MINUTES

Dol Executive Team Meeting

MEETING

MEET No. Meeting no.6/2012
PRESEN T Peter Nikoletatos (Chair), Roxanne Missingham, Samantha Gilbert, David Richardson, Kus Pandey, Anne Kealley, Dominy Evans, Allan Williams, Susan O’Neil
ATTENDING Bronwyn Fletcher, Shane Geisler
APOLOGIES Sarah-Jane Macri (Secretariat)
DATE/TIME Tuesday 31 July 3:30pm – 5pm
VENUE South Oval Meeting Room

Part 1. Agenda

ITEM 1. Benchmark Project (Bronwyn Fletcher)

• Bronwyn Fletcher (Systems Thinking) provided an overview of the benchmarking survey they conduct. The service quality benchmark was established in 2008 as a CAUDIT project to meet a request by universities for a service quality benchmark. CAUDIT outsourced the project to Systems Thinking. The benchmark was first undertaken in 2008 and more than 40 Australian and New Zealand Universities have since participated. The benchmark consists of a standard set of service quality oriented questions answered by staff and students. Our aim is to have the survey open for two weeks, commencing before we deploy ServiceNow. (This will be dependent on receiving the relevant approvals.) Peter advised that we plan to conduct this survey every year from now on.

ITEM 2. Enterprise Project Management Overview (Samantha Gilbert)

ITEM 3. Apologies – as above

ITEM 4. Accept Previous Minutes/Actions

ITEM 5. 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>22/06/12</td>
<td>SO circulating data relative to sick leave.</td>
<td>SO</td>
<td>Distributed on 31/07/12</td>
<td></td>
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<tr>
<td>2.</td>
<td>22/06/12</td>
<td>SO: after hours on call. Paper to be forwarded to CIO for comments.</td>
<td>SO</td>
<td>In progress</td>
<td></td>
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<td>3.</td>
<td>6/06/12</td>
<td>Inviting Marnie Hughes-Warrington,</td>
<td>PN</td>
<td>Completed MH to attend</td>
<td></td>
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</table>
Margaret Harding, Erik Lithander and service division directors (individually) to attend a DoI Exec Team meeting on 24/10/12, MH-W to attend on 21/11/12

4. 31/07/12 Discuss the sick leave report provided by Susan. SO

Part 2. Standing Items

ITEM 6. Portfolio Reports

8.1. Peter Nikoletatos (PN)
8.2. Roxanne Missingham (RM)
8.3. Allan Williams (AW)
8.4. Anne Kealley (AK)

- Project: ANU Service Desk update - Shane Geisler convened a workshop with IT on Monday and Tuesday of this week to verify the specifications for ServiceNow.
- Visit: The Service Desk Manager from the University of CapeTown – Willie du Plooy – may visit ANU on 6 September.
- Communications: members of the DoI Executive were asked to populate a ‘stakeholder engagement matrix’ by the end of Friday 10 August. AK will send members an email to explain and provide a link to the s/s.

8.5. Susan O’Neil (SO)

8.6. David Richardson (DR)

- Office365 – Infrastructure is now functional and a number of technical and management DoI staff have been migrated to the cloud with little issue. A meeting with Dimension data and Microsoft has been held to initiate next steps and we await a proposal from them. Shane has been asked to pick up the PM side of this and an initial overview has been provided and he is commencing the initiation documentation.
- Data Management – CommVault have been engaged to perform three tasks, immediate issue resolution assistance, design and implement the new service offering, data management work with our clients, this will be commencing next Tuesday.

8.7. Dominy Evans (DE)

- Initiative for an Enquiry Management System to support the student lifecycle.
• The need to develop the concept further in the first instance. This would include a high level review of current process, the business operations and requirements development. This fits with Step 1 of the University’s 5 step process for seeking funding for a new initiative
• This work will subsequently support the development of a business case and inform the development of tender documentation. ES will provided a Business Analysis resource for a short engagement to develop the concept further.

8.8. Samantha Gilbert (SG)
• Please refer to the status report that went out with the agenda pack.

8.9. Kus Pandey (KP)
• Nothing to report

8.10. OMG Chairs’ report – DR
• An overview on the policy work was provided to the group and was well received. A discussion on E-waste was held and a request made to escalate the groups view that a University wide policy and procedure is required, an email from the recycling manager was shared with me and passed on to the group as this is already inflight. It was raised that the LITSS meetings were not adding value at present and the chair recommended that these be invigorated in some way. A one pager describing this thinking and asking for community feedback will be written and circulated.

Next Meeting held:  
Peter Nikoletatos (Chair)  
Friday 17 August 11:30am – 1:30pm  
South Oval Meeting Room