Minutes

COMMITTEE | Information Technology Operational Management Group

Meeting 15/2013

DATE / TIME | Wednesday 9 October 2013, 9:30 – 10:30am

VENUE | Garran Room, Innovations Building #124

ATTENDEES | Kus Pandey (EO to CIO; Chair); James Ashton (CECS), Andrew Churches (CBE), Belinda Day (ITS HR), Ali Emirlioglu (IT Security), Allison Magoffin (ITS Finance), Roy Meuronen (Technical Services), James Molinari (JAG), 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), David Berriman (a/g Enterprise Systems), James Blanden (Enterprise Systems), Darren Coleman (Networks & Communications) Phil Drury (CoL), Rim El Kadi (CMBE & CPMS), Cathie Gough (Communications), Christine Keogh (IT Change Process Manager), Alan Lew (a/g CoL), Bernard Lineham (Service Manager), George Lovrincevic (CASS)

2. * Accept previous minutes

Minutes accepted without changes.

3. Action Register

Action Item #3: Policy is still being drafted. A trial is being undertaken with Verser to dispose of ITS equipment. F&BS and Purchasing have been consulted and agree that an ANU wide policy is needed.
PART 2 – Standing Items

4. * ITS Data Centre Report – Noted
5. * HR Report – Noted
6. * Recruitment Opportunities
   • No recruitment opportunities were noted.

Part 3 – Other Business

7. * ANU Infrastructure Transformation Program
   • Three items raised by the joint Colleges IT Manager were addressed by Associate Director, Infrastructure:
     • Upgrade to the existing Commvault infrastructure was done without change management and as a result, the backup service was disrupted in a number of areas without prior warning or notification.
       o This has been reviewed and was human error, normal change management procedures should have been followed for this work package. Change management procedures will be followed more closely in future.
     • Network switches upgrades – some MHS VLANs were missed out from the upgraded configuration leading to a down time of a few hours during the weekend.
       o Three were missed due to human error. Affected areas were aware of the work and that testing would be required following the change. This omission was found through this client testing process, and was rectified as soon as ITS were advised. There are a number of known gaps in the University’s use of IT Change Management and these are being picked up as part of the ANU Service Desk project.
     • Various College of Science schools are placing requests for storage and VMs. Currently, the requests are not being addressed consistently.
       o At present it is true that service requests are not being handled in a consistent manner across the University, the ANU Infrastructure Transformation program in conjunction with the ANU Service Desk project will be looking at this with a view to creating better business processes.
       o There is a large volume of work being undertaken by the ITS team in conjunction with the wider University IT teams to improve services across the whole spectrum of IT and this of course takes time to implement correctly. Due to the volume of this work some basics are occasionally being overlooked. A planning session run today (9 October 2013) will look at establishing clear guidelines for all work. There are inconsistencies on how work is done and how requests are being made. The planning session will focus on going back to the basics of good service delivery.
     • The Project Manager advised that a large amount of background work for the ANU Infrastructure Transformation Program had been undertaken in the last 6 months. This work was necessary to set the stage for the wider transformations and underpins a number of the key strategic projects being run across the University over the coming months/years. As this work is completed it will be possible to finalise the project path to 2016 and present this to the community, based on the soon to be released University IT Strategy on a Page.

8. * ANU IT Forum
   • Delia Ritherdon provided a brief overview of ANU IT Forum activity in the last five months. Attendance has improved with key factors contributing to this being more interesting topics, engaging high profile speakers and a shift in focus to IT community input for local presenters. Providing video and audio files after events has also increase web traffic. It is planned to run a short poll to seek input from the community on topics and speakers for future sessions.
9. *Report from the ITS Planning Day*

- The ITS Planning day was held on 24 September 2013. ITS publish a detailed Operational Plan on the ITS website and will now add a plan on a page ‘ANU IT Strategic Plan 2013 – 2016’ to complement the detailed plan.
- The ‘ANU IT Strategic Plan 2013 – 2016’ reviews the current state of IT in 2013, outlines the top 8 initiatives and the underlying beliefs and assumptions for those initiatives and finishes with the view of IT by 2016. The plan will be reviewed annually.
- The ‘Plan on a Page’ will be used to communicate with stakeholders and will be underpinned by the Operational Plan” which will now be reviewed and updated on a quarterly basis.
- The strategic direction for IT at ANU is governed by UICT and the role of ITS is to convert the vision into a reality. The statement of ANU IT Strategy states:

> “The transformation of current IT business practice at ANU from one which is characterised by a legacy of disparate and organically developed architectures and processes; to a scaled, de-duplicated collaborative model to enable administrative efficiencies and consistent service delivery.”

- Good communication and IT staff working collaboratively will be vitally important to the success of the strategic vision.

10. *Items for escalation to the ITS Executive Team*

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

Meeting close 10:35am.

**Next Training and Meeting**

Using Visuals in Written Communication
Wednesday 16 October 2013
9:30am – 12:30pm and 1pm – 4pm
Graneek Room, Chifley Library

OMG Meeting
Wednesday 23 October 2013
9:30 – 11am
Garran Room, Innovations Building #124