Minutes

COMMITTEE | Operational Management Group
Meeting 4/2014

DATE / TIME | Wednesday 12 March 2014, 11am – 12pm

VENUE | The Garran Room, Innovations Building #124

ATTENDEES | Kus Pandey (EO, CIO: Chair); Allison Magoffin (Finance), Daisy Gao (HR), Ali Emirlioglu (IT Security), Jonathan Stefaniak (a/g 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), George Lovrinevic (CASS), Adam Reed (Facilities and Services), Pria Jeevanthan (ITS Communications), Josh Straub (CAP), Hashantha Mendis (Wattle BSG)

PART 1 – Regular Items

1. * Apologies

Darren Coleman (Networks and Communications), Bernard Lineham (Service Manager), Siobhan Muir-Williams (Secretariat)

2. * Accept previous minutes

Minutes accepted without changes.

3. Action Register

All items closed.

Action Item #1: HD to invite Michelle Mousdale to speak at the next Dashboard meeting.

Action Item #2: DG to prepare report on recruitment opportunities.

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

5. * Reporting/Metrics (All)
   - Meeting Chair provided a Service Desk report to OMG members. CASS IT Manager requested to see the statistics on issues logged vs resolved. Discussion ensued.
   - Joint College IT Manager raised to increase the visibility of customer satisfaction, the report needs to cover resolution in order to review the number of jobs vs staffing levels. It was also raised some objectives from the report to encourage more self service, than emailed jobs.
   - It was raised the tracking of how many jobs are assigned through his area’s queues.
   - OMG questioned what about when a job is raised as an incident, and then changed to a request?
   - Meeting Chair provided an update to Service Desk Phase 2. There will be five priorities to be discussed with the Service Desk Management Group (SDMG) and Executive Team. The decommission of RightNow (the old DOI Helpdesk system) is on that list, but the replacement of Footprints (Change Management system) is not. It was raised that there is no mechanism for reporting the workload in RightNow. OMG discussed the security issues, initially a concern when adding other areas into ServiceNow, such as HR, where jobs could have sensitive information within them. OMG discussed it should work together to add in who wouldn’t have security concerns. Perhaps to add other non IT categories, areas like RSB. The SDMG membership is limited to IT groups only.

New Action Item:
HD to invite Michelle Mousdale to next Dashboard meeting.

6. * Change Advisory Board (CAB) Information Session: Major Changes (DR)
   - IT Change Manager will be looking at changing the Terms of Reference (ToR)
   - Will also be examining processes, and training for the CAB members.
   - Encourage staff to report changes earlier.

7. * Recruitment Opportunities (HR Update)
   - DG will provide a report on redevelopment pool opportunities at the next Dashboard meeting in April.

8. * Finance Update (AM)
   - It was put forward that there will be no finance update until the UICT meets on 24 March.

9. * Contracts Update
   - No update at this time.

10. * Items for Escalation to Exec/Feedback from Exec
   - Leanne Shorb to be invited to address OMG re. Drupal.
   - Online Travel form.

Part 3 – Other Business

11. * Maximo Upgrade (Adam Reed)
   - A big thank you to James Blanden and the team for a major system upgrade will occur for Maximo this weekend. The advantage will be that it will run on any system. End users will not notice any change. There has been a change whereby GL codes are now optional.

Meeting close 12:05pm.

Next Meeting

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