Minutes

COMMITTEE | Information Technology Operational Management Group
Meeting 12/2013

DATE / TIME | Wednesday 14 August 2013, 9:30 – 10:30 am
VENUE | Moot Court, Law School, South Wing #5
ATTENDEES | James Ashton (CECS), David Berriman (a/g Enterprise Systems), Andrew Churches (CBE), Darren Coleman (Networks & Communications), Belinda Day (ITS HR), Rim El Kadi (CMBE & CPMS), Ali Emirlioglu (IT Security), Cathie Gough (Communications), Alan Lew (a/g CoL), Bernard Lineham (Service Manager), George Lovrincevic (CASS), Roy Meuronen (Technical Services), James Molinari (CMBE/CPMS), Nalini Nair (Business Analysis), Adam Reed (a/g Manager Systems & Information Technology, F&S), Robert Snape (Infrastructure as a Service), Josh Straub (a/g CAP)

PART 1 – Regular Business

1. * Apologies

Judy Apps (a/g Manager, TLCSS), Sean Batt (CAP), James Blanden (Enterprise Systems), Phil Drury (CoL), Christine Keogh (IT Change Process Manager), Alan Lew (CoL), Allison Magoffin (ITS Finance)

2. * Accept previous minutes

Minutes accepted without changes.

3. Action Register

PART 2 – Standing Items

4. * ITS Data Centre Report – Noted

5. * Change Management Reports – Noted

6. Recruitment Opportunities
   - Web Developer CASS
   - E-hub Software Developer CMBE
PART 3 – Other Business

7. StudyAt Project Update

- StudyAt project manager provided an update of the StudyAt project now known as Programs & Courses. The project aims to replace the legacy StudyAt application (ANU’s online handbook) with a new application that delivers greater usability and functionality. The project was developed using .Net framework and is hosted on the Windows Azure Cloud Platform. Due to the unique purpose of the application in engaging/recruiting a future student audience, it has adopted a different look and feel compared to the standard ANU web style.
- For prospective students the degree finder allows searching degrees by title or interest area. It is then possible to drill down to the programs offered in that subject area and finally down to individual courses. At this level it provides information on the course, the admission requirements, ATAR, program requirements, study options, majors, minors, specialisations, honours, indicative fees and scholarships.
- The application will be used by both future and existing students, as well as staff. There are 11 key pages within the application, detailed in the box below.

<table>
<thead>
<tr>
<th>Page Title</th>
<th>Description</th>
<th>Page Link/ Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homepage</td>
<td>The application homepage provide links to Degree Finder, Programs and Courses Search and Compare and Create</td>
<td><a href="http://programsandcourses.anu.edu.au/">http://programsandcourses.anu.edu.au/</a></td>
</tr>
<tr>
<td>Degree Finder</td>
<td>Allows a future student to search degrees by title or interest area</td>
<td><a href="http://programsandcourses.anu.edu.au/program/find">http://programsandcourses.anu.edu.au/program/find</a></td>
</tr>
<tr>
<td>Programs and Courses Search</td>
<td>Allows an existing student or staff member to search programs, majors, minors and courses</td>
<td><a href="http://programsandcourses.anu.edu.au/2014/Catalogue">http://programsandcourses.anu.edu.au/2014/Catalogue</a></td>
</tr>
<tr>
<td>Search Results Page</td>
<td>Allows a user to refine search results using a variety of filters (available under the ‘Show Me’ drop down)</td>
<td><a href="http://programsandcourses.anu.edu.au/Search?SearchText=arts&amp;Source=DegreeFinder&amp;SelectedYear=2014&amp;FilterByPrograms=True&amp;FilterByAtar=False&amp;Search=">http://programsandcourses.anu.edu.au/Search?SearchText=arts&amp;Source=DegreeFinder&amp;SelectedYear=2014&amp;FilterByPrograms=True&amp;FilterByAtar=False&amp;Search=</a></td>
</tr>
<tr>
<td>Compare and Create</td>
<td>Allows users to compare programs side-by-side or to create Flexible Double Degrees from two compatible programs</td>
<td><a href="http://programsandcourses.anu.edu.au/2014/program/compareandcreate?mode=compare">http://programsandcourses.anu.edu.au/2014/program/compareandcreate?mode=compare</a></td>
</tr>
<tr>
<td>Program Detail Page</td>
<td>A page displaying extensive information about a given ANU Program</td>
<td><a href="http://programsandcourses.anu.edu.au/2014/program/BARTS">http://programsandcourses.anu.edu.au/2014/program/BARTS</a></td>
</tr>
<tr>
<td>Flexible Double Degree Detail Page</td>
<td>A page displaying extensive information about a given ANU Flexible Double Degree</td>
<td><a href="http://programsandcourses.anu.edu.au/2014/program/BARTS/BILBA">http://programsandcourses.anu.edu.au/2014/program/BARTS/BILBA</a></td>
</tr>
<tr>
<td>Courses Detail Page</td>
<td>A page displaying extensive information about a given ANU</td>
<td><a href="http://programsandcourses.anu.edu.au/2014/course/LEGW8141">http://programsandcourses.anu.edu.au/2014/course/LEGW8141</a></td>
</tr>
</tbody>
</table>
### Course

