Minutes

MEETING	**Information Technology Operational Management Group**
MEET No.	Meeting no. 7/2013
VENUE	South Oval Meeting Room, Building 88T1
DATE/TIME	Wednesday 5 June 2013, 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), Darren Coleman (Networks & Communications), 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), George Lovrincevic (CASS), Steve Machan (a/g Service Manager) Roy Meuronen (Technical Services), Shri Patel (a/g Business Analysis), Adam Reed (a/g Manager Systems & Information Technology, F&S), Bill Roberts (RSAA), Robert Snape (Infrastructure as a Service)
APOLOGIES	Phil Drury (CoL), Rim El Kadi (CMBE & CPMS), Bernard Lineham (Service Manager),Allison Magoffin (ITS Finance), Nalini Nair (Business Analysis),

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:**

Action #	Meeting Ref	Actions	Action Owner	Status	Expected completion
1	10/4/2013	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. **Update:** 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. **Update:** 5/6/2013 – AC advised that first meeting had covered the major concerns at a very high level. Second meeting had not been organised due to a communication problem.	AC	Completed	June
2	24/4/2013	CMS roadmap to be circulated to OMG.	DR	Completed	June

		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. **Update:** 5/6/2013 – Leanne Shorb attended the meeting.			
3	24/4/2013	Survey to be sent to OMG in May **Update:** 8/5/2013 Survey to be sent out in early June	KP	In progress	June
4	5/6/2013	ANU Email project working group. Project Manager to organise ongoing meetings for this group.	KP	In progress	June
5	5/6/2013	New standing agenda item for Recruitment opportunities	DR	Completed	June
6	5/6/2013	Kus Pandey to send UICT project proposal process information to Leanne Shorb	KP	In progress	June

Part 2. Standing Items

ITEM 4. **HR Report – Noted**

ITEM 5. **ITS Data Centre Report – Noted**

ITEM 6. **Terms of Reference – Noted**

Part 3. Other Business

ITEM 7. **Engaging staff via a recruitment agency – Chelsea Holton, Manager – Recruitment and Appointments.**

- Chelsea Holton reminded OMG that all recruitment actions to engage staff via a recruitment agency must have Director HR approval before commencing.
- There isn't a template, however HR Division staff are available to help areas put the case together and can also assist with the negotiations to get the best arrangement for ANU.
- Renewals for existing contracts also need to go to the Director HR for approval.

OMG discussed raising all IT vacancies with the group before advertising to give staff in different areas development opportunities. It was agreed to add a new standing item to the agenda that any member of OMG can use to notify the group of upcoming vacancies in their area.

Action: DR to add a Recruitment standing item to the Agenda

ITEM 8. **Content Management Systems (CMS) and future directions for ANU – Leanne Shorb**

Leanne Shorb, Acting Associate Director, Digital Communications spoke about developing a standard supported CMS and web site building service for the ANU.

- ITS provide access and limited support to Squiz which is being used by a small percentage of the campus. It is mostly used by the Service Divisions who do not have staff to manage the technical aspects of a CMS.
- For other areas of the campus Squiz is too limited and they have far better flexibility with products like Drupal.

- The Marketing Office is leading the discussion on how the ANU might develop a centrally supported CMS and web site building service.
- Leanne has written a proposal to raise the concept which she hopes will move on to discussion with the campus community and liaison ITS with a view to providing a university wide co-ordinated model from one area.
- It was important to note that if a central model was developed usage for areas would be voluntary with the benefits of using the system being ongoing maintenance, development and advice.
- If proof of concept is agreed, requirements will be undertaken and a business owner identified.
- KP highlighted the need for this activity to follow the UICT project proposal process, and offered to send LS the information relating to this process.

Action: Any comments / requirements to be sent to Leanne.
KP to send UICT project proposal process information to LS

ITEM 9. Proposed process for PeopleSoft workflow for purchasing and payment that ITS will be using from June 2013.

This item was held over until the next meeting of the group.

ITEM 10. Home Use of Microsoft Office – David Hall

This item was held over until the next meeting of the group.

ITEM 11. THETA conference presentations

- George Lovrincevic spoke about the range of interesting speakers at the conference and the changing landscape for education providers. The University faces a challenging future with the move to online education and the emergence of MOOCs, and other online entities, like the Khan Academy. To be competitive into the future ANU will need to be smarter to attract new students.
- Rob Snape spoke about the trend to educating online and how libraries across the world have begun to reconfigure themselves. Libraries and information technology need to engage and be innovative to deliver online.
- Adam Reed spoke about using learning analytics to improve course delivery and maximise student retention by tracking student engagement and identifying students who are at risk and need help.
- KP spoke about the changing environment for IT service providers within Universities, and how quickly we will need to reshape to respond to these drivers. Another speaker from THETA, Nick Tate, will be invited in the coming months to talk further on this topic to the ANU IT Forum.

ITEM 12. ITCM migration – Christine Keogh

Christine Keogh advised that a plan was being developed to migrate from Footprint into Service Now. Feedback on the migration of change management into Service Now to be given to Christine.

ITEM 13. College of Law Organisational Chart - Noted

ITEM 14. Future agenda items

- Kus Pandey advised that Mr Richard Robinson from ANU Online will speak to OMG on the new strategic direction for Teaching and Learning at the ANU, including the operational effects such as how lecture delivery will change.
- John Parry, the new Associate Director Enterprise Systems and project delivery will attend the next OMG meeting to talk about his strategy for the portfolio.

ITEM 15. Items for escalation to the ITS Executive Team

There were no items for escalation to the ITS Executive Team.

The meeting closed at 10.30am

Next Meeting:

OMG Meeting 19 June 2013
Moot Court
9.30 – 11.00am