MINUTES

MEETING ISPAC
MEET No. Meeting no.01/2013
PRESENT
Michelle Searle (Chair) (CGM, CMBE/CPMS)
Lachlan Murdoch (Statistics)
Peter Shipp (A/g Finance)
Peter Nikoletatos (CIO)
Nadine Watts (A/g HR)
Karen Hill (SIG)
Mark Erickson (Students)
Linda Addison (GM, CASS)
Karen Jackson (Research)
David Sturgiss (A/g EDAP)
ATTENDING
Kelly Robinson (Secretariat)
DATE/TIME Tuesday, 19 February 2013 at 2.00pm
VENUE Science Conference Room, Peter Baume Bldg, # 42

Part 1. Formal Items

ITEM 1. Announcements and Apologies
1.1. Announcements
1.2. Apologies

ITEM 2. Previous Minutes
Minutes for the meeting held on 06 December 2012 were accepted with a minor amendment.

Part 2. Reports and Policy Matters

2. Report from Chair (Michelle Searle)
Chair advised members that the committee was ensuring that information is shared between the ISPAC and UICT Committees.

3. Update on Service Improvement Group (Karen Hill)
A brief overview was given on the creation and approval of the Service Improvement Group (SIG).

At present the SIG are looking at Uniforum data. This includes benchmarking data process and analysis. It was noted there are three points of concern, being the areas of Human Resources, Student Administration and Research Management.

It was announced the next Uniforum process is upcoming with the survey opening on 8 April.

There are the following questions currently being asked:

What is SIG and what will they do? Where do we want to be with regard to administration services? What is best practice in administration and best practice in service delivery? Do we want a new three level or the current five levels of administration throughout the campus?
It was noted the following strategic projects are being looked at with interest:
- Unidoc,
- Uniforum, and
- Deloitte project for service delivery model.

Each of these projects touch on all function areas and are large projects.

The SIG office currently has 2+ staff (and are still recruiting), is in phase ‘zero’, and working on getting momentum and communication strategies in place.

It was noted the Vice-Chancellor has listed strategic projects, driven from the service divisions, SIG will be involved in monitoring and tracking the list, providing assistance and checking resources, etc.

Discussion was held around quick wins, and noted they can be 6-12 months in length. It has been announced that SIG will be piloting two projects -- student area with Mark (consistent with uniforum data) and the Colleges of science (as a whole).

It was also noted that Ms Hill will be meeting with Deans and other staff members in the coming weeks to discuss ‘pinch points’ and further information will be circulated as it becomes available.

### 4. Update on University ICT Governance Committee (Peter Nikoletatos)

A general overview was given on the UICT committee and its purpose. Noting it was established late in 2012 and has met three times to-date. The purpose of the committee is to bring a level of governance to spending in ICT (the current spend is approximately 6-7% of annualised budget across Campus, which averages to a $70M spend).

The Vice-Chancellor presently Chairs the Committee and membership consists of 2 DVC’s, University Librarian, CIO, Dean of CECS and the GM of CoS.

General discussion followed on the following points:
- Estimated $5M (of new money) across campus for projects (excluding a number of specific projects and upgrades).
- Strategic projects that have been presented and approved by UICT (approximately 15 projects at present)
- ANU On-line will be rolled-out over 3 years (which has been introduced via the DVCA), noting a recent appointment has been made with the ANU Online lead (Richard Robinson).
- Study At is in discussions and initial gateway is in process.

General discussion held regarding concerns in CASS (specifically, student numbers, release of budget information, no casual tutors employed to-date and Wattle being down earlier in the week). Discussion held regarding the Wattle platform and current working/advisory groups receiving feedback from the Colleges, along-with Governance issues.

Members agreed issues should be taken to the reference group from the college representatives.

Members were advised the attachments that were included with the Agenda are not confidential and can be circulated as necessary.

**ACTION:** 01/13.2.4  CIO to follow up the governance concerns and report to CASS on appropriate avenues to be used.

**ACTION:** 01/13.2.4  Wattle outages concern to the escalated to UICT for further discussion.

### 5. ITS Enterprise Systems Service Charter

General overview given relevant to the ITS Enterprise Service charter document, noting the data provided is not a complete list.

Central HR sought support from the colleges with regard to the HR system (governance) and business needs as opposed to the college adapting to the HR system. Noting College HR practitioners are the
worst offenders with bypassing current processes to ‘save time’, causing large issues with current outputs and business information.

General discussion held and it was agreed that relevant business owners should be invited to attend a future committee meeting so members could put forward questions and identify issues that are raised.

**ACTION:** 01/13.2.5

Members were requested to put thought towards a 5 year plan for this committee and feedback on the Service Charter.

6. **2013 ICT Program of Work – Progress discussion**

   Discussed at Item 4.

**Part 3. Other Business**

8. **Other business**

   Nil to report.

9. **Next Meeting**

   The next ISPAC meeting will be held Tuesday, 19 March 2013, at 2.00pm, in the Science Conference Room, Peter Baume Bldg, # 42.

   *Meeting closed 3:11pm*

**Action Register**

<table>
<thead>
<tr>
<th>Meeting Ref</th>
<th>Actions</th>
<th>Action Owner</th>
<th>Status</th>
<th>Expected completion</th>
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<td>01/13.2.4</td>
<td>UICT Cmee Update</td>
<td>CIO to follow up the governance concerns and report to CASS on appropriate avenues to be used.</td>
<td>CIO</td>
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<td>01/13.2.4</td>
<td>UICT Cmee Update</td>
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<td>Chair</td>
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<tr>
<td>01/13.2.5</td>
<td>Service Charter</td>
<td>Put thought towards a 5 year plan for this committee and feedback on the Service Charter</td>
<td>Members</td>
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<td>02/12.2.5</td>
<td>Recommendation for a protocol to be created for creation of standalone systems</td>
<td>Members</td>
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<td>02/12.8.1</td>
<td>Meeting Schedule – to be created and circulated to members</td>
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