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**PART 1 – REGULAR ITEMS**

1. * Apologies
   - Adam Reed
   - Roy Meuronen
   - Darren Coleman
   - Josh Straub
   - David Hall

2. * Accept previous minutes
   - Attached as OMG Meeting Document_1.

**ACTION REQUIRED**

For decision ✔  For discussion □  For information □

**RECOMMENDATION**

It is recommended that the OMG confirms the minutes of the meeting held on 9/4/2014.

3. * Action Register

**ACTION REQUIRED**

For decision □  For discussion ✔  For information □

**RECOMMENDATION**

It is recommended that the OMG approves the updated action items below.

<table>
<thead>
<tr>
<th>New Action Register: Action #</th>
<th>Meeting #</th>
<th>Action</th>
<th>Owner</th>
<th>Status</th>
<th>Expected Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>09/04/2014</td>
<td>BL to report on Greentrac and power management at next meeting</td>
<td>BL</td>
<td>In progress</td>
<td>May 2014</td>
</tr>
<tr>
<td>2.</td>
<td>09/04/2014</td>
<td>PD to provide update to short courses in the student system at next meeting</td>
<td>PD</td>
<td>In progress</td>
<td>May 2014</td>
</tr>
</tbody>
</table>
4. * Notice of Other Business items

**ACTION REQUIRED**

For decision ☐ For discussion ☐ For information ☑

**RECOMMENDATION**

It is recommended that any Other Business items for discussion be tabled and agreed on at this point.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Proposed Meeting Date (if not current)</th>
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**PART 2 – STANDING ITEMS**

5. * Service Delivery Model Project – Michelle Mousdale and Anne Lobato

- Service Desk statistics for April are attached as OMG Meeting Document_2.
- A report dashboard has been constructed in the ServiceNow UAT site: [https://anueduuat.service-now.com](https://anueduuat.service-now.com)
- After logging in switch to the OMG dashboard page). You will find three gauges, based on the monthly SLA reports that BL uses.
- Michelle, Anne, and BL would appreciate feedback on the OMG Dashboard.
6. * Change Advisory Board – Delia Ritherdon

7. * Service Desk change requests – Bernard Lineham
   • These requests are managed in JIIRA.
   • OMG can view the work at the ServiceNow Phase II site at https://jira.anu.edu.au/ (please let Michelle know if you don’t have access.
   • Michelle has established an OMG Overview Dashboard.

8. * Recruitment opportunities – Daisy Gao

9. * Contracts Update – David Hall

10. * Summary of topics – Kus Pandey

11. * Items for escalation to Executive

PART 3 – OTHER BUSINESS

5. ‘Self Service’ icons for websites

Next Meeting
OMG and LITSS Session
Guest Speaker: TBA
Wednesday 21 May 11am – 12pm
Innovations Theatre, Innovations Building #124