MEETING  
Operational Management Group Meeting

VENUE  
Moot Court, College of Law

DATE/TIME  
Wednesday 5 September 2012 / 9.30–11am

CHAIR  
Dominy Evans (Chair)

ATTENDING  
Dominy Evans (Chair), 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), Sean Batt (CAP), James Blanden (Enterprise Systems), Vanessa Quigley (DoI Finance)

STANDING INVITEES  
Kus Pandey (EO, DIS/CIO)

APOLOGIES  
David Richardson (AD Infrastructure), Darren Coleman (Networks & Communications), Helena Chan (CASS)

MINUTES  
Hayley Calderwood (DoI Outreach)

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>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>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>Extended to September</td>
</tr>
<tr>
<td>3.</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>September</td>
</tr>
<tr>
<td>4.</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>5.</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 now and what needs to be done to gain greater granularity in the future.</td>
<td>DR</td>
<td>In progress</td>
<td>31 Oct 2012</td>
</tr>
<tr>
<td>6.</td>
<td>22/8/2012</td>
<td>DR to circulate SGI report to OMG members by September.</td>
<td>DR</td>
<td>In progress</td>
<td>September</td>
</tr>
<tr>
<td>7.</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>
<td>DR F&amp;S</td>
<td>In progress</td>
<td>5 Sept</td>
</tr>
<tr>
<td></td>
<td>Date</td>
<td>Details</td>
<td>Responsible</td>
<td>Status</td>
<td>Due Date</td>
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<tr>
<td>8.</td>
<td>5/9/2012</td>
<td>Details on ANU Identity Manager project status/planning to be presented by DR and discussed at next OMG meeting on 19 September.</td>
<td>DR</td>
<td>In progress</td>
<td>19 Sept</td>
</tr>
<tr>
<td>9.</td>
<td>5/9/2012</td>
<td>DE, along with Anne Kealley, will update Christine Keogh on the discussion to begin facilitating the Colleges and non DoI areas, to avail themselves of change management procedures and processes.</td>
<td>DE, AK</td>
<td>In progress</td>
<td>October</td>
</tr>
<tr>
<td>10.</td>
<td>5/9/2012</td>
<td>OMG have requested a briefing/discussion paper with more detail, possibly include what is being proposed for the leasing model for laptops/desktops and the consultation process involved. KP to follow up.</td>
<td>KP</td>
<td>In progress</td>
<td>October</td>
</tr>
<tr>
<td>11.</td>
<td>5/9/2012</td>
<td>David Howse (DH) to circulate the top 35 strategies from DSD to OMG.</td>
<td>DH</td>
<td>In progress</td>
<td>19 Sept</td>
</tr>
<tr>
<td>12.</td>
<td>5/9/2012</td>
<td>DH to formulate a ToR for the IT Security CoP.</td>
<td>DH</td>
<td>In progress</td>
<td>September</td>
</tr>
<tr>
<td>13.</td>
<td>5/9/2012</td>
<td>DE to raise questions regarding DLD system at next CHELT meeting and report back to OMG.</td>
<td>DE</td>
<td>In progress</td>
<td>September</td>
</tr>
<tr>
<td>14.</td>
<td>5/9/2012</td>
<td>At the next OMG meeting, BL will provide an update to a meeting with the Project Office occurring Wednesday 5 September regarding an IT asset and environment management tool.</td>
<td>BL</td>
<td>In progress</td>
<td>19 Sept</td>
</tr>
<tr>
<td>15.</td>
<td>5/9/2012</td>
<td>OMG members are to contact Belinda Day and nominate one staff member before the next meeting on 19 September, to contribute to the formal document for on-call arrangements.</td>
<td>ALL</td>
<td>In progress</td>
<td>19 Sept</td>
</tr>
</tbody>
</table>

**Part 2. Standing Items**

**ITEM 4. 2012 DoI Operational Plan project updates**
- OMG have requested to see the ‘tracked changes’ version of the Operational Plan on the website updated monthly. The latest version has been uploaded to the intranet.

**ITEM 5. OMG Report**
- OMG report noted.

**ITEM 6. OMG Report items for escalation to the DoI Executive Team (Exec)**
- Forthwith this item will be moved to the bottom of the agenda.

**Part 3. Other Business**

**ITEM 7. ANU Identity Manager – Bernard Lineham**
- Bernard Lineham (BL) provided update that the staff have moved to a single domain that is UDS. Reported issues and limitations whilst using the ANU Identity Manager. BL questioned the University strategy for Identity Manager, what technologies are being examined, what is the process for designing and implementing. BL highlighted a possible needs analysis and how it would fit into other systems. Dominy Evans (DE) clarified that David Richardson would be the best person to speak to for more information. Kus Pandey (KP) clarified that it will now be added to the catalogue of work as an urgent priority for the University. David Richardson will present the available details to be discussed at the next OMG meeting on 19 September.
Action: Details on ANU Identity Manager initiatives/plans to be presented by DR and discussed at next OMG meeting on 19 September.

