Minutes

COMMITTEE | Information Technology Operational Management Group
Meeting 13/2013

DATE / TIME | Wednesday 28 August 2013, 9:30 – 11am
VENUE | Moot Court, Law School, South Wing #5
ATTENDEES | Kus Pandey (EO to CIO; Chair); James Ashton (CECS), James Blanden (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 Lovrinovic (CASS), Allison Magoffin (ITS Finance), Nalini Nair (Business Analysis), Karl Nissen (CMBE), Adam Reed (a/g Manager Systems & Information Technology, F&S)

PART 1 – Regular Business

1. * Apologies

Judy Apps (a/g Manager, TLCSS), Sean Batt (CAP), Phil Drury (CoL), Christine Keogh (IT Change Process Manager), Roy Meuronen (Technical Services), Robert Snape (Infrastructure as a Service), Josh Straub (a/g CAP)

2. * Accept previous minutes

Minutes accepted without changes.

3. Action Register

Action Item #1: This item is on hold until the ITS SLA has been completed.

Action Item #2: SFIA has been included in the ITS training plan, the first draft is under review and the plan will be released soon.
PART 2 – Standing Items

4. * ITS Data Centre Report – Noted

5. * HR Report – Noted

6. OMG Report
   • Six responses were received via the Apollo survey. All areas need to participate for the report to provide value and insight. It was agreed that the information was worth collecting and it was inspirational to see what other areas are undertaking. It provides comparison between areas and highlights similarities allowing the potential for collaboration.
   • The report will be reformatted to make it clearer and will be available for the first meeting the following month. PIR’s will be included in future reports for discussion. The OMG Report will not be published outside of the Group.

7. * Recruitment Opportunities
   • A request for a database support professional in Enterprise Systems is being prepared
   • The Service Desk has two contracts ending in September and one in December. They will be seeking to extend and advertise to fill the positions. There is also a long standing vacancy that they will be seeking to fill.

Part 3 – Other Business

8. * Port Charges in 2014
   • Darren Coleman provided the following port count calculations methodology information to OMG on 22 August 2013.
   • Port usage is based upon that individual port having seen traffic flow for more than 6 months in the reporting period. So the formula for counting this is COUNTIF(D7:AC7,"=0")+COUNTBLANK(D7:AC7))/2. This gives a figure between the values 0 to 13. A value of 0 means that the port was fully utilised in the reporting period. Where IC ports are configured they are given a value of 20 to also eliminate them from the count.
   • By using the assigned port usage value in column AE we can simply count the number of ports used using the formula COUNTIF(AE7:AEn,">7") with the total port count being COUNTIF(B7:Bn)
   • In areas where there are multiple tenants on the network infrastructure I have included the VLAN column AG. In these scenarios port counts are done using the sum of VLAN AG column and the port usage AE column.
   • Port usage per VLAN formula is SUMPRODUCT((AE7:AEn<=7)*(AG7:AGn=vlan number))
   • Assigned switch port per VLAN formula is COUNTIF(AG7:AGn,"=vlan number")
   • This does not count all ports since there are inter switch links, CARDAX, BMS, Fire control etc these are labelled as Building support ports. These are totalled and then distributed between the business units on a percentage of total usage.
   • Darren advised that the approach above had been applied methodically and IT managers could request access to the data base to review their data. The network structure is building based so that can make identifying the owner of the switch more difficult in shared buildings.
   • It was important to have switches removed if they were no longer required. Each year the number of switches increases and although some areas are reporting a drop in staff numbers this has not been reflected in the number of switches being counted.

9. * Associate Director Enterprise Systems and Project Delivery
   • Associate Director, Enterprise Systems and Project Delivery provided an update on project management.
   • ITS along with other areas of ANU, is working with the Service Improvement Group (SIG) to strengthen project management framework across ANU.
   • The SIG has developed project management policy, procedures and templates which have been circulated for comment. The documents provide a good framework for all project management at ANU and should be finalised in the next few months.
• Internally our project templates have been reviewed using the Capability Maturity Model Integration (CMMI) to provide a baseline. As we make improvements and be able to measure our progress.

