
- Risk management and Disaster Recovery, including data backup
- ICT support processes

School: St Joseph's College Geelong, a Catholic Boys Secondary College with 1,500+ students and staff

Location: Newtown, Victoria

Challenge: Maintaining reliable ICT systems around the clock with a limited internal IT team

Solution: St Joseph's needed a deeper understanding of the key issues restricting ICT performance and security, and independent advice and recommendations for improving their environment and prioritising ICT projects.

Benefits:

- Visibility over current issues and strategies for resolution
- Support for – and prioritisation of – new ICT initiatives
- A clear path to ICT operational and service improvement
- Reduced risk through enhanced business continuity
- Immediate success measured by reduced ICT incidents

Computelec developed and presented a comprehensive report which gave St Joseph's a clear understanding across all its ICT issues as they relate to its overall business objectives. Outcomes included:

- A prioritised list of goals segmented into numerous, actionable projects
- Identification of 'single points of failure', with strategies and tactics to reduce risk
- A clear path forward for ICT department improvements

A key recommendation was replacement of distribution switches (which were out of warranty and close to capacity) with chassis switches delivering core routing redundancy as well as greater bandwidth between the school's two server rooms. This step would resolve storage access bottlenecks by increasing interconnect speeds – and would in turn enable virtualisation and redundancy of St Joseph's email infrastructure across both server rooms.

Andrew Taylor says "We wanted to understand where to focus our efforts to get the best performance from our ICT systems and reduce risks. Computelec's IT Audit gave us a clear path to improvement."

The 'plain English' and independent nature of the report meant that it could be delivered to the school's management to effectively support the business case for this key change, as well as ongoing investment in ICT infrastructure and resources.

St Joseph's has already achieved valuable enhancements to its systems by addressing areas of risk to school operations – with success measured by a measurable reduction in outages and other service disruptions. Over the coming months and years, its ICT Audit report will enable the school's ICT department to further enhance its support for St Joseph's school community and overall business goals.

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Andrew Taylor, Network Manager, St Joseph's College

