**MEETING**  
Operational Management Group Meeting

**VENUE**  
Moot Court, College of Law

**DATE/TIME**  
Wednesday 3 October 2012 / 9.30–11am

**CHAIR**  
David Richardson (Chair)

**ATTENDING**  
David Richardson (AD Infrastructure Services), Cathie Gough (Outreach), David Howse (IT Security), Robert Snape (Systems & Desktop Support: Servers), Darren Coleman (Networks & Communications), Christine Keogh (A/g Service Delivery & Engagement), Andrew Churches (CBE), James Ashton (CECS), Bernard Lineham (CMBE & CPMS), Sean Batt (CAP), George Lovrinovic (CASS), James Blanden (Enterprise Systems)

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

**APOLOGIES**  
Geoffrey Barlow (ICT Facilities), Dominy Evans (AD Enterprise Services), Murray Napier (Space Services), Vivian Wei (Finance), Delia Ritherdon (F&S, Facilities & Services), Phil Drury (CoL), Belinda Day (HR), Jo Bryant (ICT Purchasing)

**MINUTES**  
Hayley Calderwood (Outreach)

### Part 1. Regular Business

**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>ON HOLD - 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>ON HOLD</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>Mid Oct</td>
</tr>
<tr>
<td>3.</td>
<td>8/8/2012</td>
<td>DMR 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>DMR</td>
<td>In progress</td>
<td>31 Oct 2012</td>
</tr>
<tr>
<td>4.</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>5.</td>
<td>5/9/2012</td>
<td>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.</td>
<td>ALL</td>
<td>In progress</td>
<td>28 Sept</td>
</tr>
<tr>
<td>6.</td>
<td>3/10/2012</td>
<td>HC to forward OHS documents from Charles Fletcher to OMG members</td>
<td>HC</td>
<td>Completed</td>
<td>17 Oct</td>
</tr>
</tbody>
</table>
7. 3/10/2012 | CK to add College of Science IT Managers (list to be provided by BL) to Alliance site to share SOP (Standard Operating Procedures) templates and samples. | CK, BL | In progress | Mid Oct

8. 3/10/2012 | ALL to send comments on Change Management draft principles statement to Christine Keogh by 16 Oct. | ALL | In progress | 16 Oct

9. 3/10/2012 | DMR to raise Drupal with Executive Team, question of a possible University-wide web strategy for publishing. | DMR | In progress | 17 Oct

Part 2. Standing Items

ITEM 4. OMG Report
• OMG report noted.

ITEM 5. Change Management report
• Change Management report noted.

Part 3. Other Business

ITEM 6. Charles Fletcher – Injury Prevention Manager, OHS Branch
• Charles Fletcher (CF) presented two documents to OMG, containing information for supervisors, extracted from the OHS Act 2012. CF to forward documents to Hayley Calderwood (HC) to send to OMG members for info. The major issue across the University being reported is overuse. Areas such as College of Law, will be trialling different mice and keyboards for staff to test. Managers can decide for their area. OMG discussed ergonomic solutions. Darren Coleman (DC) questioned about OHS issues within residences. CF clarified to complete a risk assessment and let the client know it is too dangerous to complete the work in the environment unless it is fixed.
• CF highlighted a procedure regarding doctor appointments or physio being covered up to $1200. Requests need to be approved by Charles’ area.

Action: HC to forward OHS documents from Charles Fletcher to OMG members

ITEM 7. Drupal development at ANU discussion – Bernard Lineham
• Bernard Lineham (BL) raised the Drupal platform for CMS (Content Management System). BL questioned if the OMG wanted to coordinate efforts and raised the question of duplication of work if each area wanted to implement the Drupal platform. Highlighted the possibility of a University position. OMG suggested to raise the question with DoI Executive team.

ITEM 8. OMG Report items for escalation to the DoI Executive Team (Exec)
• DMR to raise the question of a possible University wide web strategy for publishing, and the single Drupal platform in particular with the Executive Team. The Marketing Office was suggested as the ownership area, given the web focus.

Action: DMR to raise Drupal with Executive Team, question of a possible University-wide web strategy for publishing.

ITEM 9. Other items for noting
• Christine Keogh (CK) provided update to the Change Management draft principles statement that was sent for comment, due by Friday 28 September. OMG requested an extension to provide comments. CK clarified that OMG can send through comments to her until 16 October.
• CK highlighted that an Alliance site has been created for SOP (Standard Operating Procedures) templates. All Exec and OMG have access to the site, anyone uploading documents, please add their area in the title. CK to add College of Science IT Managers to Alliance site for SOP templates and samples.
• David Howse (DH) has called for staff interested in joining the IT Security community of practice.
DH raised some suspicious emails that have been circulating, and highlighted the recent IT security activity in other universities. Any staff who receive suspicious emails, please forward to it.security@anu.edu.au

Kus Pandey (KP) highlighted the email that was circulated to OMG members regarding the changes to the LITSS group. Requested feedback from OMG members. College IT Managers and Associate Directors will review the current membership of the email group to refine back to an email distribution list for technical reports etc. In terms of a user community, it will change to a forum, with a detailed report for noting. Junior staff will be engaged, networking will be encouraged and information will be shared. The chair will an elected position. Any feedback, suggestions or ideas, please send through to KP.

KP highlighted a training session to replace the next OMG meeting on 17 October. The training will run from 9am – 1pm, with lunch and morning tea provided. This will be the first training session offered to OMG.

**Action:** CK to add College of Science IT Managers (list to be provided by BL) to Alliance site to share SOP (Standard Operating Procedures) templates and samples.

**Action:** ALL to send comments on Change Management draft principles statement to Christine Keogh by 16 Oct.

Meeting closed 11am

**Next Meeting held:**

Wednesday 17 October 2012

Moot Court, College Of Law

9am – 1pm