Minutes

COMMITTEE | Information Technology Operational Management Group

Meeting 18/2013

DATE / TIME | Wednesday 20 November 2013, 9:30 – 11am

VENUE | Building 88T1, Main Meeting Room

ATTENDEES | James Ashton (CECS), Andrew Churches (a/g Service Manager), Belinda Day (ITS HR), Ali Emirlioglu (IT Security), Cathie Gough (Communications), Christine Keogh (IT Change Process Manager), Bernard Lineham (Service Manager), George Lovricevic (CASS), Allison Magoffin (ITS Finance), Roy Meuronen (Technical Services), Nalini Nair (Business Analysis), Josh Straub (a/g CAP)

PART 1 – Regular Business

1. * Apologies

Sean Batt (CAP), James Blanden (Enterprise Systems), Darren Coleman (Networks & Communications), Phil Drury (CoL), Rim El Kadi (CMBE & CPMS), Adam Reed (a/g Manager Systems & Information Technology, F&S), Robert Snape (Infrastructure as a Service)

2. * Accept previous minutes

Minutes accepted without changes.

3. Action Register

Action Item #1: John Parry and Allan Williams to brief OMG on research data management early in 2014.

Action Item #4: Survey will close on Friday 22 November 2013.

Action Item #5: Conversion to Microsoft365 is now complete and if users were not converted they need to raise a job in ServiceNow to get access to their email.

Action Item #7: SLA is still under development.
PART 2 – Standing Items

4. * ITS Data Centre Report – Noted

5. * Change Management Reports - Noted

6. * Recruitment Opportunities

- No recruitment opportunities were brought to the group. The ITS HR Manager reported that two IT related positions, that the group had not discussed, were currently on the ANU Internal Web site. As all areas will be impacted by the Voluntary Early Retirement (VER) scheme it is important for the group to work together on any recruitment opportunities.
- ITS is in the process of recruiting a Software Licence Manager through Hays Recruiting as no suitable candidates have been found internally. The proposal is currently with the Director HR for approval.

Part 3 – Other Business

7. * Governance of IT Change Management at ANU – Discussion paper

- The IT Change Manager introduced the discussion paper on governance issues for Information Technology Change Management (ITCM) at ANU. Governance is needed to provide the direction and framework for ensuring that the use of IT supports the organisation.
- Currently there is no standard set of processes for managing IT at ANU. Each area has developed their own (or has no) practices for assessing the risk of changes and managing that risk to minimise disruption.
- ITS has a single system of record for its ITCM processes currently managed in Footprints. Footprints ITCM is scheduled for migration into the ANU Service Desk and when this is completed will be made available for all areas to use.
- ITS is currently drafting policy and procedures to support ITCM that will be distributed to OMG for consideration. The ITS Governance Team will co-ordinate and negotiate agreement between stakeholders across campus. All comments on the discussion paper should be passed on to the IT Change Manager.

8. * ITS 2014 Operational Plan

- The EO, CIO presented the *draft* ITS 2014 Operational Plan.

9. * College 2014 Operational Plans

CAP

- The following summary of operations for CAP IT 2014 was provided:
- Alongside Business as usual activities the College IT office will continue on a path of rapid strategic reform to align with emerging College requirements in IT services and position the office for further process and resource integration with ITS objectives.
- Project scheduling for 2014 will have to remain flexible to accommodate the project priorities and timelines for ITS initiatives that the College will be aligning with (Workspace, S.N stage 2, unidocs, storage etc). As a result it is difficult to set firm scheduling at College level for projects involving ITS. This may also have a flow-on effect on resourcing for smaller College level projects planned for 2014.

- Significant Operational priorities for CAP IT will include:
  1. Continued CAP service desk activities to College stakeholders, with an increasing emphasis on response times and improved service culture
  2. Build and deliver an emerging Wattle support capacity at Level 1 for a rapidly increasing College Wattle user base
  3. Through the College Active Directory Domain (CAP domain), maintain VM web hosting and storage infrastructure.
4. Maintain a College wide Desktop asset procurement facility and asset visibility system, through Managesoft, and prepare the purchasing process with upcoming Workspace Project processes
5. Continue data Archiving and Backup services as part of the College Data management strategy

- **Significant strategic and Project priorities will include;**
  1. Implementation of the College IT Service desk review, currently pending Central HR approval
  2. Alignment of College IT resource planning to accommodate implantation of the ANU workspace project
  3. Conduct a survey to determine College and individual research Data requirements and inform ANU research committee
  4. Migration of share and user profile data to ITS hosted storage assets
  5. Preparation of CAP domain process and user data management structure for UDS domain integration
  6. Develop capacity to deliver Online teaching technology and mobile technology support (Wattle, BYOD, IOS, Android)
  7. Develop service catalogue in alignment with ITS processes and services where appropriate
  8. Online service reliability improvements, including enhanced asset visibility and comprehensive alerting and logging capacity. (Puppet, Nagios)

**CASS**

- The **draft** CASS 2014 Operational Plan was presented. The College IT Manager advised the group that there was a CASS planning day scheduled next week and there might be other activities that could come out from that.

