MINUTES
MEETING Operational Management Group Meeting
VENUE Moot Court, College of Law
DATE/TIME Wednesday 13 February 2013 / 9.30–11am
CHAIR Kus Pandey, Executive Officer CIO (Chair)
ATTENDING Kus Pandey (EO, CIO; Chair), David Howse (IT Security), Robert Snape (Systems & Desktop Support; Servers), Chris Textor (ICT Purchasing), Bernard Lineham (Service Manager), Delia Ritherdon (F&S), Belinda Day (ITS HR), Nalini Nair (Business Analysis), George Lovrinovic (CASS), James Molinari (CMBE & CPMS), James Ashton (CECS), Andrew Churches (CBE), Roy Meuronen (Technical Services), Darren Coleman (Networks & Communications), Christine Keogh (Change Process Manager), Alan Lew (a/g for Phil Drury, Col), Anne Kealley (AD Service Delivery & Engagement)

APOLOGIES Geoffrey Barlow (ICT Facilities), Cathie Gough (Outreach), Murray Napier (SIS), Phil Drury (CoL), James Blanden (Enterprise Systems), Sean Batt (CAP), Allison Magoffin (ITS Finance), David Hall (Contracts Manager)

MINUTES Hayley Calderwood (54378)

Part 1. Regular Business

ITEM 1. Welcome to new year/new staff – OMG welcomed Roy Meuronen (Technical Services).

ITEM 2. Apologies – as noted above.

ITEM 3. Accept previous minutes – Minutes accepted with minor changes.

ITEM 4. Notice of other business items for discussion

ITEM 5. 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>February</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. Update: 30/1/13 – Juliet Fisher will address the OMG at 13 March meeting.</td>
<td>DMR</td>
<td>Closed</td>
<td>February</td>
</tr>
<tr>
<td>3.</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>Closed</td>
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<tr>
<td></td>
<td>Date</td>
<td>Task Description</td>
<td>Responsible</td>
<td>Progress</td>
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<td>4.</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>13 Feb 2013</td>
</tr>
<tr>
<td>5.</td>
<td>12/12/12</td>
<td>College IT Managers to provide an Organisational Chart (Org Chart) of their IT team structure by 30 Jan 2013.</td>
<td>College IT Managers</td>
<td>Complete</td>
<td>13 Feb 2013</td>
</tr>
<tr>
<td>6.</td>
<td>12/12/12</td>
<td>ALL to send through Insights training details to Hayley Calderwood by next meeting 13 Feb</td>
<td>ALL</td>
<td>In progress</td>
<td>13 Feb</td>
</tr>
<tr>
<td>7.</td>
<td>30/1/13</td>
<td>KP to recirculate the OMG Terms of Reference (ToR) to members before next meeting 13 Feb</td>
<td>KP</td>
<td>In progress</td>
<td>13 March</td>
</tr>
<tr>
<td>8.</td>
<td>13/2/13</td>
<td>BD to investigate the data showing a casual staff member under David Howse’s team on the HR Report.</td>
<td>BD</td>
<td>In progress</td>
<td>13 March</td>
</tr>
<tr>
<td>9.</td>
<td>13/2/13</td>
<td>KP will follow up with Tim Macpherson as to the question of an extension with DELL for the laptop/desktop procurement.</td>
<td>KP</td>
<td>In progress</td>
<td>13 March</td>
</tr>
<tr>
<td>10.</td>
<td>13/2/13</td>
<td>JM will raise the CAB membership with the area managers from Colleges of Science.</td>
<td>JM</td>
<td>In progress</td>
<td>February</td>
</tr>
<tr>
<td>11.</td>
<td>13/2/13</td>
<td>Hayley Calderwood (HC) will contact each College IT Manager to retrieve a hyperlink for their org chart to publish onto ITS website.</td>
<td>HC</td>
<td>In progress</td>
<td>13 March</td>
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</tbody>
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Part 2. Standing Items

ITEM 6. OMG Report/HR Report

- Belinda Day (BD) presented the HR Report and accompanying documents. David Howse (DJH) raised that the information pertaining to his section of the report was incorrect, showing some data on a casual staff member that was non-existent. BD will chase up.
- BD to circulate the names of staff who haven’t completed the compulsory training.
- George Lovrincevic (GL) raised that Colleges can contribute HR data to the report. Andrew Churches highlighted that CBE receive a quarterly HR report and can forward that for inclusion.
- If any College HR Managers would like access to the extra information relating to State of Expectations (SoE) etc, they can contact Belinda Day.
- OMG decided that Colleges can contribute on a quarterly basis, ITS on a period basis.

Action: BD to investigate the data showing a casual staff member under David Howse’s team on the HR Report.

ITEM 7. Change Management Report

- Christine Keogh (CK) will share the feedback on the report that was circulated last week. It contained additional information on changes that have already been implemented. It can be included as part of the Change Management Report on a monthly basis. If anyone has any feedback on the frequency of this report, please let CK know.

