# Minutes

**MEETING**: Operational Management Group Meeting  
**VENUE**: Moot Court, College of Law  
**DATE/TIME**: Wednesday 19 September 2012 / 9.30–11am  
**CHAIR**: David Richardson (Chair)  

**ATTENDING**:  
- David Richardson (AD Infrastructure Services)  
- Cathie Gough (DoI Outreach)  
- Belinda Day (DoI HR)  
- Murray Napier (DoI Space Services)  
- David Howse (IT Security)  
- Robert Snape (Systems & Desktop Support: Servers)  
- Darren Coleman (Networks & Communications)  
- Jo Bryant (ICT Purchasing)  
- Phil Drury (CoL)  
- Andrew Churches (CBE)  
- Bernard Lineham (CMBE & CPMS)  
- Delia Ritherdon (F&S, Facilities & Services)  
- Sean Batt (CAP)  
- George Lovrinovic (CASS)  
- James Blanden (Enterprise Systems)  
- Peter Nikoletatos (Director IS & CIO)  
- Allan Williams, Anne Kealley (AD Service Delivery & Engagement)  
- Samantha Gilbert (Project Office)  

**STANDING INVITEES**: Kus Pandey (EO, DIS/CIO)  

**APOLOGIES**:  
- Geoffrey Barlow (ICT Facilities)  
- Dominy Evans (AD Enterprise Services)  
- Christine Keogh (A/g Service Delivery & Engagement)  
- Vanessa Quigley (DoI Finance)  
- James Ashton (CECS)  

**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>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>3.</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>4.</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>5.</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>6.</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>
</tbody>
</table>
7. 5/9/2012  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.  
AK, CK  In progress  October

8. 5/9/2012  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.  
KP  In progress  October

9. 5/9/2012  David Howse (DH) to circulate the top 35 strategies from DSD to OMG.  
DH  In progress  19 Sept

10. 5/9/2012  DH to formulate a ToR for the IT Security CoP.  
DH  In progress  September

11. 5/9/2012  DE to raise questions regarding DLD system at next CHELT meeting and report back to OMG.  
DE  In progress  September

12. 5/9/2012  OMG members are to contact Belinda Day and nominate one staff member before the next meeting on 3 October, to contribute to the formal document for on-call arrangements.  
ALL  In progress  28 Sept

13. 19/9/2012  AK and team to review possible tools to use for a shared repository of templates, information.  
AK and team  In progress  Oct/Nov

14. 19/9/2012  OMG to propose members of the working party to Kus Pandey (KP) by Friday 21st September.  
ALL  In progress  21 Sept

Part 2. Standing Items

ITEM 4. 2012 DoI Operational Plan project updates
- OMG noted the latest draft of the plan. This item will be removed from the agenda.

ITEM 5. OMG Report
- OMG report noted.

ITEM 6. Change Management report
- Change Management report noted. OMG noted more detail would be good but otherwise satisfied with the report.

Part 3. Other Business

ITEM 7. ICT purchasing software/UPCO update – Peter Nikoletatos
- Peter Nikoletatos (PN) provided an update to the ICT purchasing/leasing model. PN noted the pro’s and cons of each option. It is still being reviewed but looking at Q1 in 2013 to go forward. PN discussed the possibility of a pool of new equipment to provide a quicker turnout of hardware. OMG questioned how the choice of a model will affect BYOD (Bring Your Own Device). PN clarified that it won’t affect either option, as BYOD will occur naturally. If any staff members have questions, you can send them through to director.is@anu.edu.au.

ITEM 8. ANU Identity Manager brief
- David Richardson (DMR) gave an update on the intended Identity Management project. A project brief is in first draft and is awaiting review, this will then be discussed with PN to gain support and sign off to proceed. Once this has been obtained further information will be distributed to the group.
ITEM 9. Standard Operating Procedures (SOP) — George Lovrincevic

- George Lovrincevic (GL) questioned whether other areas had existing standard operating procedures (SOP's) and if they did whether they thought sharing these thought useful. OMG discussed a set of standard procedures, clearly documented, to cover when staff are away sick or on leave. Staff discussed the possibility of designing or using existing templates and uploading them to Alliance. Anne Kealley (AK) and team will review possible tools for a shared repository of templates and information to assist the Service Desk and other IT staff throughout the University.

  - 9.1 Special Interest Groups (SIG)/Technical Interest Groups (TIG)/Community of Practice (CoP)
    - OMG The OMG was advised that a working party was to be created to discuss what form the LITSS should take going forward. The idea of multiple special interest groups and communities of practice were discussed. The OMG were asked to propose members of the working party to Kus Pandey (KP) by Friday 21st September.

Action: AK and team to review possible tools to use for a shared repository of templates, information.
Action: OMG to propose members of the working party to Kus Pandey (KP) by Friday 21st September.

ITEM 10. OMG Report items for escalation to the DoI Executive Team (Exec)

- No items required for escalation at this time.

ITEM 11. Other items for noting

- David Wilson (DW) from F&S (Facilities & Services) provided update to the current setup of removing e-waste from campus. This arrangement is not ideal as it is expensive and not an effective solution. DW will be looking to gain input from OMG members when commencing negotiating contracts for e-waste. The contact for computer recycling is waste@anu.edu.edu.
- Bernard Lineham (BL) provided update from a meeting with the Project Office to discuss IT assets. Projects have been pushed back a little to look at proper strategies for implementation.
- KP gave update from the focus groups that were held last week in response to the Admin Review. From the feedback received, OMG members are encouraged to filter the information from the meetings to their teams, by either passing down the minutes or agenda packs etc.

Meeting closed 10:50am

Next Meeting held:
David Richardson (Chair)
Wednesday 3 October 2012
Moot Court, College Of Law
9:30am – 11:00am