## Minutes

<table>
<thead>
<tr>
<th>COMMITTEE</th>
<th>Operational Management Group</th>
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<tbody>
<tr>
<td>DATE / TIME</td>
<td>Wednesday 17 July 2013, 9:30 – 11am</td>
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<tr>
<td>VENUE</td>
<td>Hedley Bull Seminar Room 3, Building #130</td>
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<tr>
<td>ATTENDEES</td>
<td>James Ashton (CECS), James Blanden (Enterprise Systems), Darryl Cram (a/g CASS), Belinda Day (ITS HR), Rim El Kadi (CMBE &amp; CPMS), Pirra Elford (a/g CBE), Ali Emirlioglu (IT Security), Cathie Gough (Communications), David Hall (ICT Contracts Manager), James Irwin (CPMS), Christine Keogh (IT Change Process Manager), Bernard Lineham (Service Manager), Allison Magoffin (ITS Finance), Roy Meuronen (Technical Services), Nalini Nair (Business Analysis), Adam Reed (a/g Manager Systems &amp; Information Technology, F&amp;S), Josh Straub (a/g CAP), Jenny Turini (a/g Infrastructure as a Service)</td>
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### PART 1 – Regular Business

1. **Apologies**

   Judy Apps (a/g Manager, TLCSS), Sean Batt (CAP), Andrew Churches (CBE), Darren Coleman (Networks & Communications), Phil Drury (CoL), Alan Lew (CoL), George Lovrincevic (CASS), Robert Snape (Infrastructure as a Service)

2. **Accept previous minutes**

   Previous minutes accepted without changes.

3. **Action Register**

   Action Item #1: Of the 21 OMG members, 12 responses had been received. Results to be circulated soon.
PART 2 – Standing Items

4. * ITS Data Centre Report - Noted

5. * Change Management Reports
   - The IT Change Manager advised that RFC number 1489 - Packetlogic Upgrade to version 14 (minor) will be rescheduled and highlighted RFCs 1490 Core L2 Conversion - and 1493 - Replacement of midplan in dell chassis Huxley q43 - because their change category is major. A new process design for change management has been drafted as part of the Service Design project and will be circulated to the group when it is finalised.
   - Change management is still logged in the FootPrints system. It will be moved into Service Now later this year.
   - A communications plan for better change management notification is being developed and will be circulated to the group for comment. The goal is to have efficient and timely notifications that get the right information to the right people.

6. HR Report
   - The HR report was noted. Excess leave is still being addressed by ITS.

7. Recruitment Opportunities
   - A position in MSI had recently been advertised and filled internally from RSB.

PART 3 – Other Business

8. ICT Contracts Update
   - The ICT Contracts Manager advised that there was new starter within his group, and that she would report directly to him. New starter will work on software licensing management. She will be updating the software register, proactively promoting available software to ANU and software renewals. Her position will have no direct involvement with purchasing assistance to ANU staff or students.
   - The Contracts office is working on a major activity to change the current Microsoft LAR (Large account reseller agreement). The CBE College IT Manager will be on the evaluation panel and it is hoped to have the new agreement in place by the end of September.
   - Microsoft performance under the current agreement is poor. The new agreement seeks to secure better performance and knowledge from Microsoft for ANU.

9. Port charges for 2014
   - The IT Finance Manager provided an overview of the process for determining port charges across the University.
     - ITS use software to locate all ports on campus. Ports used for a period greater than 6 months are included in the calculations.
     - Each areas total number of ports is checked against their FTE to calculate port density.
     - As a guide, it is normal for each person to have two ports. Printers and doors that use ports are included.
     - Other models for calculating costs have been reviewed but a better solution to apportion costs has not been identified. The current system is fairer than using FTE as the base for charging.
     - Area finance managers were emailed the details of this process in December 2012.
     - It is very important to advise ITS Network & Communications and ITS Infrastructure know if an area moves to ensure they are not charged for an area they no longer occupy.

Action:
Darren Coleman to attend OMG to explain how the physical port count is done.
10. **Applications Manager update**  
The Enterprise Systems Support Manager spoke about business as usual and project work that his team was currently involved with.

