MINUTES
MEETING Information Technology Operational Management Group
VENUE Moot Court, College of Law
DATE/TIME Wednesday 27 March 2013 / 9.30–10:30am
CHAIR Kus Pandey, Executive Officer CIO (Chair)
ATTENDING Kus Pandey (EO, CIO; Chair), Cathie Gough (Outreach), David Howse (IT Security), James Blanden (Enterprise Systems), Robert Snape (Systems & Desktop Support: Servers), Nalini Nair (Business Analysis), George Lovriencevic (CASS), Rim El Kadi (CMBE & CPMS), James Molinari (CMBE & CPMS), James Ashton (CECS), Roy Meuronen (Technical Services), Darren Coleman (Networks & Communications), Judy Apps (TLCSS), Sean Batt (CAP), Allison Magoffin (ITS Finance), James Molinari (CMBE & CPMS), James Ashton (CECS), Roy Meuronen (Technical Services)
MINUTES Hayley Calderwood (51993)

Part 1. Regular Business

ITEM 1. Welcome to new year/new staff – OMG welcomed David Hall (ICT Contracts Manager).

ITEM 2. Apologies – as noted above.

ITEM 3. Accept previous minutes – Minutes accepted without changes.

ITEM 4. Notice of other business items for discussion – This item will be removed from the agenda, with the introduction of the new agenda item template, which has been uploaded to the OMG page on the ITS website. It can be found at the top right. [http://itservices.anu.edu.au/governance-and-structure/committees/operational-management-group/](http://itservices.anu.edu.au/governance-and-structure/committees/operational-management-group/)

ITEM 5. Follow up from last workshop

- Kus Pandey (KP) highlighted the changes OMG decided upon in the workshop on 27 February. The first meeting of the month will be an hour in duration; the second will be for 1.5 hours, due to the number of reports that will be discussed at the meeting. The OMG meetings will begin on time, and the estimated timings for each agenda item will be adhered to as closely as possible to ensure everything is covered.

ITEM 6. 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. Update: 27/3/2013 Org charts have been created on the ITS dev site, except for Enterprise Systems, and are awaiting approval to go live.</td>
<td>BD</td>
<td>Complete</td>
<td></td>
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Part 2. Standing Items

ITEM 7. Change Management Report

- Christine Keogh (CK) raised the possibility of sending the Change Management report on a monthly basis, in alignment with the HR and OMG reports.

ITEM 8. ICT Purchasing update – David Hall

- David Hall (DH) is the new ICT Contracts Manager and is based in 88T1. DH provided update regarding the TurnItIn anti-plagiarism software licence. ANU has moved to a partial site agreement this year. Some of the Colleges have commenced use. If any staff would like an area to be added, please contact DH. There have also been a few updated ‘business as usual’ (BAU) renewals and support agreements.
- George Lovrincevic (GL) questioned the existence of a contracts repository for viewing the current agreements. DH clarified that it is a work in progress, if any staff would like to discuss specific contracts, please contact DH.
- DH clarified the preferred suppliers for desktops and laptops are DELL and Apple. DH is compiling information on both contracts for the future. The DELL contract will be running until 2014, all information has been uploaded to the website.

Part 3. Other Business

ITEM 9. Request from Exec – use of distribution lists for staff absences

- KP raised the request from Exec to widely distribute staff absences where there is a gap in a service area, such as the absences experienced recently in the Purchasing team, and the Service Desk. OMG discussed the possibility of a shared diary, although the volume of people viewing it would make it counter-productive. Another suggestion was to CC the OMG for operational purposes. The group decided that the optimal procedure would be for each Team Lead to advise their Operations Manager if they consider that their team will not be able to provide their usual level of service due to staff absences. Each Ops Manager will then collate the information for their area, and forward this to their Associate Director who will advise the EA, CIO accordingly – she will then send an email to staff.its to advise any significant impacts on service for the whole of ITS. HC will draft a template to assist the information capture required for this activity.
- The list iti.staff@anu.edu.au will be decommissioned and OMG discussed the options for replacing the list. Suggestions were to use the LITSS list, and it was agreed to be appropriate.

Action: HC to draft a template for staff absences where a service is affected.

ITEM 10. 2013 IT Project Plans

- KP raised the multiple lists of key projects for 2013. The first being the Program of Works, endorsed by the VC at the UICT Committee. The second is a list called VC’s Key Projects, sourced from the Service Improvement Group. One issue is that the lists do not feature the same projects. The other is that there has not been much contact with ITS for the projects that are governed by other areas, such as Facilities and Services (F&S). KP requested those non-ITS staff on the OMG to email any updates to the projects that will affect ITS, or that ITS will be asked to become involved with.

ITEM 11. IT OMG Terms of Reference (ToR)

- The Terms of Reference (ToR) has been updated and circulated. The only further change to come is to add a note about the purpose of the ITS Executive presentations being kept on point.
ITEM 12. Items for escalation to the Executive Team (Exec)
• None at this time.

ITEM 13. Other items for noting
• The organisational charts (org charts) have been published on the ITS website, with the exception of Enterprise Systems, owing to the current change management activity in this portfolio. OMG discussed options for displaying the org charts to avoid downloading each time, such as tabs used on the project webages, or displaying them as images. CG to investigate and distribute the development (dev) site link to OMG by 10 April.
• OMG discussed the possibility of a repository for files and OMG papers. KP raised the preference to wait until all staff have been migrated to Microsoft 365 to utilise SharePoint.
• The two Colleges from Science will have two representatives at each meeting. Rim El Kadi will invite a different staff member, depending on the topics to be discussed.

Action: CG to distribute dev site link to OMG by 10 April.

Meeting closed 10:30am