Minutes

Information Technology Operational Management Group

MEETING
Meeting no. 6/2013

VENUE
Moot Court, Law School Building 5

DATE/TIME
Wednesday 8 May 9:30–10:30am

CHAIR
Kus Pandey (Chair)

ATTENDEES
Judy Apps (a/g Manager, TLCSS), James Ashton (CECS), Sean Batt (CAP), James Blanden (Enterprise Systems), Andrew Churches (CBE), Belinda Day (ITS HR), Ali Emirlioglu (IT Security), Cathie Gough (Communications), David Hall (ICT Contracts Manager), Christine Keogh (IT Change Process Manager), Alan Lew (CoL), Bernard Lineham (Service Manager), George Lovrinevic (CASS), Roy Meuronen (Technical Services), Nalini Nair (Business Analysis), Jenni Turini (Infrastructure as a Service)

APOLOGIES
Geoff Barlow (ICT Facilities), Darren Coleman (Networks & Communications), Phil Drury (CoL), Allison Magoffin (ITS Finance), Robert Snape (Infrastructure as a Service)

Part 1. Regular Business

ITEM 1. Apologies – as noted above

ITEM 2. Accept previous minutes – Minutes accepted without changes.

ITEM 3. Actions from previous meetings:

<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.</td>
<td>AC</td>
<td>In progress</td>
<td>May</td>
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<td><strong>Update</strong>: 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>
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<td><strong>Update</strong>: 8/5/2013 – AC will send out draft agenda and meeting dates this week with kick off meeting planned for the week 20 – 24 May 2013. Project manager will lead the group. AC to report back to OMG after first meeting.</td>
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<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.</td>
<td>KP/DR</td>
<td>Completed</td>
<td>May</td>
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<td><strong>Update</strong>: 24/4/2013 – Kus Pandey (KP) advised that there is a configuration issue assigning a profile which has been logged with premier</td>
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| **3** | **10/4/2013** | Delia Ritherdon (DR) to investigate an interim repository for OMG papers until all staff have been migrated to Microsoft 365 and are able to use SharePoint.  
**Update:** 24/4/2013 – DR to create an Alliance site for OMG papers  
**Update:** 2/5/2013 – Alliance site created and OMG emailed access details. | DR | Completed | May |
| **4** | 24/4/2013 | Menzies library main switchboard changeover from 26 June 2013 to 1 July 2013. Email reminder to be sent to staff in K and J blocks | KP | Completed | May |
| **5** | 24/4/2013 | StudyAt website link to be emailed to OMG when available.  
**Update:** 7/5/2013 - Site went live on 7 May 2013. | DR | Completed | May |
| **6** | 24/4/2013 | Enterprise Project Management System as a supported service for all areas. Kus Pandey (KP) to raise enterprise system status for this system  
**Update:** 8/5/2013 - KP advised that an ILP mapping process will be done with ITS and the Colleges to ensure all requirements are gathered. A solution will then be explored. | KP | Completed | May |
| **7** | 24/4/2013 | Draft UICT workflow for project approvals and IT asset management to be circulated for comment.  
**Update:** 6 May 2013 – circulated in OMG Agenda Pack for 8 May 2013 meeting. Comments to be sent to KP. | KP | Completed | May |
| **8** | 24/4/2013 | CIO to report to OMG on preferred technology for enterprise systems.  
**Update:** 8/5/2013 The CIO will attend OMG more regularly. Items for discussion to be sent to Kus Pandey (KP) before meetings. | KP | Completed | May |
| **9** | 24/4/2013 | CMS roadmap to be circulated to OMG.  
**Update:** 8/5/2013 Kus Pandey (KP) advised that results of scoping work on brand asset management may have an impact on this item. OMG requested Tracy Chalk and Leanne Shore attend the next meeting. | DR | In progress | June |
| **10** | 24/4/2013 | Survey to be sent to OMG in May | KP | In progress | May |
**Part 2. Standing Items**

**ITEM 4. HR Report – Noted**
- OMG noted that work on aligning ITS position descriptions to the Skills Framework for the Information Age (SFIA) is nearing completion. When finalised position descriptions will be shared with College IT Managers.

**ITEM 5. ITS Data Centre Report**
- OMG noted that there was no representation from ITS Data Centre to speak to this item. Bernard Lineham (BL) raised an incident in April that impacted heavily on the Data Centre but did not appear to be on their report.
- Concerns were raised over ownership of the problem. The area responsible needs to be determined to avoid similar problems occurring in the future.
- The definition of a major incident needs to be understood and representation from ITS Data Centre on OMG is needed.

**Action:** David Richardson and Geoff Barlow to be invited to attend the June OMG meeting to discuss & determine the most suitable representative for ongoing meetings.

**ITEM 6. ICT Purchasing update – David Hall**
- David Hall (DH) advised that ITS is undertaking an exercise with Dell to enhance and clean up the Dell Premier Page, including ensuring that only those individuals who are authorised to purchase can purchase. Of the 318 current users, 287 can place orders. The list is being revised to ensure that staff have the appropriate level of access.
- The list of delivery addresses is also very old and needs updating.
• DH is working to have the Dell ANU premier site redesigned to make standard options for ANU purchasing clearer, to remove information we don't need and to have the ANU logo added to the page so it is clear to staff that they are on the Dell ANU premier page.
• To make a purchase request the procedure is to raise a Service Desk job to ensure the purchase is tracked.
• DH also advised of problems encountered when ordering Apple products where ANU customers have not been linked to the ANU Apple contract. To ensure the right price and service is received it was suggested that all orders go via the Service Desk. A number of issues were raised and Bernard Lineham agreed to co-ordinate an offline discussion and report back to OMG.

**Action:** DH to send the current lists of authorised users and delivery addresses to OMG for updating.
**Action:** College IT Managers to update both lists indicating which staff should have purchasing access and those that should have access but not be able to purchase.
**Action:** BL to co-ordinate discussion on the best way to proceed with Apple purchasing and report back to the next meeting.

### Part 3. Other Business

All items under other business were held over to the June meeting.

**ITEM 7.**  Home use of Microsoft Office – David Hall

**ITEM 8.**  Proposed IT Asset Management Process and Operational Acceptance Template

**ITEM 9.**  THETA conference presentations
• George Lovrincevic – ‘Key points from THETA’

**ITEM 10.**  Future agenda items
• Engaging staff via a recruitment agency – Chelsea Holton, Manager – Recruitment and Appointments (5 minutes)
• ITS OMG Terms of Reference
• OMG report format

**ITEM 11.**  Items for escalation to the ITS Executive Team
• In addition to the issues raised in Item 5 above, the provision of services by NCI needs to be clarified.

**Action:** KP to invite an NCI representative to attend the June meeting to speak to the Service Charter between NCI and the Colleges

The meeting closed at 10.30am

**Next Meeting:**
OMG Training
Wednesday 22 May 2013
Moot Court
(9 am – 1pm)

OMG Meeting 5 June 2013
Moot Court
9.30 – 10.30am