MINUTES

MEETING ISPAC
MEET No. Meeting no.02/2013
PRESENT
Michelle Searle (Chair) (CGM, CMBE/CPMS)
Lachlan Murdoch (Statistics)
Peter Nikoletatos (CIO)
Nadine Watts (A/g HR)
Karen Hill (SIG)
Linda Addison (GM, CASS)
Karen Jackson (A/g Research)
David Sturgiss (A/g EDAP)
APOLOGY
Peter Shipp (A/g Finance)
ABSENT
Mark Erickson (Students)
ATTENDING
Kelly Robinson (Secretariat)
DATE/TIME Tuesday, 19 March 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 19 February 2013 were accepted with minor amendments.

Part 2. Reports and Policy Matters

2. Report from Chair (Michelle Searle)
General discussion held with regard to the two documents that circulated within the Agenda Pack.

2.1 Aries Committee Update (Karen Jackson)
Committee members agreed that this should remain a standing item and receive regular updates on the ARIES Committee meetings.

It was noted the next meeting is scheduled to occur shortly and the Committee members are: Karen Jackson (Chair), Peter Nikoletatos, Lachlan Murdoch, Roxanne Missingham (Librarian), Leanne Cambridge (CECS), Eva Lerable (CMBE-CPMS), Karen Warnes (CAP), Paul Wong (Research), and Matthew Gray (CASS Associate Dean Research). It was also noted the Committee is advisory to the DVC(R).

The next steps for the Committee are to define the required business use of ARIES and utilise a business analyst to create specifications for the system that ARIES can be measured against, and the market can be tested against. Key also is the development of a communication model within the ANU and with the vendor, University Office, to ensure relevant internal stakeholders are kept informed of progress and have a defined role in decision making, and that the university and vendor are working from a common set of defined terms with which to progress fixes, changes and improvements to the system.
2.2 2014 Prioritisation – Business Owner Timeline & Progress (Michelle Searle)

Discussion was held on the proposed ISPAC reporting schedule and how it can be utilised for maximum purpose to include consultation and coverage of the various projects across the campus.

The Committee members agreed this is a good idea and suggested the introduction of an overarching strategy with regard to the systems/people that are involved in projects listed on this document.

**ACTION: 02/13.2.2.2** Members to provide feedback on this document to the Chair before the next meeting, for further discussion.

3. Update on Service Improvement Group (Karen Hill)

3.1 Service Improvement Program (SIP) – Program Brief

It was noted this document had been circulated prior to the meeting and general discussion was held.

Members were reminded that SIG still only has two staff members and they are presently looking at the communication between SIG and members. What information do you want circulated? How frequent do you want to receive this information?

It was noted that SIG provides an oversight of all work that is happening, but are not necessarily the ‘doers’ of these projects.

3.2 VC Strategic Project List

Document was circulated to members and general discussion held.

It was noted this list was created to assist in achieving the maximum efficiencies, and was based on the submission of big-key projects by Service Divisions. This document will be the SIG business improvement list which will be used for monitoring and tracking of the projects listed. It was agreed the current detail needs to be refined and updated. Members were advised this document has been sighted and signed off by the Vice-Chancellor as his Strategic Projects List.

SIG agreed to provide a progress report at each meeting on the content.

**ACTION: 02/13.2.3.2** Chair agreed to split this document into two separate lists (enterprise systems verses other) and refer it to SIG for updating and management.

3.3 Uniforum

An update was given with regard to the present delay in accessing uniforum data.

Members were advised further analysis of uniforum data is to be done – noting Student Administration will be done first with the drafting of a template for this data to be provided in the future.

General discussion held in relation to the ‘Slice and Dice’ for processes/activity.

It was noted collection of data for next year needs to be refined (eg. clearer, more precise definition of questions) to ensure the comparisons are across the board. It was noted the next submissions will be required to have sign off by the primary contacts, to assist with achieving some consistency.

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

Update provided on the current status of the project list: totalling 18 projects on the list with 15 already reported and 3 co-ordinated with Facilities. It was noted Mick Serena has been asked to provide an update on the 3 projects that fall under F&S.

General discussion held and a brief overview provided as follows:

- Tuckwell scholarship applications have already received 1000 registrations;
- the Integrated Reporting Management project is on track;
- ANU Email, ANU Service desk and ID management have met the gateways
- Study@ has met the gateways and forecast to complete.

It was noted that 2 projects have taken a ‘left turn’ and discussion was held on the Enquiry Management System, focussing on the suggestion to create a steering committee around the CRM. It was noted this project is currently overseen by PVC(I&O) but he is not the business owner but could possibly coordinate the project along with the Steering Committee.

The following was also noted:
- Unidoc will be going live on 27 March with policies framework. Phase 2 requires further discussion at a future ISPAC meeting.
- The HR program is presently underfunded and CIO is happy to provide assistance to capture options (note this action was supported)
- There have been 4 major outages with ANU Online to date and this is lower than the number from last year.

It was suggested an invitation be extended to Richard Robinson (ANU Online Lead) to attend a future ISPAC meeting and give an overview and update on the projects on the cards for 2013.

General discussion held on the division of DVC(A) portfolio’s.

A suggestion was made to arrange a half day planning day to discuss the CIO list and update it.

General discussion held on the Study@ project. Noting the information that will be available in 4 months will be a student enquiry module. It was noted there is a phase two for Study@ for 2014.

Discussions are currently underway with regard to the communication of this information across the colleges and the management of user expectations.

It was noted an ITS Project officer is now in place within CIO and can possibly be used to assist with this communication channel.

| ACTION: 02/13.4 | CIO to send the list to the Secretariat for uploading onto the Alliance site. |

5. 2013 ICT Program of Work – Progress discussion

   Item discussed within Item 4.

Part 3. Other Business

8. Other business
   Nil to report.

9. Next Meeting

   The next ISPAC meeting will be held Tuesday, 23 April 2013, at 2.00pm, in the Science Conference Room, Peter Baume Bldg, # 42.

Meeting closed 3:02pm
### Action Register

<table>
<thead>
<tr>
<th>Meeting Ref</th>
<th>Actions</th>
<th>Action Owner</th>
<th>Status</th>
<th>Expected completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/13.2.2.2.2</td>
<td>Feedback on this document to the forwarded to the Chair before the next meeting, for further discussion</td>
<td>Members</td>
<td>NEW</td>
<td></td>
</tr>
<tr>
<td>02/13.2.3.2</td>
<td>VC Strategic Project List Document to be split into two separate lists (enterprise systems verses other) and refer it to SIG for updating and management</td>
<td>Chair</td>
<td>New</td>
<td></td>
</tr>
<tr>
<td>02/13.4</td>
<td>ICT Update CIO list of projects to be uploaded onto the Alliance Site</td>
<td>CIO</td>
<td>NEW</td>
<td></td>
</tr>
<tr>
<td>01/13.2.4</td>
<td>UICT Cmee Update CIO to follow up the governance concerns and report to CASS on appropriate avenues to be used.</td>
<td>CIO</td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td>01/13.2.4</td>
<td>UICT Cmee Update Wattle outages concern to the escalated to UICT for further discussion</td>
<td>Chair</td>
<td>Pending</td>
<td></td>
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<tr>
<td>01/13.2.5</td>
<td>Service Charter Put thought towards a 5 year plan for this committee and feedback on the Service Charter</td>
<td>Members</td>
<td>Complete</td>
<td>Document created</td>
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<tr>
<td>02/12.2.5</td>
<td>Recommendation for a protocol to be created for creation of standalone systems</td>
<td>Members</td>
<td>Pending</td>
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