# Minutes

**Meeting**  
Operational Management Group Meeting  

**Venue**  
Moot Court, College of Law  

**Date/Time**  
Wednesday 22 August 2012 / 9.30–10.30am  

**Chair**  
Dominy Evans (Chair)  

**Attending**  
Dominy Evans (Chair), David Richardson (AD Infrastructure), Cathie Gough (DoI Outreach), Belinda Day (DoI HR), Murray Napier (DoI Space Services), David Howse (IT Security), George Lovrincevic (Systems & Desktop Support: MOE), Robert Snape (Systems & Desktop Support: Servers), Geoffrey Barlow (ICT Facilities), Jo Bryant (ICT Purchasing), Phil Drury (CoL), James Ashton (CECS), Andrew Churches (CBE), Bernard Lineham (CMBE & CPMS), Delia Ritherdon (F&S, Facilities & Services), Steven Skavinski (a/g for Helena Chan, CASS)  

**Standing Invitees**  
Kus Pandey (EO, DIS/CIO)  

**Apologies**  
Sean Batt (CAP), Helena Chan (CASS), Kathy Collier (AD Scholarly Info Res Mgmt), Paul McNamara (AD Scholarly Info Res Mgmt), James Blanden (Enterprise Systems), Darren Coleman (Networks & Communications), Anita Fitch (DoI Finance)  

**Minutes**  
Hayley Calderwood (DoI Outreach)  

## Part 1. Action Register

### Item 1. Apologies – as noted above. Murray noted that he is now the Library representative for OMG.

### 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>
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<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>
<tr>
<td>6.</td>
<td>25/07/2012</td>
<td>DR to draft a one page document to refresh the purpose of LITSS meetings.</td>
<td>DR</td>
<td>In progress</td>
<td>September</td>
</tr>
<tr>
<td>7.</td>
<td>8/8/2012</td>
<td>DR to work with his original suggested reporting items and discuss with individual members in terms of what should be reported in each section and what can be achieved</td>
<td>DR</td>
<td>In progress</td>
<td>31 Oct 2012</td>
</tr>
</tbody>
</table>
now and what needs to be done to gain greater granularity in the future.

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<tbody>
<tr>
<td>8.</td>
<td>8/8/2012</td>
<td>Jo Bryant (JB) to contact UPCO (University Procurement &amp; Contracts Office) to discuss agreement.</td>
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<td></td>
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<td>JB Completed September</td>
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<td>9.</td>
<td>22/8/2012</td>
<td>OMG to please forward any Operational Plan project updates to Kus Pandey by 31 August.</td>
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<td></td>
<td></td>
<td>ALL In progress 31 August</td>
</tr>
<tr>
<td>10.</td>
<td>22/8/2012</td>
<td>ALL to send feedback to CG for Service Catalogue.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ALL In progress 31 August</td>
</tr>
<tr>
<td>11.</td>
<td>22/8/2012</td>
<td>HC to pass onto Aine Dowling to circulate feedback regarding policies from staff.</td>
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<td></td>
<td></td>
<td>HC In progress 31 August</td>
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<td>12.</td>
<td>22/8/2012</td>
<td>DR to circulate SGI report to OMG members by September.</td>
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<td>DR In progress September</td>
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<tr>
<td>13.</td>
<td>22/8/2012</td>
<td>Delia Ritherdon (DR F&amp;S) to contact David Wilson as to update/more information on the E-Waste strategy.</td>
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<td></td>
<td>DR F&amp;S In progress 5 Sept</td>
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Part 2. Standing Items

ITEM 4. 2012 DoI Operational Plan project updates

- David Richardson (DR) provided an update to the single email platform. There will be an email sent to all staff, students, and alumni, very soon.

**Action:** OMG to please forward any Operational Plan project updates to Kus Pandey by 31 August.

ITEM 5. OMG Report

- OMG report noted.

