CIO Staff Committee Meeting

MEETING

MEET No. Meeting no.1/2012

PRESENT Peter Nikoletatos (Chair), Belinda Day, Rokon Dolwa, Valli Gent, Louis Malaibe, William Missingham, Daniel Rodwell, Craig Shoard, Genevieve Turner, Adele Tyson, Nic Welbourn

ATTENDING Sarah-Jane Macri (Secretariat), Kus Pandey

APOLOGIES Valda Bullman, Cathy de Vries

DATE/TIME Friday 1st June, 9:30-10:30am

VENUE South Oval Meeting Room

Part 1. Action Register

ITEM 1. Apologies – as above

Part 2. New Business

ITEM 2. CIO staff committee now represents both ITS and Corporate Services staff – ToR and membership list has been amended accordingly

- Kus Pandey (KP) outlined the background resulting in the formation of the CIO Staff Committee, i.e. that the HRD has requested staff to have a more formalised structure for communication with CIO and senior members of team; this committee has been created from the combined nominations from IT and the Corporate Services team.
- Peter Nikoletatos (PN) explained the need for meeting consolidation.
- Belinda Day (BD) clarified that OHS subcommittees are being disestablished. Although members and chairs will still exist, formal meetings will not be conducted, nor will minutes be taken.

ITEM 3. Election of USCC representative from CIO Staff Committee

- A nomination was sought to represent on the University Staff Consultative Committee; to which the CIO Staff Committee reports: Belinda Day (BD) was elected unopposed as the representative.
- The USCC has no formal role in governance, but is advisory in issues e.g. parking concerns

ITEM 4. 2011 Staff Survey Results

4.1 Cross-unit Cooperation – PN defined this as ability to work with groups for the benefit of the university. This category produced a low score on the survey. KP outlined the recommended improvements which included working on outward statements so that presence is more easily understood by colleagues, placing our operational plan on the website, being more open about activities, working on service catalogues and repairing communication channels between units by developing the single email platform.

PN has established the DoI Executive Team as an aggregation point to examine issues regarding the future of DoI, not operational day to day issues. Correspondingly, he has established the Operational Management Group (OMG), which includes the College IT managers, and the DoI operational managers to improve communication. This group will be responsible for the delivery of our service catalogue, and will enable all members of the division and colleges to keep each other informed of their activities.
The Link was launched to Deans, GMs and service division managers. BD suggested that members ask the staff of their department for ideas for improvement. PN confirmed that the DoI administration review will take place in July. BD highlights the inclusion of division overview in new staff induction.

4.2 Leadership – KP touched on the communication strategy, and bringing statements of expectations (SOEs) into a meaningful paradigm. BD will be developing guidelines to assist supervisors to help their staff create a meaningful SOE, so that individual staffing briefs relate to stated goals for the division., that underpin the goals of the university.

4.3 Processes – PN states that policies are confusing, which leads to unnecessary complexity. Policies are to be simplified, for example, infrastructure policy to be simplified into a single policy about good governance in infrastructure, and guidelines and procedures regarding implementation to be enhanced. Summary document kept for convenient and easy reference. Appropriate Use Policy is to be compacted. Guidelines for social media. Protection of, and access to, intellectual property. Daniel Rodwell (DR) highlights a general difficulty in differentiating between a policy, process and guideline, supporting the need for templates or similar; also highlights the need for a common location for more informal documents such as guidelines, and the importance of document currency. Nic Welbourn (NW) drew attention to the fact that a lot of documentation is written from a highly technical perspective, as opposed to catering to the general level of understanding held by their audience. Outlined the aim of the new website as making it service based, and therefore user oriented. PN highlighted the inconsistency between different web pages, and the need for consistency across all of them through consolidation within the DoI. DR requests that we expand technical writer capabilities, suggesting that we utilise intermediate layers for this task. KP concludes with the observation that staff have difficulty describing their roles, and lack consistency in these roles.

4.4 Career Opportunities – PN states that career opportunities are limited, and not widely attainable unless you are close to those who are well informed. Operational plans are not currently being shared. PN also reiterates that there are valuable skill sets available internally that are being underutilised due to lack of general knowledge that they exist. There will be a concentration on developing those who are highly motivated with a positive outlook, and identifying the staff to participate in training programs; taking into account the long term view of their potential. DR stresses the importance of hiring graduates of ANU, as they display commitment and perseverance. BD states that there has been a graduate program in previous years, but it was discontinued. The recommendation is to revisit.

4.5 Bullying – PN states that there is a zero tolerance for bullying; it is seen as misconduct and will be dealt with immediately should a situation arise. BD informs committee that the management team signed a non-bullying agreement in front of staff two years ago. Bullying is dealt with in complete confidence, and policy states that staff members cannot be disadvantaged by reporting bullying. Rokon Dolwa (RD) suggests that there be anonymity when reporting bullying, however BD advised that there could be instances where an employee is simply hostile and without supporting evidence, but by any means, it will be kept confidential.

Part 3. Other business

ITEM 5. Other business

• No other business at this time
### Action Register

<table>
<thead>
<tr>
<th>Action #</th>
<th>Meeting Ref</th>
<th>Actions</th>
<th>Action Owner</th>
<th>Status</th>
<th>Expected completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>01/06/12</td>
<td>To write a proposal to re-visit the graduate program</td>
<td>BD</td>
<td>In progress</td>
<td>TBC</td>
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</tbody>
</table>

Meeting closed 10:36am

**Next Meeting held:**

Peter Nikoletatos (Chair)

Friday 31 August 2012

South Oval Meeting Room

9:30-10:30am