TERMS OF REFERENCE

Role
The IT OMG is the operational management body in the University’s ICT governance framework. Its members are responsible for the day to day management and delivery of many of ANU’s IT services. Using the IT OMG as their communication vehicle, the group shall advise and make recommendations to the ITS Executive Team on the management and organisation of the services delivered to the ANU by Information Technology Services (ITS). It will also enable and encourage the sharing of similar information regarding the ICT support offered by the Colleges and other Service Divisions across campus.

Communication, collaboration and trust between the ICT Operations Managers across campus will be integral to the success of this group.

Ad-hoc working parties shall be created by the ITS OMG, including participation from the relevant ITS Associate Director, to address specific issues that have been identified as requiring further research and collaboration. These working parties will have an agreed purpose and time-frame; and will report to the ITS OMG.

It will be linked to the ITS Executive Team to ensure information will flow to and from both committees, viz.:
- The Chair shall also attend the ITS Executive Team meetings and provide briefings or seek information as appropriate
- The OMG will receive regular presentations from members of the ITS Executive Team

The responsibilities of the IT OMG include, but are not limited to:

**Strategic Alignment**

i. Ensuring effective delivery of the ITS Operations Plan, and the equivalent documentation from Colleges and other Service Divisions, and contribute to the development of updates to these plans

ii. Communicating and collaborating on ICT resource allocation across the University to ensure the appropriate efficiency and effective use of available resources to prevent duplication

**Quality and Availability of Services**

iii. Contributing to consolidated reporting on the service quality, efficiency and effectiveness of University ICT services

iv. Managing regular reports from functional areas, such as HR and Finance; and providing reports on major incidents and security breaches

v. Contributing to the preparedness and suitability of the University’s ICT service continuity and disaster recovery plans

**Compliance Management**
vi. Providing advice and making recommendations to the ITS Executive Team on University ICT policy matters

vii. Communicating and collaborating to ensure compliance with the University’s ICT security and risk management strategies, and ensuring best practice is implemented

The group will be regularly surveyed to measure its effectiveness in meeting these responsibilities, and results will be reported to the ITS Executive Team.

Membership

viii. The membership of the Committee will comprise:
  o ITS Operations managers, as agreed by the Chief Information Officer (CIO);
  o Manager, Teaching and Learning Commons Support Service, F&S
  o Manager, Systems and Information Technology, F&S
  o the College IT Managers; and
  o any additional relevant staff as agreed by the CIO

ix. If regular members are unable to attend an OMG meeting, they shall nominate a suitable proxy to attend in their place

x. Other ANU staff may be invited to attend for a portion of a meeting to provide expert advice

xi. Members of the ITS Executive Team may be invited to attend from time to time

Meetings

xii. The ITS OMG will meet every two weeks at a regular time

xiii. A quorum for meetings shall be 50%

xiv. The chair will be nominated by the Chief Information Officer

xv. The Office of the CIO will provide secretariat support to record minutes of the meeting and send these to the members of the OMG and the ITS Executive Team no later than one week after the meeting, allowing one week for comments and amendments