MINUTES

MEETING  Operational Management Group Meeting
VENUE  Jean Martin Room, Beryl Rawson Building
DATE/TIME  Wednesday 13 June 2012 / 9.30–11.00am
CHAIR  Dave Richardson and Maggie Shapley
ATTENDING  David Richardson (Chair), Maggie Shapley (Chair), James Ashton (CECS), Geoffrey Barlow (ICT Facilities), Sean Batt (CAP), James Blanden (Enterprise Systems), Helena Chan (CASS), Andrew Churches (CBE), Darren Coleman (Networks & Communications), Belinda Day (DoI HR), Dominy Evans (AD Enterprise Systems), David Howse (IT Security), Bernard Lineham (CMBE & CPMS), George Lovrincevic (Systems & Desktop Support: MOE), Paul McNamara (AD Scholarly Info Res Mgmt), Robert Snape (Systems & Desktop Support: Servers), Adele Tyson (Procurement & Contracts), Patrick Byrnes (DoI Outreach)

STANDING INVITEES  Peter Nikoletatos (DIS/CIO), Kus Pandey (A/g EO, DIS/CIO)

APOLOGIES  Judy Apps (DoI Space Services), Hayley Calderwood (DoI Outreach), Kathy Collier (AD Scholarly Info Res Mgmt), Phil Drury (CoL), Anita Fitch (DoI Finance), Cathie Gough (DoI Outreach)

MINUTES  Sally Haysom (DoI Outreach)

Part 1. Action Register

ITEM 1.  Apologies – as noted above

ITEM 2.  Accept previous minutes – Minutes accepted with no changes

ITEM 3.  Actions from previous meetings:

<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>13/06/2012</td>
<td>Report to be sent to OMG members 1-2 days prior to the next meeting to review and allow discussion at the meeting.</td>
<td>Outreach</td>
<td>On-going</td>
<td>On-going</td>
</tr>
<tr>
<td>2.</td>
<td>13/06/2012</td>
<td>ALL to report against provided metrics for inclusion in the OMG report by Friday 22 June for next OMG Meeting.</td>
<td>ALL</td>
<td>On-going</td>
<td>On-going</td>
</tr>
</tbody>
</table>

Part 2. New Business

ITEM 4.  Update from Peter Nikoletatos (DIS/CIO)

- Peter Nikoletatos (PN) thanked attendees and noted the importance of the Operational Management Group (OMG).
- PN announced the Division of Information (Dol) Administration Review has been brought forward to 16 July. Administration Review will provide written, evidence based information that will validate feedback and provide clear, tangible outcomes, enabling Dol to form and deliver an appropriate implementation plan.
- The Dol 2012 Operations Plan is available on the IS Website information.anu.edu.au/plans_objectives/ PN recommends the OMG be across the Plan as he sees them playing a big role in the Operational Plan moving forward.
• ANU Service Desk—PN meeting with 3–4 College Deans to discuss questions and concerns. Vice Chancellor has provided positive feedback. Cross-unit cooperation a key to the success of the new ANU Service Desk.
• The second of the ANU Staff Email evaluations is currently underway and will be finalised and reviewed end of June. PN keen to move University to single email platform.

ITEM 5. Staff Survey – Kus Pandey
• Kus Pandey (KP) provided copy of the ANU Staff Survey: Dol Actions briefing paper and outlined that the Library Staff Consultative Committee (LSCC) and CIO Staff Committee had accepted it. Members of the OMG are encouraged to provide feedback on the Staff Survey and briefing paper.

ITEM 6. IS Student App Contest – Patrick Byrnes
• Patrick Byrnes (PB) presented the Information Services (IS) student app contest to members of the OMG. The OMG provided feedback and suggestions.

ITEM 7. Dol Staff Quarterly Update
• Informational update to OMG members only. Next Quarterly Update will be held Wednesday 4 July, 1-2.30pm, Manning Clarke Theatre 3.

ITEM 8. OMG Report
• The OMG discussed the need for Executive Team (ET) feedback to ensure the information they require is included in the report. Dave Richardson reminded members the OMG report is produced for the OMG and not ET. The report provides an understating of what is happening in IT across the University, including issues and pain points, which can then be used as drivers for the OMG to have a discussion and ensure IT issues are fixed.

Part 3. Other Business

ITEM 9. Other business discussed
• CBE: Mail server issues
• SDS Servers: MS Office 365 pilot underway
• SDS MOE: Developed SOE testing in July
• Finance: ESP Financial system being upgraded. System down 17-24 July
• University Archives: Four FOI cases so far.
• CMBE & CPMS: Discussion is other business, not OMG report roundtable, new IT manager in School of Biology, all OMG content available online.
• CASS: Wireless project in Roland Wilson building, IT strategic plan in development to align with Dol strategic plan and ANU by 2020.

Meeting closed 11am

Next Meeting held:
David Richardson (Chair)
Wednesday 27 June 2012
Moot Court, College of Law
9:30am – 10:30am