MINUTES

MEETING   Information Technology Operational Management Group
VENUE     McDonald Room, Menzies Library
DATE/TIME Wednesday 24 April 2013 / 9.30–11:00am
CHAIR     Kus Pandey (Chair)
ATTENDING Sean Batt (CAP), James Blanden (Enterprise Systems), Andrew Churches (CBE), Belinda Day (ITS HR), Marie Fischetti (a/g for Judy Apps TLCSS), David Hall (Contracts Manager), Rim El Kadi (CMBE & CPMS), Christine Keogh (Change Process Manager), Alan Lew (a/g for Phil Drury, CoL), Bernard Lineham (Service Manager), George Lovrincevic (CASS), Roy Meuronen (Technical Services), Nalini Nair (Business Analysis), Peter Shevchenko (a/g for James Ashton (CECS), Dennis Vukoja (CMBE)

APOLOGIES Judy Apps (TLCSS), James Ashton (CECS), Geoffrey Barlow (ICT Facilities), Darren Coleman (Networks & Communications), Phil Drury (CoL), Cathie Gough (Communications), David Howse (IT Security), Allison Magoffin (ITS Finance), 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 with minor changes.
- Kus Pandey (KP) provided an update on the ANU Email project advising that implementing SharePoint and Lync was part of Phase 2. An external expert has been engaged to provide advice on the protocols required and work is expected to begin on Phase 2 in the second half of this year. A new version of SharePoint is expected to be released soon and will be used in Phase 2.

ITEM 3. Actions register from the previous meeting:

<table>
<thead>
<tr>
<th>Action #</th>
<th>Meeting Ref</th>
<th>Actions</th>
<th>Action Owner</th>
<th>Status</th>
<th>Expected completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>10/4/2013</td>
<td>Andrew Churches (AC) to investigate forming a working group to provide greater transparency and problem-solving capabilities to the ANU Email project. Update 24/4/2013 – AC is waiting for more nominations before meeting with David Richardson to form the working group. This group will also provide input to Phase 2 of the project.</td>
<td>AC</td>
<td>In progress</td>
<td>April</td>
</tr>
<tr>
<td>2.</td>
<td>10/4/2013</td>
<td>Andrew Churches (AC) to investigate access to the Enterprise Project Management (EPM) system for greater clarity on where a project is up to for all interested stakeholders. Update 24/4/2013 – Kus Pandey (KP) advised that there is a configuration issue assigning a profile which has been logged with premier support. When that has been resolved access will be</td>
<td>KP/DR</td>
<td>In progress</td>
<td>TBA</td>
</tr>
</tbody>
</table>
Part 2. Standing items

ITEM 4. OMG/HR Report
  - The HR report will be presented to the next meeting


ITEM 6. ICT Purchasing/Contracts update
  - David Hall (DH) reported that he has processed numerous renewals however there were no new contracts of note to report.

Part 3. Other Business

ITEM 7. Menzies library main switchboard changeover – Marie Fischetti
  - Marie Fischetti (MF) reported that the work on the switchboard is scheduled to take place from 6pm Friday 26 June 2013 to 8am Monday 1 July 2013. There will be no power in Menzies Library or J & K Blocks during this time. It was important for areas to clean out fridges in their areas as they will defrost during this period.

Action: KP to ensure email reminder is sent out to staff in J & K blocks

ITEM 8. StudyAt project update – Tom Dixon
  - Tom Dixon provided an update on the StudyAt project. The project will replace the current legacy system with enhanced functionality, the infrastructure will be moved to the Cloud and .NET application framework will replace Ruby on Rails.
  - The project is following agile development, price and time are fixed but functionality is variable.
  - Mandatory requirements will be delivered first with other requirements included in Phase One if time permits
  - The project will be added to the ITS project web site.
  - A soft launch is planned for 1 August 2013 and the full launch on Open Day
  - Colleges will be able to link course information on the StudyAt web site into their own web sites.

Action: DR to email link to OMG

ITEM 9. Enterprise Project Management System
  - Kus Pandey (KP) advised OMG of a configuration issue assigning profiles which is preventing access being given to OMG. The issue has been logged with premier support and when resolved access will be assigned.
  - OMG expressed an interest in this system being a supported service for all areas to use.
  - UICT workflow for project approvals and IT asset management is being developed and will be provided to OMG for feedback at the next meeting.

Action: KP to raise enterprise system status for the EPMS system
Action: KP to circulate UICT workflow
ITEM 10. Items for escalation to the Executive Team (Exec)

- OMG requested a strategic direction for content management systems across campus. Information is needed on the direction of Content Management Systems for ANU and the area responsible for guiding this.
- The StudyAt project using .NET is new for the University and moves away from ASP. OMG requested the Executive team identify preferred technology for enterprise systems at ANU.

Action: Kus Pandey (KP) to arrange for the CIO to report to OMG on preferred technology for enterprise systems
Action: KP to arrange for the CMS road map to be provided to OMG

ITEM 11. Other items for noting

- OMG agreed that in addition to ITS quarterly updates and fire side chats it would also be useful if the CIO addressed other audiences across the campus.
- A survey to assess how OMG was progressing will be circulated next month
- Bernard Lineham (BL) is seeking copies of Service Charters/service level agreements to use as a reference when developing a service charter for the Service Desk project.
- ITS daily staff absences email format was decided by the Exec
- UniForum data collection is now underway
- Guest speakers to be invited to future meetings to speak on the strategic direction of the ANU and the THETA conference
- Kus Pandey thanked Andrew Churches for chairing the last meeting & congratulated both he and the OMG for arriving at a constructive result regarding the ANU Email Working Party.

Action: College IT managers to discuss with their General Managers and report back to KP if they want to organise a presentation by the CIO in their College.
Action: KP to circulate an OMG survey in May
Action: OMG to send service level agreements/SLAs to BL
Action: DR to email the UniForum survey to IT Managers
Action: All to send guest speaker recommendations to DR

Meeting closed 10:45 am

Next Meeting held:
Wednesday 8 May 2013
Moot Court
9.30 – 10.30 am