MINUTES
MEETING Operational Management Group Meeting
VENUE Moot Court, College of Law
DATE/TIME Wednesday 17 October 2012 / 9.30–11am
CHAIR David Richardson (Chair)
ATTENDING David Richardson (AD Infrastructure Services), Cathie Gough (Outreach), Belinda Day (HR), David Howse (IT Security), Darren Coleman (Networks & Communications), Jo Bryant (ICT Purchasing), Christine Keogh (A/g Service Delivery & Engagement), Nalini Nair (Business Analyst), Andrew Churches (CBE), James Ashton (CECS), Bernard Lineham (CMBE & CPMS), James Blanden (Enterprise Systems), Murray Napier (Space Services), Delia Ritherdon (F&S, Facilities & Services), Phil Drury (CoL)
STANDING INVITEES Kus Pandey (EO, DIS/CIO)
APOLOGIES Geoffrey Barlow (ICT Facilities), Dominy Evans (AD Enterprise Services), Sean Batt (CAP), Robert Snape (Systems & Desktop Support: Servers), George Lovrinovic (CASS)
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>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>November</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>End 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>Mid Nov</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>3/10/2012</td>
<td>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.</td>
<td>CK,BL</td>
<td>Complete</td>
<td>Mid Oct</td>
</tr>
<tr>
<td>6.</td>
<td>3/10/2012</td>
<td>ALL to send comments on Change Management draft principles statement to Christine Keogh by 16 Oct.</td>
<td>ALL</td>
<td>Complete</td>
<td>16 Oct</td>
</tr>
<tr>
<td>7.</td>
<td>17/10/12</td>
<td>DMR to circulate project paper for the Identity Management project paper.</td>
<td>DMR</td>
<td>In progress</td>
<td>October</td>
</tr>
</tbody>
</table>
Part 2. Standing Items

ITEM 4. OMG Report
- OMG report noted.

Part 3. Other Business

ITEM 5. IM (Incident Management) Strategies for Exec – Kus Pandey
- The Executive Team have requested areas to update their DR (Disaster Recovery) plans as a project will officially commence next year to continue the activity in the Business Continuity space that Jo Bryant was undertaking prior to her role change. The project will change slightly in the sense of scope and nature, but the updated DR strategies will greatly assist this process. Kus Pandey (KP) provided update that the Executive Team will absorb the activities previously provided by the Incident Management Team (IMT), so the project will focus on IM.
- OMG discussed the current plans being very outdated and not particularly relevant to IT, they were originally completed as part of the BCP refresh project. It was suggested to design a template for desired layout and consistent information to circulate to areas in Colleges and Service Divisions to feed information back to ITS for compilation.
- Dave Richardson (DMR) clarified that the project will compile elements of all three facets, including Business Continuity, Disaster Recovery and Incident Management.

Action: DMR to begin meeting with areas to discuss the upcoming project in the BCP space.

ITEM 6. ITS website – what next?
- David Richardson (DMR) the point of the website is geared towards end users (those physically using IT equipment, albeit a student or a staff member). Then there are the staff that require extra information, such as forms other information, procedures. Then there is the technical information levels for other staff members. The deadline for the new website was quite tight, so there is still work ongoing. The LITSS pages are still under review, as the information as listed is outdated, not entirely relevant or easy to read. The LITSS will be asked for feedback as to what information would be useful or needs to be removed etc.
- The downtime bar needs work so it is clearer on what systems are working/not working etc, as in the past it has been misleading.
- Some webpage addresses will be changed to come under IT Services, such as Netcomms.
- Cathie Gough (CG) raised that metadata is currently being entered so the Search will improve gradually as more data is input.

ITEM 7. New projects being formally commenced
- Planning will commence soon and briefing documents and scope will come out over the next few months. These have been formally signed off as projects in 2013.
  i. ANU Identity – This project is about the whole IT life of someone who accesses the ANU environment, whether they are a staff member or a student, or sometimes both.
  ii. ANU Cloud Commissioning – This project deals with compute and storage situation
  iii. ANU Infrastructure Consolidation – DMR raised Peter Nikoletatos’ quarterly update that referred to three hundred odd infrastructures around the campus. This project will look at how we, in ITS firstly, migrate to a consolidated stable, documented, easily supported infrastructure. The IT Forum will deal more closely with this project.

ITEM 8. Email addresses DoI – ITS
- Hayley Calderwood (HC) provided update to the migration of functional email addresses from DoI to ITS. There will be a few different categories, whereby some staff will have a new functional email
address created, while others will migrate over to a new address from an old one. Discussions are going to commence this week, with more in the future.

- David Howse (DH) raised that the IT Security team receive helpdesk jobs because their name has IT in the title, and people search for IT help in the address list. Areas can raise these individual concerns with HC when they meet.
- Phil Drury (PD) raised to change the name of DoI in the downtime notices that are circulated.

**ITEM 9. Items for escalation to the Executive Team (Exec)**

- No items at this time.

**ITEM 10. Other items for noting**

- James Blanden highlighted that online timesheets are going to be launched as of 29 October. It will be run through HORUS. Communication will come out through HR, but OMG members are asked to pass on the information to your team members.
- Bernard Lineham (BL) raised a question on behalf of some areas in Science, if the single email platform was compulsory. DMR clarified that the Vice-Chancellor was completely behind the move to a single email platform for ANU.

Meeting closed 10:41am

**Next Meeting held:**
OMG Training session
Wednesday 31 October 2012
Moot Court, College Of Law
9am – 1pm