### Minutes

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<tr>
<th>COMMITTEE</th>
<th>Operational Management Group</th>
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<tbody>
<tr>
<td></td>
<td>Meeting 2/2014</td>
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<tr>
<td>DATE / TIME</td>
<td>Wednesday 12 February 2014, 11am – 12pm</td>
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<td>VENUE</td>
<td>The Garran Room, Innovations Building #124</td>
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<tr>
<td>ATTENDEES</td>
<td>George Lovrincevic (CASS) Allison Magoffin (Finance), Ali Emirioglu (IT Security), Bernard Lineham (Service Manager), James Blanden (Enterprise Systems), Delia Ritherdon (Change Process Manager), Rob Snape (Systems and Desktop Support: Servers), Nalini Nair (Business Analysis), Roy Meuronen (Technical Services), Phil Drury (CoL); Rim El Kadi (CMBE and CPMS), James Ashton (CECS), Andrew Churches (CBE), Kulveer Singh (CAP), Adam Reed (Facilities and Services), Pria Jeevanthan (ITS Communications)</td>
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### PART 1 – Regular Items

1. * Apologies
   
   Kus Pandey (EO, CIO; Chair), Belinda Day (HR), Josh Straub (CAP), Darren Coleman (Networks and Communications), Cathie Gough (ITS Communications)

2. * Accept previous minutes
   
   Minutes accepted with a minor change to Other Business, point one.

3. Action Register
   
   Action Item #3: AM to update next meeting.

   Items held to next meeting.

4. Notice of Other Business Items
PART 2 – Standing Items

5. * Systems Thinking and Benchmarking Data (DR)

- Systems Thinking conduct an annual University IT Benchmarking Project that universities from across Australia and New Zealand take part in. Systems Thinking provide survey questions, data collation, analysis, reports and advice on service improvement.
- They measure 5 key quality measurements on each service – overall satisfaction, respect, technical language, timeliness and resolution. Scores are rated using a traffic light system Green, Amber and Red. Green = 55%+ (considered in target), Amber = 45 – 54% and Red = less than 45%.

6. * Reporting/Metrics (All)

- Comments from multiple Group members regarding difficulty with providing appropriate reporting, on time.
- CASS College IT Manager suggested that it may be useful for Group members to be able to view reporting before the Dashboard meeting.
- Service Manager is supervising efforts towards making reporting an easier process.
- A number of Group members express the need to revisit some of the metrics set out in the MSA. Metrics as they currently stand are difficult to report on, are not an accurate reflection of performance, or will not produce useful information.
- Action Item: ServiceNow reporting functionality demonstration. SMW to coordinate with Bernard Lineham.

   i. ANU Service Desk (BL)
      o Not available for publication.

   ii. ANU Enterprise System Support (JB)
      o Not available for publication.

   iii. Assistive Technology (RM)
      o Not available for publication.

   iv. Audio Visual Services (RM)
      o Not available for publication.

   v. Business Analysis (NN)
      o Not available for publication.

   vi. Communication and Collaboration Support (DMR)
      o No reporting logged for this meeting.

   vii. E-Learning Support (JP)
      o No reporting logged for this meeting.

   viii. IT Security (AE)
      o No reporting logged for this meeting.

   ix. Learning Spaces and Printing (Steve Machan)
      o No reporting logged for this meeting.

   x. Networks and Access (DMR)
      o No reporting logged for this meeting.

   xi. Virtualised Infrastructure Services (DMR)
      o No reporting logged for this meeting.
xii. Project Management (JP)
   o No reporting logged for this meeting.

xiii. ICT Purchasing and Asset Management (Joanne Meddemen)
   o Not available for publication.

xiv. ICT Workspace Management (BL)
   o No reporting logged for this meeting.

7. * Change Advisory Board (CAB) Information Session: Major Changes (DR)
   • No major changes to report; reporting documentation not available for publication.

8. * Recruitment Opportunities (HR Update)
   • Update held to next meeting; reporting documentation not available for publication.

9. * Finance Update (AM)
   • The UICT is to be held Thursday 13 February; after this meeting more information will be available
     about projects that have confirmed funding.
     o Update: UICT Thursday 13 February cancelled; to be rescheduled.
   • Group members have requested more visibility over what projects will be put forward to UICT for
     consideration. AM to seek permission from CIO to distribute UICT project listing.

10. * Contracts Update
    • Adobe has changed their licensing model to an annual base subscription model.
    • There will be implications ANU-wide.
    • BAU till March 2014.

11. * Policy Update
    • Limited policy update at this time.
    • Policy review period was conducted in November 2013. Little feedback was received during the two
      week consultation period.
    • A detailed policy review will be conducted in April with the IT Security Manager. A second
      consultation period will potentially be opened up after this review.

12. * Summary of Topic Submissions; Actions Taken
    • None at this time.

13. * Items for Escalation to Exec/Feedback from Exec
    • AM to raise with Executive Team the need to revisit some metrics with the appropriate responsible
      officers. Some responsible officers are having difficulty reporting accurately (or at all) using the
      current metrics, and do not believe that they are accurate/appropriate.

Part 3 – Other Business

14. * Outbound attacks using DNS resolvers and NTP servers – update (advisory) (AE)
    • ITS Security have become aware of several open DNS servers on the ANU network that answer
      recursive queries for external hosts. These servers can be used to attack other organisations through
      Distributed Denial of Service attacks (DDoS). This type of attack is known as DNS Amplification.
    • To prevent the ANU network from being a launch point for devastating attacks across the internet, we
      ask that you review your DNS configuration and disable recursive requests.

Meeting close 12:09pm.
Next Meeting

Wednesday 26 February 2014
11am – 12pm
Innovations Theatre
Innovations Building #124