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 the 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 the group.

The group is charged with the following specific responsibilities:

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

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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.

ANU IT Staff – Practice Leadership

One of the outcomes from the 2012 Administrative review of the then Division of Information was a recommendation that all of the embedded IT staff across campus be given dotted line reporting to the Chief Information Officer (CIO); and that the CIO be confirmed as the University's practice leader for the purpose of Information Technology service delivery and should be responsible for the establishment of appropriate skills and training frameworks for all IT staff at the University. A key method for the CIO to achieve this objective will be to use the IT OMG as a mechanism to reach the non-ITS IT staff.

With this in mind, ITS will seek to engage with all areas of the University with staff who are employed to perform IT support functions; to establish a link with the supervisors of those staff, and to offer access to training activities as they are rolled out within ITS.

Such activities will form sub-units of the ITS Learning and Development Plan 2013-15, and will include:

- ITS-led training programs, such as the ITS Leadership Development Program 2012-2013\(^1\),
- Specific supervisor development programs and refresher courses,
- Skills for the Information Age (SFIA) activities, such as a skills audit, standardisation of position descriptors and an enhanced advertising program for IT professional staff, and
- Service catalogue assessment, role review and gap analysis.

Additionally, the second IT OMG meeting of each month will be opened up to all of the Local Information Technology Support Staff (LITSS) across the University.

Membership

The membership of this group is at the discretion of the CIO, but is intended to capture all ICT Operations Managers within ITS, and as many as is practicable across campus.

As at December 2013, the membership is anticipated to be:

Chair: Kus Pandey (x57939)
Secretariat: Siobhan Muir-Williams (x58810)
Belinda Day (HR), Allison Magoffin (Finance), Cathie Gough (ITS Communications), Ali Emirlioglu (IT Security), Bernard Lineham (Service Manager), James Blanden (Enterprise Systems), Darren Coleman (Networks and Communications), Delia Ritherdon (Change Process Manager), Robert Snape (Infrastructure As A Service), Nalini Nair (Business Analysis), Roy Meuronen (Technical Services), Phil Drury (Col), Rim El Kadi (CMBE and CPMS), James Ashton (CECS), Andrew Churches (CBE), George Lovrincevic (CASS), Josh Straub (CAP), Adam Reed (Facilities and Services), David Hall (Contracts/Software)

2014 Meeting Structure
Following the 2013 experience, the meetings for 2014 will follow the following structure:

1. The first meeting of each month will be the ‘Dashboard’ meeting, which will include the following standard items:
   a. ITS Service catalogue metric reporting,
   b. Change Advisory Board report, including major changes,
   c. HR report, including recruitment opportunities,
   d. Finance report,
   e. Contracts/software licencing report,
   f. Policy/audit report,
   g. Summary of topic submissions and resulting actions².
   h. Items for escalation to the ITS Executive/feedback from the ITS Executive

   This meeting will be attended by all IT OMG members, or their nominated proxy.

2. The second meeting of each month will be open to all OMG and LITSS. Guest speakers will be invited to address the combined group on topics of operational relevance. These will incorporate the current activity known as ANU IT Forum. Attendees will be encouraged to raise topics of interest or concern to either be addressed at the time, or for an investigated response if required.

   It is expected that all IT staff across the University will be encouraged to attend these meetings, and all LITSS will receive an invitation to ensure they are aware of the activity. Increased networking, mentoring and collaboration are very much the desired goals of this change.

3. At least two meetings in 2014 will be reserved for a full morning with both the ITS Executive and the IT OMG, to ensure alignment between IT strategy and operations.

² This relates to the opportunity for anyone to request an item to be addressed within IT OMG, using the form available on the IT OMG webpage. The chair will explain what action has been taken in response to each of these requests, and will invite relevant speakers to address specific topics.
## 2014 Provisional meeting schedule

<table>
<thead>
<tr>
<th>Venue</th>
<th>Date</th>
<th>Time</th>
<th>Main Presenter</th>
<th>Additional presenter</th>
<th>OMG focus</th>
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<tbody>
<tr>
<td>Garran Room, Innovations Building 124</td>
<td>29-Jan</td>
<td>11 - 12pm</td>
<td>Delia Ritherdon: Systems Thinking and Benchmarking data</td>
<td>Tom Dixon: ANU Online</td>
<td>New meeting format, MSA, Metrics</td>
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<tr>
<td>Garran Room, Innovations Building 124</td>
<td>12-Feb</td>
<td>11 - 12pm</td>
<td>Richard Robinson: ANU Online</td>
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<td>DASHBOARD: Restricted Attendance</td>
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<tr>
<td>Garran Room, Innovations Building 124</td>
<td>26-Feb</td>
<td>11 - 12pm</td>
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<td>LITSS and Guest Speaker: ANU Online</td>
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<tr>
<td>Garran Room, Innovations Building 124</td>
<td>12-Mar</td>
<td>11 - 12pm</td>
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<td>DASHBOARD: Restricted Attendance</td>
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<td>Coombs Extension 1.04, Building 8</td>
<td>26-Mar</td>
<td>11 - 12pm</td>
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<td>LITSS and Guest Speaker:</td>
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<tr>
<td>Jean Martin Room, Beryl Rawson Building 32</td>
<td>9-Apr</td>
<td>11 - 12pm</td>
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<td>DASHBOARD: Restricted Attendance</td>
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<td>Coombs Extension 1.04, Building 8</td>
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<td>Jean Martin Room, Beryl Rawson Building 32</td>
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<td>9am - 12:30pm</td>
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<td>DVCR, or nominated speaker: eResearch</td>
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<td>Greg Crowther</td>
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<td>Significant speaker: TBA</td>
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<td>Combined OMG/Exec: Engagement Session</td>
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<td>24-Sep</td>
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