Minutes

COMMITTEE | Operational Management Group

Meeting 7/2014

DATE / TIME | Wednesday 7 May 2014, 11:00am – 12:00pm

VENUE | Jean Martin Room, Beryl Rawson Building 13

ATTENDEES | Kus Pandey (Executive Officer CIO: Chair); Allison Magoffin (Finance); Ali Emirlioglu (IT Security); Jonathan Stefaniak (for Service Manager); James Blanden (Enterprise Systems); Nalini Nair (Business Analysis); Phil Drury (CoL); Rim El Kadi (CMBE and CPMS); James Ashton (CECS); Daryl Cram (CASS); Josh Straub (CAP); Rob Snape (Systems and Desktop Support: Servers); Delia Ritherdon (Change Manager); Andrew Churches (CBE); David Hardwicke (Networks and Communications)

PART 1 – Regular Items

1. * Apologies

Siobhan Muir-Williams (Secretariat); Daisy Gao (HR); Bernard Lineham (Service Manager); George Lovrincevic (CASS); Adam Reed (Facilities); Roy Meuronen (Technical Services); David Hall (ICT Contracts)

2. * Accept previous minutes

Previous minutes accepted with changes to Part 3 item 16.

3. Action Register

Action Item #1: A written report was provided by BL advising that Greentrac was widely deployed to the ITS managed fleet with power management enabled only in the Chifflley Library. Full consultation will take place with individual areas before Greentrac is deployed in other areas.

Action Item #2: PD met with Jason McIntyre who suggested Affiliate accounts or the newly created Student POI in the HR system. Jason agreed to take the matter back to Mark Erickson. CoL will continue to record Intensive International Law Course Students in their own purpose-built data base.
4. **Notice of Other Business items**

**PART 2 – Standing Items**

5. **Service Delivery Model Project (Michelle Mousdale)**
   - This item not available for publication.

6. **Change Advisory Board (Delia Ritherdon)**
   - The standard written report listing recent RFC activity was provided to OMG.
   - There has been a significant improvement in the completion and closing of RFCs since December 2013.
   - CAB activity in March and April has concentrated on reviewing all RFC change categories and seeking additional information or changed classification codes where appropriate.
   - Terms of Reference for CAB are being reviewed.
   - Work has begun on moving Change Management into ServiceNow.

7. **Service Desk change requests (Michelle Mousdale)**
   - Michelle Mousdale has created an OMG overview dashboard in Jira to provide a summary page and roadmap of work that the team would like to do.
   - Currently they are working on de-duplication to create one set of service providers, service categories and sub-categories.

8. **Recruitment opportunities (Daisy Gao)**
   - Not discussed due to absence of speaker.

9. **Contracts update (David Hall)**
   - Not discussed due to absence of speaker.

10. **Summary of proposed OMG Dashboard discussion topics (Kus Pandey)**
    - None received.

11. **Items for escalation to Executive**
    - The CIO is preparing a briefing paper for EDAP on the lack of resourcing for on-call IT Support and the outcome of this will be brought back to OMG.

**PART 3 – Other Business**

12. **‘Self Service’ icons for websites (Phil Drury)**
    - Phil Drury reported that there are no standard web icons to direct clients to the Service Desk or Self Service. The Marketing Office Webstyle team are able to create two icons and craft the self-service icon to individual college colours. It was agreed that the Webstyle team be requested to create the icons.

Meeting closed at 12:10pm

**Next Meeting**

OMG Dashboard
Wednesday 4 June 2014
11:00am – 12:00pm
Allan Barton Forum
CBE Building #26C