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

- OMG will raise the question with Exec Team, as to who will assume the role of BCP/DR (Business Continuity/Disaster Recovery).

Part 3. Other Business

ITEM 7. Service Catalogue – Cathie Gough, Outreach

- Cathie Gough (CG) presented a draft of the Service Catalogue. DoI Outreach held focus groups to gain input and feedback from students and staff on the preferred layout and terminology of the website. OMG members are encouraged to review the Service Catalogue and please send feedback to CG.
- James Ashton provided feedback to say that VPN is currently found under IT Security, rather than Networks. Bernard Lineham raised that the Service Catalogue is better represented than currently exists on the website. Staff discussed the need to circulate the Service Catalogue to other IT staff around the Colleges. CG outlined the purpose for the layout of the Service Catalogue is to ensure people can get the information they need within three clicks.

**Action:** ALL to send feedback to CG for Service Catalogue.

ITEM 8. ICT Security Policy/Procedure

- This item was struck from the agenda. However staff suggested, after providing feedback to Æine Dowling, for the collected feedback to be circulated to OMG to prevent doubling up. HC to follow up.

**Action:** HC to pass onto Æine Dowling to circulate feedback regarding policies from staff.
ITEM 9. Space Services Review update – Murray Napier
- Murray Napier provided update to the Spaces Services review. A change management process, lead by Karen Hill (Change Manager) on behalf of the OVC has commenced. Consultation with staff and clients commenced in early July with a view to have a draft recommendations report completed by 31 August for consideration by stake holders.

ITEM 10. Wireless – David Richardson
- David Richardson (DR) provided update as to the wireless project. The wireless remedial issue arose earlier in the year but has been fixed. The team are looking to maintain and identify improved access points. There is full support behind this project from upper level management. If staff are aware of building or areas that would greatly benefit from additional coverage. Wireless will be recognised as a formal project by the end of September, as the project governance is currently underway.

ITEM 11. Storage and Virtual Infrastructure
- Phil Drury raised the question of timing and importance of data storage. DR reported the compute platform will become a formal project, storage as yet was unclear what would occur going forward but it would be ensured that the OMG were kept up to date on events and the SGI health check detailed report would be circulated once reviewed.

Action: DR to circulate SGI report to OMG members by September.

ITEM 12. Change Management Report
- Christine Keogh will now provide a change management report fortnightly as part of the OMG report.

ITEM 13. DoI Admin Review Feedback
- Kus Pandey (KP) requested OMG feedback to the Admin review report. Some comments were that it was a frank and fair appraisal, and staff were interested to see the governance framework. HR and Finance divisions will produce a model for DoI to follow to implement the recommendations.

ITEM 14. Other items for noting
- Bernard Lineham raised a request from the College heads to see about DLD (Digital Lecture Delivery) improvements to include automated text transcripts and keywords searching in video recordings. Dominy Evans highlighted questions can be brought to OMG, to feed up to the TILT (Technology in Learning and Teaching) Committee for broad direction and pass on questions to the Wattle team in CHLET (Centre for Higher Education, Learning and Teaching).
- Staff questioned the timeline of ICT purchasing software and equipment. Jo Bryant (JB) clarified there are discussions on the topic of laptops currently underway, and there may be an update formally documented in the next fortnight.
- OMG welcomed Delia Ritherdon of F&S (Facilities & Services).
- JB questioned the E-Waste item. Staff clarified that it has now been merged into the discussion surrounding ICT Security Policy/Procedure. The issue is both the disposal of information stored on the old equipment, then the disposal of the physical equipment. David Wilson from F&S hopes to have a formal process in place in early 2013. Delia Ritherdon will enquire as to a further update, in the event something can be put in place for late 2012.

Action: Delia Ritherdon (DR F&S) to contact David Wilson as to an update/more information on the E-Waste strategy.

Meeting closed 10:45am

Next Meeting held:
David Richardson (Chair)
Wednesday 5 September 2012
Moot Court, College Of Law
9:30am – 11am