ITEM 8. ICT Purchasing update – Chris Textor

- The license agreement for TurnItIn was originally Karl Nissen, however will now be organised by KP. The agreement should be signed by the end of this week. If there are any areas that require to be included on the license, please contact KP. We are currently negotiating for 35% of the undergraduate load.
- KP raised a question from James Ashton relating to the laptop/desktop procurement. Chris Textor (CT) clarified that DELL was the preferred supplier if the machine was to be UDS supported. KP clarified that information sourced from Tim Macpherson (UPCO), raised there had been an extension. KP will follow up with Tim Macpherson.
- Bernard Lineham (BL) raised that staff who would like to use Microsoft Office at home, can simply send a request to software@anu.edu.au and they will receive the code, enter an ANU domain email address, pay the money ($15) and download Office 2010. BL raised that they are currently updating the software webpages to reflect this information about some of the key software benefits that are
available to staff and students. This offer however, is only available to current staff of the University for 2 installations.

**Action:** KP will follow up with Tim Macpherson as to the question of an extension with DELL for the laptop/desktop procurement.

**ITEM 9. Operational Plan – rolling review (KP)**

- The current version is one dated 14 January. The Associate Directors’ (AD’s) are submitting up-to-date information to ensure it is as relevant as possible. The projects in particular should be recent information. KP will add in the timeline change for the Single Email project from March to June 2013. OMG members can provide feedback at any time.
- BD raised the item on the Operational Plan to update all SoE’s by March 2013. The documents that BD presented relate to this item to assist staff in completing SoE’s. On the new SoE form, there is a part on performance ratings, staff can see the document that will assist with that. The annual performance development process has been changed from June and July to March and September. The AD’s from both Library and ITS had requested a checklist to ensure they are covering all the areas correctly, the checklist is included. There have also been samples included, showing things that you could find in an SoE. Peter Nikoletatos is particularly interested in capturing information on the SoE to assist in training plans for ITS.
- The induction process has been updated to include this documentation to assist staff. If Colleges would like more information, ITS HR are happy to share the documentation.
- DJH raised the question if Position Descriptions (PD’s) that are under review, have been updated as yet to use for advertising new positions. BD raised that the PD’s have not been reviewed as yet as the process is still underway. BD raised the examination of the SFIA principles for IT, noting it would be discussed if it was a possible choice. DJH will recruit around March and wanted to raise that his SoE’s for the new staff members may be delayed by that process.
- GL questioned how the Operational Plan would fit into the Colleges. KP clarified that by examining the IT work plans, such as the one from CBE at the last meeting, ITS can work together and have an idea of the priorities of each of the Colleges.
- BL questioned if the idea of an IT Operational Plan across the University would convert from the ITS Operational Plan. KP clarified that given the governance structure across the University, it would be too difficult to centralise for IT across the campus. BL raised the importance of planning future activities as a whole University. KP highlighted in the UICT that ITS will have to complete a ‘heat map’ of projects in Colleges and Service Division to plan for staffing needs across the campus.

**Part 3. Other Business**

**ITEM 10. Anne Kealley – Service Delivery & Engagement portfolio structure**

- Anne Kealley (AK) presented a draft structure of the Service Delivery and Engagement portfolio. The portfolio will be confirmed shortly on the ITS website.

**ITEM 11. ITS CAB membership**

- CK highlighted the membership of the Change Advisory Board (CAB), and opened it up to non ITS members of the OMG to become members. There are 8 people currently and two non ITS representatives to bring a broader perspective from the major client bases. Phil Drury in College of Law, and Danielle Anderson from CHELT/Wattle manager. The Terms of Reference (ToR) states that the membership is for 2 years, with Phil Drury’s membership term finishing as of 2012. If any non ITS people would be interested in being involved, please contact CK via email. The membership will be decided following discussion with Peter Nikoletatos and Anne Kealley.
- GL raised there should be a representative from Science given that it is a large portfolio. James Molinari (JM) from CMBE/CPMS will raise it in his area.

**Action:** JM will raise the CAB with the area managers from Colleges of Science.

**ITEM 12. Items for escalation to the Executive Team (Exec)**

- None at this time.
ITEM 13. Other items for noting

• Kus Pandey highlighted that Murray Napier will be retiring and this meeting would have been his last with the OMG. Unfortunately Murray was not able to make the meeting, however the OMG thank him for his significant contribution and hard work for the OMG. Murray was an invaluable member of the ANU team. He will be missed and we wish him all the best.
• The new IT Manager for CMBE/CPMS will be announced soon.
• OMG expressed thanks to Chris Textor for his hard work and dedication to the OMG in the absence of the Contracts Manager, David Hall, who will now be attending the OMG in his place.
• Hayley Calderwood (HC) will contact each College IT Manager to retrieve a hyperlink for their org chart.
• KP raised the OMG training with Greg Crowther. OMG members expressed the value that can be found in the training and how it is useful to have a ‘refresher’ regularly. Some members found the training to be a little introductory, rather than at a higher level of skill, however, the methods of communicating were effective. KP highlighted that we need better communication to stakeholders at the beginning of projects and having verbal frameworks in meetings to keep things on track.
• Phil Drury is the acting College GM for College of Law until a new one is appointed. Alan Lew is acting for Phil in the interim.

Action: Hayley Calderwood (HC) will contact each College IT Manager to retrieve a hyperlink for their org chart.

Meeting closed 10:51am

Next Meeting held:
OMG Training – Personal Leadership: Who am I as a leader?
Wednesday 27 February
Jean Martin Room, Beryl Rawson Building 13
9am – 1pm