MINUTES

MEETING Operational Management Group Meeting
VENUE Moot Court, College of Law
DATE/TIME Wednesday 27 June 2012 / 9.30–10:30am
CHAIR Dave Richardson

ATTENDING Belinda Day (DoI HR), Anita Fitch (DoI Finance), Kathy Collier (AD Scholarly Info Res Mgmt), David Howse (IT Security), George Lovrincevic (Systems & Desktop Support: MOE), James Blanden (Enterprise Systems), Darren Coleman (Networks & Communications), Geoffrey Barlow (ICT Facilities), Robert Snape (Systems & Desktop Support: Servers), Adele Tyson (Procurement & Contracts), James Ashton (CECS), Sean Batt (CAP), Helena Chan (CASS), Andrew Churches (CBE), Phil Drury (CoL), Bernard Lineham (GMBE & CPMS), Jo Bryant (BCP Project Officer), Patrick Byrnes (DoI Outreach),

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

APOLOGIES Maggie Shapley (Chair), Cathie Gough (DoI Outreach), Paul McNamara (AD Scholarly Info Res Mgmt), Murray Napier (DoI Space Services), Dominy Evans (AD Enterprise Systems), Hayley Calderwood (DoI Outreach)

MINUTES

Part 1. Action Register

ITEM 1. Apologies – as noted above

ITEM 2. Accept previous minutes – Minutes accepted with minor 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>27/06/2012</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>Ongoing</td>
<td>Ongoing</td>
</tr>
<tr>
<td>2.</td>
<td>27/06/2012</td>
<td>ALL to report against provided metrics for inclusion in the OMG report by Monday 9 July for next OMG Meeting.</td>
<td>ALL</td>
<td>Ongoing</td>
<td>Ongoing</td>
</tr>
<tr>
<td>3.</td>
<td>27/06/2012</td>
<td>Each area to test and document their disaster recovery for 2012. Send JB copy of DR plan &amp; test results for records purposes.</td>
<td>ALL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>27/06/2012</td>
<td>Complete DR call trees with key staff contact details.</td>
<td>ALL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>27/06/2012</td>
<td>Develop DR plans that have not yet been prepared.</td>
<td>ALL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>27/06/2012</td>
<td>JB to send the audit calendar to OMG members. Areas can request to amend their date if need be, to better suit operational requirements.</td>
<td>JB</td>
<td>Complete</td>
<td>4/7/2012</td>
</tr>
<tr>
<td>7.</td>
<td>27/06/2012</td>
<td>GL to organise a meeting between helpdesk staff in Do, Outreach and the College IT Managers to discuss standardisation of questions, survey parameters</td>
<td>GL</td>
<td>Complete</td>
<td>4/7/2012</td>
</tr>
</tbody>
</table>
Part 2. New Business

ITEM 4. Business Continuity (BC/BCP) & Disaster Recovery (DR) – OMG roles and responsibilities

- Jo Bryant (JB) provided update following a recent Incident Management Team (IMT) meeting and arising action items allocated to OMG.
- JB highlighted the two recent incidents, loss of power at Hume and flooding in Hancock Library. It was explained to staff that these two incidents were treated as Business as Usual (BAU). In future, incidents treated in a BAU manner should be reported via the post incident report (PIR) template to the OMG for review and discussion. Incidents not treated in a BAU manner should be escalated to the IMT and Executive Team for review.
- Staff should be aware of an emergency incident and/or ‘creeping incident’, which is one that begins small and grows to become a bigger problem.
- A Post incident report template has been developed & is available on the Intranet.
- There will be a BC/DR (Business Continuity/Disaster Recovery) audit commencing shortly. The calendar for BC annual testing shows areas when they are due.

Action: Each area to test and document their disaster recovery for 2012. Send JB copy of DR plan & test results for records purposes.
Action: Complete DR call trees with key staff contact details.
Action: Develop DR plans that have not yet been prepared.
Action: JB to send the audit calendar to OMG members. Areas can request to amend their date if need be, to better suit operational requirements.

ITEM 5. May 2012 DoI Helpdesk Feedback survey

- George Lovrincevic (GL) highlighted the Helpdesk survey statistics that are collected on a monthly basis. This is to provide feedback from DoI’s clients. One of the issues is the difficulty in obtaining feedback and participation in the survey. It was suggested to allocate some funding towards other prizes for contributions. Staff mentioned the layout of the feedback provided by Outreach was impressive. Bernard Lineham (BL) requested his area (CMBE & CPMS) to be added to the survey list each month. This would provide feedback from both sides of the single helpdesk changeover.
- GL to organise a meeting between key DoI Helpdesk staff, Outreach and other College IT Managers to discuss.

Action: GL to organise a meeting between helpdesk staff in DoI, Outreach and the College IT Managers to discuss standisation of questions, survey parameters

ITEM 6. 2012 DoI Operational Plan discussion

- Kus Pandey (KP) suggested to discuss the Operational Plan each meeting and for staff to provide project updates.
  - UniDocs – There has been a new Project Manager appointed, Shane Geisler. Project is on track. Due for a draft release of the functional design for the Policies website as part of UniDocs. The project team is currently investigating hosting options. ANU may host initially.
  - HR system/Student 21 – not yet begun, listed for 2013
  - Kofax – Finance will be implemented in September.
  - Recharge – GL provided update to say that project is nearly complete. They are currently reviewing how to improve things.
  - ANU Wireless – David Richardson (DR) mentioned that there were a number of incidents earlier this year, mainly caused by a significant increase in demand than seen in previous years, following some remedial work, the service has now been stabilized. The infrastructure team have been reviewing current coverage to identify gaps such as Union Court and canteen. There will also be consultation with staff and students to identify other
areas. The over arching program of work will be discussed within the Exec team over the next few weeks.

- **Single ANU Email** – It was highlighted that Peter Nikoletatos, at a recent UISC (University Information Strategy Committee) meeting, expected to launch a migration to a single email platform by 2 July. It was clarified by David Richardson (DR) that the infrastructure for the Microsoft Office365 would be operational by 2 July, in preparation for the same test team who were involved with the Google trial to test, along with the DoI Exec team, who will also be moved across to help trial the platform. Once the test report has been produced it will be evaluated alongside the Google report to enable a recommendation to the OVC to be made in terms of a provider.

**ITEM 7. Publishing of OMG agenda/minutes discussion**

- Patrick Byrnes (PB) highlighted the request to create a webpage for the OMG on the Intranet. There is usually a description of the group, names and contact details and accompanying photos. The second part was the question of publishing agendas and minutes. The group decided to publish the agenda and minutes. The Operational Plan will be published as well.

**Action:** DR to write to OMG to outline the reporting frequency/items on the OMG report.

**ITEM 8. OMG Report**

- OMG report noted.

**Part 3. Other Business**

**ITEM 9. DoI Intranet**

- The DoI Intranet has been made available. The intranet is under review for improvements.

Meeting closed 10:30am

**Next Meeting held:**

Dominy Evans (Chair)

Wednesday 11 July 2012

Jean Martin Room, Beryl Rawson Building

9:30am – 11am