Minutes

COMMITTEE | Information Technology Operational Management Group
Meeting 14/2013

DATE / TIME | Wednesday 11 September 2013, 9:30 – 10:30am
VENUE | Building 88T1, Main Meeting Room
ATTENDEES | Kus Pandey (EO to CIO; Chair); 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), Christine Keogh (IT Change Process
Manager), Alan Lew (a/g CoL), Bernard Lineham (Service
Manager), George Lovrincevic (CASS), Allison Magoffin (ITS
Finance), Roy Meuronen (Technical Services), Nalini Nair
(Business Analysis), Robert Snape (Infrastructure as a
Service), Josh Straub (a/g CAP), Dennis Vukoja (CMBE)

PART 1 – Regular Business

1. * Apologies

Judy Apps (a/g Manager, TLCSS), Sean Batt (CAP), James Blanden (Enterprise Systems), Phil Drury (CoL),
Cathie Gough (Communications), Adam Reed (a/g Manager Systems & Information Technology, F&S)

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. OMG Report

- Five responses were received via the August Apollo survey. All areas need to participate for the report to provide value and insight. The purpose of the report is to share information and bring visibility to the work of all areas.
- The questions and format will continue to be refined as more areas complete the survey and feedback on the questions is received.

7. * Recruitment Opportunities

- The Service Desk was successful in extending two contracts that were nearing completion. One was extended by one month to cover staff leave and the other has been extended until the end of the year.
- The ITS HR Manager advised the Group that the Director HR was now requesting more detailed information, including organisational charts for requests to advertise positions.
- The Group agreed to notify OMG when contractors were completing their contracts as other areas might be interested in hiring them. The knowledge these contractors have of ANU is very valuable and areas they have worked for able to provide accurate references for their skills and knowledge.
- The Service Manager noted that around half of the student IT consultants would graduate at the end of the year so he was working with Belinda Day and the Colleges with IT students to recruit new consultants for next year.

Part 3 – Other Business

8. * LITSS mailing list use and maintenance

- Currently there is no guarantee that all IT staff who need to receive important notifications are on the LITSS email list. An ad hoc approach is in place at the moment for adding IT staff members to the LITSS list, which will hopefully be improved in the future by implementing a standardised on-boarding procedure for all ITS staff members at ANU. In the meantime, all managers should ensure that any new staff are registered as LITSS and added to the mailing list upon arrival at the ANU.
- The current LITSS membership list will be reviewed by ITS operations managers to ensure all relevant staff on this email list.
- There was also some related discussion regarding the way in which information is communicated to clients. It was agreed that once the IT Communications plan has been released, the Service Manager will form a working party of OMG members to review the plan for implementation and report back to the Group.

9. * Physical disposal of IT equipment across campus

- The ITS Finance Manager sought feedback on local practices for disposing of IT equipment. ITS is developing a policy & procedure and will share this with the Group when completed. IT equipment disposal is at present ad hoc. The goal is to establish a uniform approach for all areas across campus.
- It was noted that the e-Waste tender evaluation panel formed by Facilities & Services late last year for the waste and recycling contracts has never met.

10. * Flexera

- The ICT Contracts Manager advised that the FlexNet Manager Platform (FNMP) for contract management and software licencing is being implemented in ITS. A two day workshop was conducted this week and the system was expected to go live in early October.
• When the software is live and as the Dell managed services roll out across campus we will be able to link software usage back to licence entitlement and contracts.
• Limited ad hoc reporting from the tool will be available via the contracts office however in a long term view it is anticipated that access to FNMP will be available to IT managers for reporting purposes.

11. ANU IT Forum
• The ANU IT Forum will be discussed at the next meeting of the Group.

12. Items for escalation to the ITS Executive Team
• A recent server software licence issue highlighted an area of risk in service delivery. Between 50 to 100 people were without access to MATLAB software for a number of hours and although the incident was rated as medium and individual areas responded to the problem, there was no co-ordinated approach to linking all related incidents together to know the magnitude of the problem or advise the community of the action being taken.
• A Service Management Office would allow ITS to be proactive in dealing with this type of problem by monitoring P2 queues and escalating incidents to P1 if required. At the present time a lack of resources prevents the Service Desk team from monitoring job queues in a proactive manner and the opportunity to link related items together is being missed along with the ability to notify the community of events like this.
• The need for a Service Management Office will be escalated to the ITS Executive Team.

Meeting close 10:30am.

Next Training and Meeting

Consultative Leadership
Wednesday 25 September 2013
9:30am – 12:30pm
Building 88T1, Main Meeting Room

OMG Meeting
Wednesday 9 October 2013
9:30 – 10:30am
Moot Court