- **CASS Operational Plans**
  - Continue to align IT Services that are being provided by the ITS service division. With the early retirement of staff within CASS, the strategy is to continue to work smarter and not to duplicate tasks for the ANU.
  - Impact/constraints on CASS for 2014
    - Resourcing/early retirement and freeze on professional staff
    - Budget
    - Restructure
    - ITS projects

- **Business Activities for CASS IT 2014**
  - CASS to UDS Alignment project (6 – 12 month project)
    - This is required to consolidated the file share servers
    - Required to use ANU Workspace
    - Will benefit CASS in using the ANU Service Desk
    - Engagement of the Colleges and ITS
    - Migrating (550 desktops) from XP to Windows 7
  - CASS student lounge operational for start of teaching 2014
  - ANU Service Desk to provide first level support to CASS clients
  - Follow me printing (continue to rollout with replacement of Toshibas’)
  - Develop Standard operating procedures and start to develop knowledge base articles
  - Migration of Web content from Drupal 6 to Drupal 7
  - Engagement with Schools, to find out requirements and improve on teaching and research
  - Engagement with Service Divisions and Colleges
    - For projects being delivered by ITS and the impact on the College
      - ID
      - Pebble Space
      - Transformation of infrastructure
      - Phase 2 of the Service Now
      - ANU Workspace
      - Other
  - Visiting fellow project
  - ERMS Project
  - Develop CASS IT staff with up to date Position Descriptions
  - Engage Service Division and Colleges to enable CASS IT staff to work in other areas to gain knowledge. This will benefit the ANU.

**CBE – non-validated plan**
• The CBE IT Operation Plan was presented and the College IT Manager advised the group that this plan had not been discussed or endorsed by the CBE Executive. This is merely a working list of the foreseen priorities over the next 12 – 24 months.
  o Improve BA capabilities within the College
  o Web Administration and content development - how will the ANU CMS (Drupal) impact our reliance on Umbraco. There is no real need to move to Drupal: Umbraco is serving our needs more than adequately and I feel as though moving to Drupal will be a step backwards.
  o Adopt a greater role in College AV areas
  o Take a closer look at MDM solutions with a VDI trial to limit costs and cover BYOD issues
  o Improve Apple knowledge

• Systems Infrastructure (Transformation Project)
  o Network
  o Storage
  o Asset Management
  o Backup

• Greater collaboration with ANU and other Colleges in sharing resources and skilling employees.

• Working with ITS
  o Workspace
  o ERMS: unsure of actual input. Requirements gathering has been completed.
  o Migration to UDS
  o Consolidation of Service Desk and resources
  o Centralisation of Infrastructure
  o Pebble: unclear about our input apart from participating with requirements gathering.
  o IDM: apart from advising on what we do I am unclear what our input will be on this.
  o Transformation Project:

• Working with CBE
  o Overall review of CBE requirements
  o Education Innovation
  o Managing the College A/V requirements
  o Formalise purchasing and disposal processes

• Working with CBE IT
  o College IT Web Page

• Working with other Colleges
  o Implement a SCCM solution
  o Providing some level of Wattle support

• Implement a more formal change management governance process.

• BAU, DR and BCP submitted.

• (Some of this could be a result of the proposed work Pirra is undertaking)

• SFIA review of all staff position descriptions in light of changes across CBE and the ANU.

CECS
• The CECS 2014 Operational Plan was presented by the College IT Manager.
  o Workspace and how the project will impact on the work of the college
  o In preparation they have consolidated to a single network
  o Move to UDS
  o Centralisation of infrastructure
  o Upgrading Windows XP machines
    ▪ Large number of machines to do this task won’t be completed until well into 2014
  o Large number of servers due for refresh, these may disappear but haven’t started working with ITS infrastructure on this yet
  o College move to Drupal. As there is no central solution yet the team may have to do this themselves
    ▪ They have a large number of automated databases that will be impacted by this
  o The team is short on staff for helpdesk and infrastructure and has a full program of work plus ITS projects too.

Facilities & Services and the Colleges of Science did not present their Operational Plans

10. Items for escalation to the ITS Executive Team
• The following item is to be escalated to the ITS Executive Team:
Infrastructure Transformation Project – is a very large and important project however there are no details available on how this will impact the Colleges. OMG requests more information on this project to be publicly available.

Meeting close 10:35am.

**Next Meeting**

OMG Meeting  
Wednesday 4 December 2013  
9:30 – 12:30am  
Room 1.04, Coombs Extension, Building #8