- **Projects, enhancements & changes:**
  - PeopleSoft Campus Solutions split and HRMS upgrade, ePerformance, eRecruitment, Delegations restructure, StudyAt ANU replacement, Online Acceptance, Timetable upgrade, Higher Degree Research Milestones, Travel and Expenses, Accounts Payable Workflow, ANU Service Desk, ANU Identity and Access Management, UniDoc, IMIS re-architecture and upgrade, Evasys upgrade, Maximo upgrade, Online Risk Assessment application review, Chemical Inventory System application review, Online Cultural Collections and Asset Management System review, Enterprise Project Management System review, ANU Research submission page changes, Enquiry Management System (Hobson’s) and ANU Online

- **Internal initiatives and notable business as usual:**
  - Tripwire, Automated OS patching, Virtual infrastructure transition, Researchers refactor and redeploy, Mail Tracker refactor and redeploy, Central Records System changes, ES restructure, ES Service Catalogue and decommission of end of life services and;
  - Ad-hoc maintenance, break/fix, administration, configuration, and minor enhancement for >50 systems/applications

- **Recently completed:**
  - Research Services Division database for HERDC, Block grants, etc, VPN configuration, Tuckwell Scholarships, Online Transcripts, Digital Collections changes, Experts List changes, Wattle environment consolidation, Policies Website, ICA ATOM application statement of work review, ANU Email,

- **Future work:**
  - Scopus/citation data update, Receipting System Upgrade, Scholarships and ERA 2015

11. **ANU Wireless Enhancement Project Update**  
The project manager spoke to the group about the ANU Wireless project.
- Project Manager contact details will be emailed to the group.
- The project will concentrate on enhancing wireless access to high priority, high volume areas as identified by the business analysis process. Other areas will be dealt with in future phases of the project.

12. **Associate Director Infrastructure portfolio update**  
The Associate Director, Infrastructure provided and update on the key projects within his portfolio.

- Six key areas for the portfolio are:
  - ANU Email
  - ANU Identity Access Management
  - ANU Wireless Enhancement
  - ANU Infrastructure transformation
  - ANU Backup Solution
  - Disaster recovery and business continuity process

- A business case is being prepared to request initiation of a project that will see the implementation of a number of components from the Microsoft System Centre Suite:
  - End Point Protection: to provide anti-virus, configuration and patching.
  - Configuration Manager: providing the University wide capability in application delivery, device management, compliance and settings management, software update management, power management, OS deployment, asset intelligence and inventory.
  - Operations manager: providing a cross-platform (Windows and Unix) data centre management solution for OS and hyper visor, providing visibility of health and performance and alerting against availability, performance, configuration and security events.
  - Orchestrator: Providing workflow management for the data centre. Allowing the automation of the creation, monitoring and deployment of resources.

- TripWire’s current utilisation will be reviewed against this provision and an appropriate decision made in regard to its future, based on the desire to keep single systems where possible.
The ANU Backup Solution underpinned by the CommVault technology does have the option within our existing licensing to backup desktops and laptops, this functionality would be reviewed as part of the ANU Workspace project.

13. Other Business

- Functional emails:
  - The EO, CIO advised the group that functional emails were being reviewed and addresses that were no longer required would be removed. The IDAM project would also be looking at affiliate accounts and person of interest (POI). It was noted that many vendors require access to ANU systems however are not POI’s so an alternative is needed. Timely access to ANU systems is also an issue.

  **Action:**
  IDAM project manager to speak to the group about the project particularly affiliates and timely access to ANU systems.

- ANU Web Services & Content management system
  - EO, CIO advised the group that a paper on ANU Web services and content management system had been discussed at the Service Divisions Director’s meeting on Tuesday 16 July 2013. Consequently, the EDAP has determined that Drupal is now the official web publication tool for ANU and a plan will be developed for the decommissioning of Squiz/implementation of Drupal.

  **Action:**
  Cathie Gough to circulate the paper written by Tracey Chalk to the group.

14. Items for escalation to ITS Executive Team

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

Meeting close 11am.

Next Meeting

OMG Meeting
9:30 – 11am
July 31 2013
McDonald Room,
Menzies Building #2