

THETA

The Higher Education Technology Agenda

Making a Difference Using IT Analytics

Using the data that IT organisations collect for regular operational monitoring, the tools that are applied to make sense of that data and the skills of the IT staff, Universities can extract value and outcomes to improve their bottom line.

QUT has been embarking down a path to extract more than just effective IT operations from its use of the splunk tool and the staff who have expertise in data analytics.

For some years a consolidated data set and tool has been used to monitor application and infrastructure performance in real time and in retrospect to ensure the most efficient use of the IT investment.

Proven success has seen IT Services invited to participate in some key University initiatives to improve outcomes across the board. Some of these initiatives use data that is already being collected in a different way, others adding additional data to the existing data set and others applying the tool, techniques and skills to totally new data sets.

This presentation will provide an overview of the foundation use of the splunk tool for IT analytics and then delve into the way the data, tool and people are being applied to:

- Information Security
- Student Retention including identifying students at risk
- Research Projects including analysing building sensor data collected from hundreds of sensors across the Science and Engineering Centre at QUT.

The presentation explores how develops new partnerships and relationships to give IT Services more grounding and a positive influence on the 'real' business of the University.

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