• Gaps identified were:
  o RFI and EOI processes need a more standardised approach.
  o Financial modelling and assessment, how we scope costs, track costs and then transition into business as usual needs improvement. A number of projects have been underfunded particularly in the area of backfilling staff.
  o Communications across projects has been variable and there is a need for a range of templates to standardise communications on all projects
  o Vendor management and transition in to business as usual need to be improved

• Enterprise Project Management has been requested as an Enterprise System and will give ANU a whole range of new capability for project management.

• Four areas (ITS, F&S, SIG and F&BS) are early adopters in the development of this system.

• An external company (EP Partners?) will do the configuration, training and knowledge transfer

• The system will be divided into portfolios and access given on approval.

• ANU wide traffic light reporting will be possible with the ability to drill down

• Streamlined consistent project reporting with the ability to provide consolidated reports will be possible.

• Dependencies between projects and overlapping components are difficult areas and will be managed by identification, prioritisation and mapping.

10. *ANU Service Desk*

• The Project Manager provided an update on the ANU Service Desk project. The Service Desk project fits into the 2020 building blocks and the framework is effective organisation: standardisation/deplication.

• Phase 1 objectives were to:
  • Improve ANU IT service desk efficiency and consistency
  • Create a single phone number for all ICT support requests, and
  • Provide status reporting and trend analysis.
  • Phase 1 has just been completed and is now moving into business as usual. The following outcomes were achieved:
  • 20 separate IT related service desks were moved into a single service desk tool, along with 4 other non-IT related service desks.
  • A new single point of contact phone number has been established
  • ITIL foundation training was provided for 40 IT staff
  • ITSM process documents have been developed.
  • Scoping for phase 2 is underway and is expected to be completed by the end of September. Continuous service improvement activities are also in progress including ongoing enhancements/improvements to ServiceNow tool and the formation of a management group, a group with shared responsibilities and partnerships for the delivery of the services/processes and activities which underpin the IT Service Desk.

11. Research Professional – online database of research funding opportunities

• Amy Holland, a Research Development Coordinator from the Research Service Division, provided an overview of Research Professional a data base of online funding opportunities that is available for ANU staff.

• All funding opportunities are verified as eligible for Australia research. There are a small number that are only valid in specific areas in Australia as these are not being filtered out at present.

• The system allows you to create searches, save them, set up alerts for new funding opportunities based on key words and deadlines and add them to your calendar.

• It also allows you to create an email alert so that you can receive a weekly email containing any new funding opportunities that match your search criteria.

• The system was trialled in 2011/2012 and has now been purchased and is available to anyone on campus or with an ANU email address

• The system is based in the United Kingdom and many Universities around the world are using the system

• Colleges can use the system to search on key words or deadlines and use the information to email information out to staff.
• The system has just been rolled out in CASS with training sessions run to show staff how to use the system.
• At present 450 people within ANU have accounts. Roughly 320 of these are people uploaded as part of the CASS roll-out.
• Research Services Division is working with local College Research Offices to roll the system out around the campus. It was planned to have all Colleges using the system by the end of October.
• Your assistance in promoting the system in your College would be much appreciated.
• The system is available at http://www.researchprofessional.com and further ANU-specific information is available at https://researchservices.anu.edu.au/osr/programs/grants-open.php

12. Strategic Plans
• In late 2012 OMG discussed College IT Managers providing a list of projects that they are working on or are planning.
• Each College will provide one page overview of how their College IT business plans enable College plans that then enable the ANU strategic plan for the next meeting of the group. The overviews will be discussed with a view of identifying duplication, to categorise and evaluate the need for the project and how we can economise by consolidating and leveraging on existing technology to deliver the outputs.

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

Meeting close 11:05am.

Next Meeting
OMG Meeting
9:30 – 10:30am
Wednesday 11 September 2013
Building 88T1, Main Meeting Room