**MINUTES**

**MEETING**  Operational Management Group Meeting

**VENUE**  Moot Court, College of Law

**DATE/TIME**  Wednesday 12 December 2012 / 9.30–11am

**CHAIR**  Kus Pandey, Executive Officer CIO (Chair)

**ATTENDING**  Kus Pandey (Chair), Cathie Gough (Outreach), Murray Napier (SIS), James Blanden (Enterprise Systems), Robert Snape (Systems & Desktop Support: Servers), Chris Textor (ICT Purchasing), Christine Keogh (a/g Service Delivery & Engagement), Belinda Day (ITS HR), Nalini Nair (Business Analyst), George Lovrinčević (CASS), Sean Batt (CAP), Bernard Lineham (CMBE & CPMS), Phil Drury (CoL), James Ashton (CECS), Pirra Elford (a/g for Andrew Churches, CBE), Ali Emirlioglu (a/g for David Howse, IT Security)

**APOLOGIES**  Geoffrey Barlow (ICT Facilities), David Howse (IT Security), Darren Coleman (Networks & Communications), Delia Ritherdon (F&S), Andrew Churches (CBE)

**MINUTES**  Hayley Calderwood (54378)

**Part 1. Regular Business**

**ITEM 1.**  **Apologies** – as noted above.

**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>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. Update: 14/11/12 – BD to send KP the current portfolio structures for publication on the internet. Update: 12/12/12 – BD updated that there are new department codes and new structure in 2013. Will be published soon.</td>
<td>BD</td>
<td>In progress</td>
<td>December</td>
</tr>
<tr>
<td>2.</td>
<td>17/10/12</td>
<td>DMR to circulate project paper for the Identity Management project. Update: 12/12/12 – David Richardson (DMR) will be the Project Manager for Identity Manager (IDM). Hoping to have project paper by early 2013.</td>
<td>DMR</td>
<td>In progress</td>
<td>October</td>
</tr>
<tr>
<td>3.</td>
<td>17/10/12</td>
<td>KP to report back on a timeline by mid Dec for Drupal and the ILM (Investment Logic Mapping). Update: 12/12/12 – Drupal is not on the scope for ITS in 2013. It has been recommended that Marketing take ownership of the Drupal platform.</td>
<td>KP</td>
<td>Closed</td>
<td>Mid Dec</td>
</tr>
<tr>
<td>4.</td>
<td>14/11/2012</td>
<td>KP to raise with Exec to request a governance process for the mid-lower levels of project process. Update: 12/12/12 – Samantha Gilbert (SG) will publish a governance process on the internet in early 2013. It will be circulated when finished.</td>
<td>KP</td>
<td>In progress</td>
<td>12 Dec</td>
</tr>
<tr>
<td>5.</td>
<td>12/12/12</td>
<td>Helena Chan and Rob Snape will circulate an issue register to OMG members for the Single Email platform project.</td>
<td>HC, RS</td>
<td>In progress</td>
<td>Jan 2013</td>
</tr>
</tbody>
</table>
Part 2. Standing Items

ITEM 4. Notice of other business items for discussion

ITEM 5. OMG Report
- OMG discussed that the OMG report will be a report tabled at the first meeting of the month. KP encouraged members to contribute ongoing project information as they develop, as well as general information pertaining to activities in the individual areas.


ITEM 7. Project Update – Single email platform – Helena Chan
- Helena Chan (HC) provided update to the Single email platform project. The project team are currently migrating staff in the Service Divisions. Facilities and Services are completed. Finance and Business Services is also complete. HR will hopefully be complete later this week. The alumni and current students will migrate between 17 December and 20 January 2013. New students will go straight up to Microsoft 365. OMG questioned the issue of staff coverage over the Christmas/New Year break. HC clarified the coverage will be fine as there have been two extra staff members provided for the project, along with the staff in Rob Snape’s (RS) area. HC and RS will circulate an issue register to IT Managers.

Action: HC and RS will circulate an issue register to OMG members for the Single Email platform project.

ITEM 8. Operational Plan – rolling review (KP) – noted

Part 3. Other Business

ITEM 9. ITS OMG ToR revision (KP)
- KP highlighted there will be an alternate chair for a meeting in April as it clashes with THETA in 2013.
- BL raised the question of an alternate chair in the long-term. KP clarified that it has been raised previously with Peter Nikoletatos and for the moment there has been no long-term alternative. In the future it may be raised again.

ITEM 10. 2013 OMG Meeting framework (KP) – noted

ITEM 11. Virtual desktop infrastructure (VDI) – Proof of Concept – Bernard Lineham (BL)
- Bernard Lineham (BL) highlighted a meeting regarding the VDI project. ‘Hotdesking’ was identified as on of the areas that required a proof of concept for the VDI project. This would normally come from the Service Desk Manager but updates will come from BL for now. A Proof of Concept will be undertaken in the next few months. It will focus on being able to provide a full VDI service for undergraduate students via VMware and BYOD for Executive staff. Anne Kealley will be meeting with DELL over the next few months. BL highlighted possibility of a Library fast track lane. There has been a scope and measures of success identified with DELL. BL will circulate information to OMG as it becomes available.
Sean Batt (SB) highlighted the interesting experience regarding VDI and VMware at Indiana University.

ITEM 12. ITS Housekeeping
- Allan Williams’ farewell details will be circulated to the group.
- Christmas shutdown coverage details noted.

ITEM 13. Items for escalation to the Executive Team (Exec)
- None at this time.

ITEM 14. Other items for noting
- Relating to Action item 2, OMG discussed the teams structures and it was suggested that the Colleges should also provide the structure of their IT teams.
- OMG discussed the question of software licensing and purchasing. OMG members questioned Mat-lab. KP to circulate details of Mat-lab to OMG. It was decided that Chris Textor (CT) from ICT Purchasing will circulate details of major acquisitions or any major changes on an ongoing basis.
- KP requested that OMG members send through their Insights training details to Hayley Calderwood.

Action: College IT Managers to provide an Organisational Chart (Org Chart) of their IT team structure by 30 Jan 2013.
Action: KP to circulate details of Mat-lab to OMG members.
Action: CT will circulate details of any major changes or acquisitions.
Action: ALL to send through Insights training details to Hayley Calderwood.

Meeting closed 11:03am

Next Meeting held:
Wednesday 30 January
McDonald Room, Menzies Library
9:30 – 11am