

**University of Melbourne Student Union**

**Report of  
Justin Baré  
General Manager, UMSU**

**To Students' Council  
September 13, 2016**

## **Review of Corporate Service Provision**

The University had initially advised that a preferred model for the provision of corporate services to student organisations would be considered by Chancellery Executive on August 16. On August 16 the Deputy Provost advised UMSU that the preferred model would be considered on August 23, and that the preferred model would be the starting point for discussions with UMSU.

A meeting between UMSU representatives and the Deputy Provost took place on August 24.

UMSU representatives met with the Deputy Provost and reported on the outcomes of that meeting at the Council meeting on August 25.

At that time it was envisaged that additional meeting with the Deputy Provost would take place prior to the meeting of Council on September 13. The Deputy Provost has been on sick leave since that time and the President, General Secretary and General Manager met with the Provost, Professor Margaret Sheil, on Tuesday August 30. A subsequent meeting was scheduled for Friday September 10. This meeting was cancelled due to the Provost's unexpected unavailability. This meeting has not been rescheduled.

While the final model for the provision of corporate services to UMSU remains unknown it is reasonable to assume that:

- The status quo will not be retained;
- Further negotiation with the University is likely to be required; and
- Further detail will be reported to the next meeting of Council;

On August 17 MUSUL Services provided UMSU with a draft Deed of Variation to give effect to the University's commitment to moderate notice requirements for the termination of the Facilities and Services Agreement. The proposed Deed of Variation has been prepared for signature by the President and General Secretary.

The revision to the FSA would allow UMSU to provide notice of termination of the Agreement from January 1, 2017 as long as that notice is provided to MUSUL prior to September 30, 2016. It may be that termination of the Agreement is required or is desirable in order to facilitate the implementation of the revised model of corporate service delivery to UMSU.

On this basis it is recommended that Students' Council delegate to the President and General Secretary, on advice from the General Manager, the authority to terminate the Facilities and Services Agreement on the basis that it is a necessary component of the transition to a revised model of corporate service delivery to UMSU.

## Corporate Service Provision

On August 30 University of Melbourne IT advised MUSUL IT that there had been a security breach on the UMSU website. Further investigations have revealed that this was a hostile attack on the UMSU website and that it took place on August 23. The full details of the impact of this attack are yet to be determined.

The front end and back end of a website distinguishes between the presentation layer – the front end which is the interface between the user, and the data access layer – the back end. The back end serves directly to support front end services.

The front end is commonly referred to as the client side and is the part of the website that users see and interact with directly. The front end usually consists of two parts – the **web design** (fonts and colours, branding, images) and front end **web development** (dropdown menus, sliders, navigation structures, social media integration, form building).

Front end developers are responsible for a website's user facing code and the architecture of user experiences. This is an organisation's primary tool to communicate directly with and provide information to a user. Most front end design and development sit within a **Communications Department** <http://jobs.unimelb.edu.au/caw/en/job/888919/web-development-officer-staff-hub>

The back end, or server side, is basically how the site works, updates and changes. The back end usually consists of three parts – a server, an application, and a database.

Back end is responsible for the security and infrastructure of the site and maintains the content management system and database that enables the user facing side of the website to exist. Specialist knowledge in networks, systems and coding is required. Responsibilities include, among others: security settings and hack prevention; API integration; reporting (such as reports of server load); backup and restore technologies for website files and databases; design and implementation of data storage solutions. This service is usually provided by an **IT Department** <https://staff.unimelb.edu.au/information-technology/it-security/computer-vulnerability-assessment>

The FSA supports this common structure and defines clear roles and responsibilities of the Communications and IT Departments. Where there is no back end expertise in the existing IT staffing arrangement, outsourcing where necessary would provide the level of service expected from this agreement.

IT	Hardware and Telephony Software Network Infrastructure and Security Support
Network infrastructure and security	File storage and backups
Network infrastructure and security	Website hosting, domain management and backend support

A preliminary assessment would suggest that MUSUL has not met its obligations to UMSU in relation to the provision of backend support to UMSU and that there may be potentially serious consequences as a result of this incident.

These issues are to be the subject of further discussion with MUSUL at a meeting scheduled for Friday September 9. A verbal update will be provided to Council.

A number of other issues continue to be the subject of ongoing discussion with MUSUL.

### **UMSU Legal Service**

The recruitment of the Solicitor has commenced and interviews took place on Friday September 9.

### **Auditor Appointment 2017**

MUSUL has undertaken to commence a process that will enable the appointment of an auditor for UMSU for 2017.

Further information is expected to become available prior to the meeting of Students' Council and any relevant advice will be presented to Council.

### **Financial Reports**

UMSU Financial reports for the period January 1 – August 31, 2016, have been distributed to staff and student representatives.

There are no major issues to report.

### **Occupational Health & Safety**

There are no major incidents to report.

CONFIDENTIAL