MINUTES
MEETING Operational Management Group Meeting
VENUE Moot Court, College of Law
DATE/TIME Wednesday 8 August 2012 / 9.30–11am
CHAIR Dave Richardson (Chair)

ATTENDING James Ashton (CECS), James Blanden (Enterprise Systems), Jo Bryant (ICT Purchasing), Andrew Churches (CBE), Belinda Day (DoI HR, Shane Geisler (Project Manager), Cathie Gough (DoI Outreach), David Howse (IT Security), Murray Napier (DoI Space Services), Paul McNamara (AD Scholarly Info Res Mgmt), Phil Drury (CoL), Dennis Vukoj (a/g for Bernard Lineham), Vivian Wei (a/g for Anita Fitch).

STANDING INVITEES Kus Pandey (EO, DIS/CIO)

APOLOGIES Geoffrey Barlow (ICT Facilities), Sean Batt (CAP), Hayley Calderwood (DoI Outreach), Helena Chan (CASS), Darren Coleman (Networks & Communications), Kathy Collier (AD Scholarly Info Res Mgmt), Dominy Evans (AD Enterprise Services), Anita Fitch (Dol Finance), Bernard Lineham (CMBE & CPMS), George Lovrincevic (Systems & Desktop Support: MOE), Delia Ritherdon (F&SD), Robert Snape (Systems & Desktop Support: Servers).

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>8/8/2012</td>
<td>David Richardson to write to Colleges/Service Divisions to discuss touch points and DR plans. Meeting to discuss DR plans to be scheduled.</td>
<td>ALL</td>
<td>In progress</td>
<td>End Sept 2012</td>
</tr>
<tr>
<td>2.</td>
<td>11/07/2012</td>
<td>DE and KP to raise the request with Exec to formally document a process for small projects that do not fall into a BAU or formal project category.</td>
<td>DE, KP</td>
<td>In progress</td>
<td>15 August</td>
</tr>
<tr>
<td>3.</td>
<td>11/07/2012</td>
<td>DE to obtain a brief on Kofax project from the project manager and circulate to OMG.</td>
<td>DE</td>
<td>In progress</td>
<td>25 July</td>
</tr>
<tr>
<td>4.</td>
<td>11/07/2012</td>
<td>OMG are to ensure the BAU for their area is properly documented and represented in the Operational Plan. Feedback and BAU to KP.</td>
<td>OMG</td>
<td>In progress</td>
<td>15 August 2012</td>
</tr>
<tr>
<td>5.</td>
<td>11/07/2012</td>
<td>KP to request more information from the Exec regarding the teams underlying IT portfolios in the wake of the recent restructure</td>
<td>KP</td>
<td>In progress</td>
<td>25 July</td>
</tr>
</tbody>
</table>
Part 2. Standing Items

ITEM 4. 2012 DoI Operational Plan project updates

- DoI HR completed ‘On-Boarding’ project. Belinda Day, DoI HR Manager, happy to share with Colleges and answer questions.

Action: OMG to please forward any Operational Plan project updates to Kus Pandey by 17 August.

ITEM 5. OMG Report

- Report noted.

ITEM 5.1 Correspondence – email from David Richardson

- Suggested report template circulated to the group by DR for discussion. DR emphasised the importance of the OMG as owners of BAU and IT across the University and said the report should reflect what the OMG expects, requires and wants. It was agreed that reported items should be measurable and allow the OMG to track trends.

Action: OMG to report metrics 5 business days from end of the month and present at the next OMG meeting.
Action: DR to filter his suggested report template to another level.

ITEM 6. OMG Report items for escalation to the DoI Executive Team (Exec)

- Nothing to escalate.

Part 3. Other Business

ITEM 7. Shane Geisler, Project Manager for the Service Desk, project update

- The project is currently in initiation stage and will consolidate the existing ICT service environments across the campus in to a singular service oriented body. The project will use the ServiceNow ITSM tool suite and is looking to go through the finalisation of function specification stage prior to implementation and initiation within the coming weeks.
- There will be two to three stages—the initial stage will be the deployment of the tool, which will then roll in to a function pilot of the tool for approximately 10-15 areas.
- Once the pilot is completed, issues have been bedded down, and formalised processes and procedures developed, the project will move in to a continuous improvement phase where additional services, as requested, will be offered across the campus.

ITEM 8. E-Waste/equipment disposal discussion

- OMG discussed draft ‘Sanitisation and Disposal of Media’ document circulated by David Howse (DH). OMG recognised the need to sanitise or destroy all non-public information before disposal, and a record of this action be provided. OMG discussed current contract inclusions.

Action: Jo Bryant to contact Up Co to discuss agreement.
Action: KP to discuss with George Lovrinovic.
Action: KP drafted procedure—DH to provide comment.

ITEM 9. Storage and Virtual Infrastructure

- Item not discussed.

Meeting closed 11am

Next Meeting held:
Dave Richardson (Chair)
Wednesday 22 August 2012
Moot Court, College Of Law
9:30am – 10.30am