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The Higher Education Technology Agenda



# THETA

11-13 May, 2015

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## Present – Research Adviser

RESEARCH ADVISER

**“Research Adviser” user survey** The Australian eResearch Organisations (AeRO) and the Council of Australian University Directors of Information Technology (CAUDIT) are developing “Research Adviser” national services catalogue and user support services for researchers. Your help is needed to this survey on how best to support Australian researchers. Survey closes 16 April.

<http://survey.peoplepulse.com.au/830120e4ad9cb945950>

Establishing a services catalogue, marketing specialist services, support, tools, applications and promoting the

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outcomes of important research projects can be a costly exercise, especially with limited time and money.

Research Adviser (RA) provides the opportunity to establish a national shared services publishing platform. This will reduce fragmentation and duplication of content, technology and operational support while at the same time reducing costs and improving the service provided to researchers. In short, an online catalogue hosted in the cloud that promotes research services, tools, applications, support, and important projects.

Designed by, and for, the Australian Research Community, the Research Adviser serves two audiences. The first is the individual researcher or research group in meeting their requirement to identify services and support required to facilitate their research outcomes. The second group is that of service providers; that is those organisations, groups, communities, institutions, research organisations, universities, and governance agencies which have the need to make known their specialist services, projects, tools, applications and projects.

Research Adviser is designed to complement existing established catalogues, not replace them by sharing information between the two sources. In this way, established research communities are able to access and publish information from other service providers while having their information form part of the national catalogue.

For communities built around virtual laboratories or federal and state based providers without an existing catalogue, Research Adviser offers a cost effective platform through which the outcomes of projects such as Research Data Storage and Infrastructure (RDSI) and National eResearch Collaboration Tools and Resources (NeCTAR) are able to be identified and accessed nationally.

The concept of establishing Research Adviser (RA) came about as a result of work undertaken by CAUDIT (<http://www.caudit.edu.au/>) in 2012 in establishing the

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eResearch Store (eresearch.caudit.edu.au). The successful prototype has since been the catalyst in bringing together CAUDIT and AeRO members to create a national Services Catalogue Working Group now tasked with the establishing the new shared service for the Australian Research Community.

Estimated to cost approximately \$300,000 to establish, Research Adviser is planned to be operational by the end of 2013.

The expected benefits are as follows:

#### Researcher

- Researchers who use the services and support can comment, rate and make recommendations on services.
- Researchers can see comments, suggestions and ratings and can therefore better judge the relevance and effectiveness of the research service they wish to use.

#### Institution

- A sector-wide service for the listing of research services and support, eliminating the need for each university and service provider to develop its own marketing material and technology solution to publish the same information.
- Each institution and service provider has control over the branding of their portal and over which services to display to their research communities.
- Australian Access Federation (AAF) authentication facilitates easy access and workflow.
- Service providers, national projects, government, and research institutions have an established vehicle through which to communicate and promote their services, eliminating the need to purchase their own technology platform.
- Facilitates collaboration and the sharing of expensive services and resources, while reducing institutional and supplier overheads and operational costs in the establishment and publishing of separate service catalogues.
- Provides a national forum for providers like CSIRO, Bureau of Meteorology, NeCTAR and RDSI Nodes to publish their service offering.
- Provides a dashboard and reporting tool detailing usage

information at a national, state and institutional level on the consumption of research service information.

#### PRESENTERS

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Heath Cooper, The University of Sydney



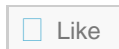
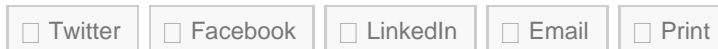
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Alex Sawicki, iPrimus and co-author Steve Manos, The University of Melbourne

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