Minutes

COMMITTEE | Information Technology Operational Management Group
Meeting 16/2013

DATE / TIME | Wednesday 23 October 2013, 9:30 – 10:30am

VENUE | Garran Room, Innovations Building #124

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

2. * Accept previous minutes

   Minutes accepted without changes.

3. Action Register

   Action Item #3: Verser have taken away ITS equipment and are currently completing the stocktake. More details will be available in November. Verser details to be emailed to OMG and LITSS.

   Action Item #5: Survey will be sent out in November.
PART 2 – Standing Items

4. * ITS Data Centre Report – Noted

5. * Change Management Reports
   • The Change Manager advised that:
     o RFC 1625 (Log of Recent Changes) – Auscert wildcard certificate replacement. This change was completed with issues. The implementation plan has been modified so that future similar changes should be more successful.
     o RFC1653 (Forward Schedule of Change) – ANUMail Decommissioning. The Scheduled Date published in the report for this change (23 October 2013) is wrong and has been removed.
   • The Operations Manager, Infrastructure as a Service advised that the likely implementation date for RFC1653 will be 11 November 2013. There are around 900 users that still need to be moved off the platform. The communications plan to advise the ANU community about the decommissioning is currently with the Vice-Chancellor. Emails should go to all staff and students this week.
   • The timing coincides with exams but due to the need to implement Wave15 on 24 November cannot be delayed. The list of 900 users will be sent out to IT managers to review and action any staff in their area that still needs to be converted to Microsoft365.
   • Adam Reed noted that there may be considerable impact on the workload of local IT staff decommissioning IMAP.

6. * Recruitment Opportunities
   • The Associate Director, Enterprise Systems and Project Delivery is investigating enabling ITS staff to be available for IT vacancies across campus using SLAs. This model retains the links to ITS and ensures systems and software are developed consistently across ANU. Should those systems/software then need to be maintained by ITS it can be done more efficiently. The Associate Director, Enterprise Systems and Project Delivery will brief OMG on this concept.
   • A contractor currently working with the joint Colleges IT Manager will be available for employment in December. She commended him to the OMG, and asked that Project Managers also be advised.
   • A standard service catalogue is being developed by ITS for ANU. The standard SLA will then be used with the service catalogue. If a special service is required a schedule will be added to the standard SLA. The SLA will be circulated to OMG when approved by the CIO.

Part 3 – Other Business

7. * ERMS Business Classification Scheme
   • The University Librarian and the Manager University Records and Acting University Archivist attended for this item.
   • This is now a Level 1 Service Improvement Group (SIG) project, the Project Director is Roxanne Missingham, the business owner is University Records and the title of the project - Electronic Records Management System.
   • The context of the project is to align record keeping at ANU with the recommendations of the National Archives of Australia. The project aims to provide a central information management environment that will improve information management efficiency, improve records search capability and reduce corporate risk through greater compliance with relevant legislation.
   • The Oracle Web Centre solution will be used and the implementation partner is TEAM Informatics. A staged implementation is planned with Staff and Student records being the primary area for the first stage. There are over 44,000 staff and student files that need to be digitised and this work will be done in parallel with new material received. New material will not be printed and scanned it will be stored directly into the ERMS.
   • University Records are conducting training courses and all staff are encouraged to attend. The training covers record management procedures and the ERMS classification scheme.
8. **OMG training program**
   - The twelve month OMG training program is now completed. Eight sessions were conducted, four were all OMG workshops and the remaining four sessions conducted with smaller groups.
   - An overview of the training and a survey will be sent out to OMG to review the effectiveness of the training program.

9. **Report from the ITS Planning Day**
   - This item will be held over to the next meeting.

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**

**Supervisor Training**
Wednesday 6 November 2013
9:30am – 12:30pm
Garran Room, Innovations Building #124

**OMG Meeting**
Wednesday 20 November 2013
9:30 – 11am
Building 88T1, Main Meeting Room