MINUTES
MEETING Information Technology Operational Management Group
VENUE Hedley Bull Seminar Room 3
DATE/TIME Wednesday 10 April 2013 / 9.30–10:30am
CHAIR Andrew Churches (a/g Chair)
ATTENDING Andrew Churches (CBE, a/g Chair), James Ashton (CECS), Sean Batt (CAP), James Blanden (Enterprise Systems), Darren Coleman (Networks & Communications), Darryl Cram (a/g for George Lovrincevic, CASS), Belinda Day (ITS HR), Marie Fischetti (a/g for Judy Apps TLCSS), Cathie Gough (Outreach), David Howse (IT Security), Rim El Kadi (CMBE & CPMS), Christine Keogh (Change Process Manager), Alan Lew (a/g for Phil Drury, CoL), Roy Meuronen (Technical Services), Karl Nissen (Fenner School), Delia Ritherdon (F&S), Lakshmi West (a/g for Nalini Nair, Business Analysis), Judy Apps (TLCSS), Geoffrey Barlow (ICT Facilities), Phil Drury (CoL), David Hall (Contracts Manager), Bernard Lineham (Service Manager), George Lovrincevic (CASS), Allison Magoffin (ITS Finance), Nalini Nair (Business Analysis), Kus Pandey (EO, CIO Chair), Robert Snape (Systems & Desktop Support: Servers)
APOLOGIES Judy Apps (TLCSS), Geoffrey Barlow (ICT Facilities), Phil Drury (CoL), David Hall (Contracts Manager), Bernard Lineham (Service Manager), George Lovrincevic (CASS), Allison Magoffin (ITS Finance), Nalini Nair (Business Analysis), Kus Pandey (EO, CIO Chair), Robert Snape (Systems & Desktop Support: Servers)
MINUTES Delia Ritherdon (55432)

Part 1. Regular Business

ITEM 1. Apologies – as noted above.

ITEM 2. Accept previous minutes – Minutes accepted without changes. Christine Keogh (CK) confirmed that the Change Management report will be sent out on a monthly basis.

ITEM 3. Action register – all actions have been completed.

Part 2. Other Business


- Christine Keogh (CK) reported that this work was scheduled at short notice and no request for change was submitted for the work. The work was planned but due to the severe impact on the National Computational Infrastructure (NCI) was escalated to urgent. Information on the incident will be gathered by CK to raise the issues and recommend if any further action is required. OMG members to provide feedback to CK. Service desk incident records will also be gathered.

Action: CK to prepare a brief to be tabled at the next ITS Change Advisory Board meeting

ITEM 5. ANU Service Desk project update – Michelle Mousdale

- Michelle Mousdale provided update on the ANU Service Desk project. This project is split into two phases. Phase One is in progress and on schedule for completion by the end of June 2013. This phase involves moving all IT service desks into ServiceNow and scoping Phase Two.

The ANU College of Law was the first area to move and was completed in December 2012. MHS, ITS and RSB have also been completed. The ITS move was more complex due to the continued use of Right Now for Enterprise Systems by Business Solutions Groups on campus and the continued use of McAfee as a knowledge base by the Finance Division. Some areas of ITS will need to use both Right Now and ServiceNow for the moment.

The project team are working on the final roll out of Phase one by streamlining processes and negotiating timing with individual areas.

Phase Two has not been funded yet but the scoping phase will assist in determining how much
funding to allocate. Phase two is expected to look at non IT support requests. ANU provides a wide range of services which will be identified in the scoping phase. The final proposal will recommend which services will be included/excluded in Phase Two.

ITEM 6. Items for escalation to the Executive Team (Exec)
- None at this time.

ITEM 7. Other items for noting
- OMG noted Hayley Calderwood’s recent appointment to the role of Project Communications Officer and thanked her for her contribution and support to the group. Secretariat duties will be taken over by Delia Ritherdon.
- Rim El Kadi raised concerns with the implementation of the ITS-sponsored projects, with particular attention to the ANU Email project. Local areas need more assistance, resources and knowledge sharing from ITS to resolve problems. There is a lack of clear process and local areas would benefit from a more holistic approach. It has been difficult to promote this project to non-IT staff with the benefits of SharePoint not implemented yet and Lync not available to everyone who has been migrated across.

Action: AC to investigate forming a working group to provide greater transparency and problem-solving capabilities to the project.
Action: AC to investigate access to the Enterprise Project Management (EPM) system for greater clarity on where the project is up to for all interested stakeholders.

- OMG is awaiting clarification on the outcome of ANU Legal Office investigation to determine if Microsoft 365 complies with the new Defence Trade Act.
- OMG revisited the possibility of a repository for files and OMG papers until all staff have been migrated to Microsoft 365 and are able to use SharePoint.

Action: DR to discuss interim solution with KP

Meeting closed 10:30am

Next Meeting held:
Wednesday 24 April 2013
McDonald Room, Menzies Library
9.30 – 11 am