Minutes

Information Technology Operational Management Group

MEETING
Meeting no. 8/2013

VENUE
Moot Court, Law School, Building 5

DATE/TIME
Wednesday 19 June 2013, 9:30–11:00am

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), Vaughn Duman (RSB), Rim El Kadi (CMBE & CPMS), Cathie Gough (Communications), Alan Lew (CoL), George Lovrincevic (CASS), Allison Magoffin (ITS Finance), Roy Meuronen (Technical Services), Nalini Nair (Business Analysis), Adam Reed (a/g Manager Systems & Information Technology, F&S), Robert Snape (Infrastructure as a Service), Jonathan Sefaniak (a/g Service Manager)

APOLOGIES
Phil Drury (CoL), Bernard Lineham (Service Manager), Belinda Day (ITS HR), Ali Emirlioglu (IT Security), David Hall (ICT Contracts Manager), Christine Keogh (IT Change Process Manager)

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>24/4/2013</td>
<td>Survey to be sent to OMG in May</td>
<td>KP</td>
<td>In progress</td>
<td>June</td>
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<td></td>
<td></td>
<td><strong>Update:</strong> 8/5/2013 Survey to be sent out in early June</td>
<td></td>
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<td></td>
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<td><strong>Update:</strong> 19/5/2013 Survey open until 21 June 2013. Members of the group who have not yet completed the survey were urged to do so.</td>
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<tr>
<td>2</td>
<td>8/5/2013</td>
<td>NCI to present on the services they offer.</td>
<td>KP</td>
<td>In progress</td>
<td>July</td>
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<tr>
<td></td>
<td></td>
<td><strong>Update:</strong> NCI had been approached to attend and this should be confirmed soon.</td>
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<tr>
<td>3</td>
<td>5/6/2013</td>
<td>ANU Email project working group. Project Manager to organise ongoing meetings for this group.</td>
<td>KP</td>
<td>Complete</td>
<td>June</td>
</tr>
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<td></td>
<td></td>
<td><strong>Update:</strong> KP had contacted the PM to ensure the group is scheduled for a regular meeting.</td>
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<td>4</td>
<td>19/6/2013</td>
<td>KP to investigate including SFIA support for supervisors as a part of the ITS Training and Development Plan</td>
<td>KP</td>
<td>In progress</td>
<td>August</td>
</tr>
<tr>
<td>5</td>
<td>19/6/2013</td>
<td>KP to email SOE guides to OMG</td>
<td>KP</td>
<td>Complete</td>
<td>June</td>
</tr>
</tbody>
</table>
Part 2. Standing Items

ITEM 4. ITS Data Centre Report – Noted

ITEM 5. Change Management Reports
- Christine Keogh (CK) was not able to attend the meeting to speak to the Change Management Reports. The Group agreed that it would be helpful for discussion at future meetings if CK spoke to this item as a regular standing item to highlight future events.

ITEM 6. Recruitment Opportunities
- James Blanden (JB) reported that his area was in the process of recruiting two ongoing Dot.net developer positions. He is still working on the paperwork and will be seeking an exemption to advertise externally to fill the vacancies.
- Members of the Group who attended Skills Framework for the Information Age (SFIA) training confirmed that it was very helpful. Kus Pandey (KP) advised that ITS would share roles developed in ITS with College IT Managers as soon as they were ready. KP will investigate the best method for supporting supervisors in using this framework within the ITS Training and Development Plan.
- KP spoke about dotted line reporting. Clarification will be sought from the new EDAP and action will then be taken to formalise this.

Action: KP to investigate including SFIA support for supervisors as a part of the ITS Training and Development Plan

Part 3. Other Business

ITEM 7. Proposed process for PeopleSoft Workflow for purchasing and payment that ITS will be using from June 2013
- Allison Magoffin (AM) provided an overview the proposed process for purchasing and payment being implemented by Finance & Business Services.
- All invoices will be sent directly to Shared Services in F&BS where they will be scanned into the financial system.
- Responsible officers will then be asked to confirm that the invoice is correct and that goods have been received. Notification can be done by email or by accessing the system. Large volume approvers may find direct access to the system preferable to receiving email notification for every invoice received.
- This workflow only covers invoicing. Purchasing will be included as the project is expanded.

ITEM 8. Statement of Expectations (SOE)
- SOE’s are due by the end of June. Information is available on the ITS Intranet to help managers work through the process. The information will also be emailed out to OMG.
- Belinda Day will conduct training sessions on how to conduct the SOE process later in the year, closer to the 6 monthly review period.

Action: KP to email SOE guides out to OMG

ITEM 9. Associate Director Enterprise Systems & Project Delivery
John Parry, the new Associate Director Enterprise Systems & Project Delivery, spoke to the group about his portfolio.
• Plans to combine Enterprise Systems & Project Delivery into one portfolio are almost complete
• There are a number of key priorities and issues that the portfolio needs to deal with:
  ▪ Standardising project methodology and mandating a consistent approach across all projects. This is very important as ITS is directly involved in more than 40 projects and is indirectly involved in many more.
  ▪ Many of the projects will produce deliverables over the next 12 months in a climate of financial restraint and competing priorities for business as usual. It will be very important to develop the roadmap for Enterprise Systems to meet the challenges ahead
  ▪ The level of interdependency between project outputs that are inputs into other projects needs to be explored. For example, the outputs of the identity management project impact on a number of other projects.
  ▪ It is very important to understand what the enterprise systems service catalogue is. We need to understand what the role of each of the 100–200 systems on campus is to ensure our skill set matches what is required for software development and system support. It may be necessary in some cases to move to outsourced support.
  ▪ Project delivery is very reactive at present. The goal is to become more proactive by establishing business development consultants who will go out and work with the ANU community to create a greater level of engagement across ANU.
  ▪ In facing the challenges ahead it is important to know how our projects are going to improve the student experience and meet the emerging IT needs of the ANU.
  ▪ It is hoped that the portfolio will provide a base level supply of business analysts and project managers who could work for Colleges on their projects if available. It is also planned to have access to a panel of additional resources that understood the ANU and could be brought in if required.

ITEM 10. Write for Impact
• Thirty three staff are enrolled in the online writing course. A random sample of records showed that no one has started the training.
• Kus Pandey encouraged everyone enrolled to start the course.

ITEM 11. Future agenda items
• David Richardson, Associate Director Infrastructure has been invited to speak at the 17 July 2013 meeting on emerging projects in his portfolio. Identity management and Infrastructure transformation are two areas he will speak on.

ITEM 12. Items for escalation to the ITS Executive Team

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

The meeting closed at 11.00am

Next Meeting:
OMG Meeting 3 July 2013
South Oval meeting room, building 88T1
9.30 – 10.30am