ITEM 8. First Change Management report
- First Change Management report noted. OMG raised concerns that change management process come to a halt when Christine Keogh is away. An example of which, are the PIR’s (posting and reviews). David Howse from IT Security will arrange for processing of any concerns on behalf of Christine Keogh in the event she is away. Frequency may not be as regular, but will be managed in her absence. George Lovrinievic requested more details in the description for major changes. OMG suggested for Christine to begin to engage with the Colleges in change management processes to prevent duplication in those areas. DE, along with Anne Kealley, will update Christine Keogh on the discussion to begin facilitating the Colleges to use the procedures and processes.

Action: DE, along with Anne Kealley, will update Christine Keogh on the discussion to begin facilitating the Colleges and non DoI areas, to use the change management procedures and processes.

ITEM 9. ICT Purchasing software/UPCO update
- Jo Bryant provided update that Peter Nikoletatos, Director IS and CIO, will be looking at a leasing model for laptops/desktops in early 2013. If staff have any concerns, you can contact the CIO on director.is@anu.edu.au. OMG questioned a cost analysis of leasing vs. purchasing and the possibility of a discussion/briefing paper or more detailed information in general.

Action: OMG have requested a briefing/discussion paper with more detail, possibly include what is being proposed for the leasing model for laptops/desktops and the consultation process involved.

ITEM 10. DSD "top 35 Strategies to Mitigate Targeted Cyber Intrusions", and more specifically patching — David Howse
- David Howse (DH) highlighted the DSD (Defence Signals Directory) top 35 Strategies that is published every few years. DSD highlighted that the top 4 strategies could have prevented 85% of the intrusions in the government sector. The CIO requested for IT Security to examine the strategies from DoI's perspective and how we could use them in our governance framework. OMG discussed the top 2 strategies for patching operating systems and patching applications. IT Security will continue to circulate the list as OMG found it to be useful. OMG discussed a possible CoP (Community of Practice) on the topic led by IT Security, to share knowledge and information. DH to formulate a ToR (Terms of Reference) for the CoP.

Action: David Howse to circulate the top 35 strategies from DSD to OMG.
Action: David Howse to formulate a ToR for the IT Security CoP.

ITEM 11. DLD
- BL raised the need for text transfer in the DLD system and metadata searches. Questioned the process of updating the system to cater for these things. DE highlighted the business owner for the system is responsible to evaluate the requirements. CHELT (Centre for Higher Education in Learning and Teaching) and TILT (Technology in Learning and Teaching) are the groups where these issues can be raised. DE will raise it at a CHELT meeting and report back.

Action: DE to raise questions regarding DLD system at next CHELT meeting and report back to OMG.

ITEM 12. Other items for noting
- OMG welcomed Vanessa Quigley from DoI Finance.
- OHS – Belinda Day (BD) highlighted a session on strategies to combat fatigue at a desk, run for DoI staff and the session was recorded. If staff would like a copy, please contact Belinda Day.
- On-Call arrangements - BD highlighted a paper recently requested by the Executive Team on the subject of on-call allowances and what systems require after hours monitoring. BD has requested staff nominate to be part of the working party to contribute information on the enterprise systems and how many on-call staff are needed and for how long etc. The College community would benefit from contributing information. OMG members are to contact Belinda Day and nominate one staff member to contribute to the formal document for on-call arrangements.
- Compliance Manager - Kus Pandey (KP) requested feedback on Compliance Manager from OMG members. OMG reported that Compliance Manager is not a useful tool. Multiple areas in the
Colleges reported the need for consultants to train staff on the software, with no useful results. KP clarified that the question came from an initial procedure on e-waste, which has highlighted some further problems as to tracking assets less that $5000. BL highlighted an upcoming project to examine an IT asset and environment management tool and has been liaising with Samantha Gilbert of the Project Office as to the appropriate process to manage the project. At the next OMG meeting, BL will provide an update to a meeting with the Project Office occurring Wednesday 5 September.

**Action:** At the next OMG meeting, BL will provide an update to a meeting with the Project Office occurring Wednesday 5 September regarding an IT asset and environment management tool. **Action:** OMG members are to contact Belinda Day and nominate one staff member before the next meeting on 19 September, to contribute to the formal document for on-call arrangements.

Meeting closed 11am

**Next Meeting held:**
David Richardson (Chair)
Wednesday 19 September 2012
Moot Court, College Of Law
9:30am – 10:30am