<table>
<thead>
<tr>
<th>Majors Detail Page</th>
<th>A page displaying extensive information about a given ANU Major</th>
<th><a href="http://programsandcourses.anu.edu.au/2014/major/ARTH-MAJ">http://programsandcourses.anu.edu.au/2014/major/ARTH-MAJ</a></th>
</tr>
</thead>
</table>

- In developing the project, a substantial amount of core Program, Course and Subplan information was migrated from the legacy StudyAt application into Campus Solutions. This was done to ensure appropriate retention, management and editing of this information. This information has been extracted into an ‘Operation Data Store’ and provides a single point of truth for ANU Programs, Courses and Subplan information. This information can be leveraged by Colleges for presenting information on local web sites. Please contact the ITS DBA team from 2 September 2013 if your College wishes to access this information.
- The site is currently undergoing user acceptance testing and will go-live on 26 August 2013, in time for ANU Open Day. The Programs and Courses team would greatly appreciate feedback from OMG representatives regarding the application, an outline of the UAT process and defect log have been attached to the meeting minutes.
- Release 2 (26 August) will include the addition of the ‘Enquire Now’ button for Hobsons as well as enhanced Google-like search delivered via ElasticSearch. Release 3 (13 September) will deliver an Administration Portal for the application that will allow College Administrators and Editors the ability to edit the supplementary (marketing) information contained within the application. Release 4, the scope of which is still to be confirmed, be will be delivered in either late September or mid-October depending.

### 8. * Dell Roadmap*

- This item is not available for publication.

### 9. * ANU Identity and Access Management (IDAM) Project Update*

- IDAM Project manager provided an update of the IDAM project. The project aims to provide the University with a single source of truth for the identity of staff, students, alumni and other associates along with a comprehensive and efficient identity and access management solution for all staff and student systems.
- The project was initiated late last year and is now gathering momentum
- Oracle Identity Manager is the platform that will be used
- The first phase will deliver an improved technical platform by the end of October 2013
- Business process will not be changed significantly in the technical upgrade
- The next phase will concentrate on business and process change to establish the way ANU will establishment accounts
- The PeopleSoft project to upgrade the HR and Student data bases impacts on the project
- A key issue to be tackled is affiliate accounts
- The project will work closely with Human Resources Division on the requirements for information that feeds into Oracle Identity Manager from the HR system
- A policy on starters/movers/leavers needs to be created by HR
- There are some concerns over the quality of data in PeopleSoft. At present there is no quality control review in place
- Phase two will be a large body of work that is expected to be completed by August 2014
- The project team have access to documents via a Sharepoint site and members of OMG can be given read only access to this site by advising the Project Manager.
10. *Service Desk reports*

- Two Service Desk reports were tabled at the meeting. The Service Manager spoke to the reports, highlighting the importance for areas to be logging all IT work via Service Desk because the data in Service Now will be used to make strategic decisions. Areas are encouraged to ensure the data from their area is accurate.
- The first report details all incidents and requests by Service Provider. The second report highlights the top 5 categories for each area by incident and request. Some enhancements will be made to the second report and both reports provide to OMG each month.

11. **Items for escalation to ITS Executive Team**

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

Meeting close 10:35am.

**Next Training and Meeting**

Time Management Skills  
Wednesday August 21 2013  
9:30am – 12:30pm and 1pm – 4pm  
Graneek Room, Chifley Library

OMG Meeting  
9:30 – 11am  
August 28 2013  
Moot Court