Minutes

COMMITTEE | Information Technology Operational Management Group
Meeting 1/2014

DATE / TIME | Wednesday 29 January 2014, 11am – 12pm
VENUE | The Garran Room, Innovations Building #124
ATTENDEES | Kus Pandey (EO, CIO; Chair), Belinda Day (HR), Ali Emirlioglu (IT Security), Bernard Lineham (Service Manager), James Blanden (Enterprise Systems), Delia Ritherdon (Change Process Manager), Robert Snape (Systems and Desktop Support: Servers), Roy Meuronen (Technical Services), Phil Drury (CoL), Rim El Kadi (CMBE and CPMS), James Ashton (CECS), George Lovrincevic (CASS), Kulveer Singh (CAP), Hayley Daley (ITS Communications)

PART 1 – Regular Items

1. * Welcome to New Year and new staff

2. * Apologies

Josh Straub (CAP), Adam Reed (Facilities and Services), Cathie Gough (ITS Communications), Darren Coleman (Networks and Communications), Nalini Nair (Business Analysis), Allison Magoffin (Finance), Andrew Churches (CBE)

3. Accept previous minutes

Minutes accepted without changes.

4. Action Register

Action Item #1: SMW to schedule Allan Williams and John parry for 26 March 2014.

Action Item #3: AM to update next meeting.

Action Item #4: IT Forum has been amalgamated into OMG. Closed.

Action Item #7: SLA now referred to as MSA.
5. Notice of Other Business Items

PART 2 – Standing Items

6. * 2014 OMG meeting framework (KP)
   - Accepted as ongoing, fluid document.
   - Action Item #4 (concerning ANU IT Forum) will be removed from the Action Register. ANU IT Forum has been amalgamated into OMG; the second meeting of every month will include guest speakers and project updates, and attendance will be open to any and all (not limited to OMG members or IT staff).

7. * Master Services Agreement
   - MSA (formerly SLA) is very high level, sets out service level expectations across the University. More specific service level agreements will be set up between internal entities as required. MSA will allow continuity of service.
   - The Joint Colleges IT Manager would like to know how services are agreed on and set. Meeting Chair: the MSA reflects services ITS currently provides, and the ANU IT Strategic Plan.
   - CASS IT Manager would like Item 3.5 to be revisited (concerning password resets currently set at 30mins); suggested changing service level agreement to 15 mins, changing to first contact resolution, caveats need to be strictly defined.
   - Joint Colleges IT Manager requested clarification on ‘Service Delivery Manager’ and ‘Service Manager’; is this referring to one in the same? Meeting Chair suggests potentially adding additional terminology to the existing glossary.
   - The Enterprise Systems Support Manager raised that some service metrics do not match up/allow for delivery, e.g. if enterprise systems support will deliver to 99.9% and that deliverable depends on infrastructure deliverables at 90%...Meeting Chair is happy to revisit inconsistency with appropriate Associate Directors.
   - CASS IT Manager and ITS Service Manager both expressed the need to standardise customer expectations.
   - The Operations Manager, Infrastructure as a Service will supply detailed written feedback to meeting Chair.
   - Monthly Dashboard meeting is an opportunity for two-way communication between clients and service delivery/deliverers.
   - The CAP Deputy IT Manager questioned out-of-hours service provision. The IT Service Manager and the meeting Chair responded that ITS is not currently resourced to provide out-of-hours support as a norm

8. * Reporting/Metrics
   - A work in progress. Next meeting will be the first Dashboard meeting for 2014 and the first meeting for which reporting/metrics will be required. We will use this as a trial for the format of the reports and move from there.
   - Reports will be tabled at OMG, discussed and analysed, and circulated for wider review.

Part 3 – Other Business

- CASS IT Manager and Joint Colleges IT Manager attended a useful data backup meeting on 28/01/2014; note that ITS was underrepresented. Rim: Colleges of Science are (generally) largest consumers of NCI services but there is no collective engagement; individuals are connecting with and addressing concerns individually.
- Joint Colleges IT Manager will be organising workshops for academics and NCI in February; she will report the findings from those workshops to OMG

Meeting close 12:05pm.

Next Meeting