## Minutes

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<thead>
<tr>
<th>COMMITTEE</th>
<th><strong>Operational Management Group</strong></th>
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<tr>
<td><strong>Meeting 9/2014</strong></td>
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<tr>
<td><strong>DATE / TIME</strong></td>
<td><strong>Wednesday 4 June 2014, 11:00am – 12:00pm</strong></td>
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<tr>
<td><strong>VENUE</strong></td>
<td><strong>Allan Barton Forum, CBE Building #26C</strong></td>
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<td><strong>ATTENDEES</strong></td>
<td><strong>Kus Pandey (Executive Officer CIO: Chair); Allison Magoffin (ITS Finance); Ali Emirlioglu (IT Security); Bernard Lineham (Service Manager); James Blanden (Enterprise Systems); Nalini Nair (Business Analysis); Phil Drury (CoL); Rim El Kadi (CMBE and CPMS); James Ashton (CECS); George Lovrincevic (CASS); Josh Straub (CAP); Delia Ritherdon (IT Change Manager); Andrew Churches (CBE); Hashantha Mendis (ANU Online); Adam Reed (F&amp;S); Michelle Mousdale (Service Delivery Model Project); Roy Meuronen (Technical Services); Siobhan Muir-Williams (Secretariat)</strong></td>
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### PART 1 – Regular Items

1. **Apologies**

Daisy Gao (ITS HR); David Hall (ICT Contracts); Darren Coleman (Networks and Communications); Rob Snape (Infrastructure).

2. **Accept previous minutes**

Previous minutes accepted without changes.

3. **Action Register**

Action Item #1: Item closed.

Action Item #2: PD was not present at time of update. KP informed the group that Mark Erickson will present at the next ITS Executive Team Meeting and she will seek a response to this query at that meeting.
4. * Notice of Other Business items

PART 2 – Standing Items

5. * OMG Structure Discussion

• Meeting Chair opened the floor for discussion of anything relating to OMG structure; potential name changes, membership, structural change, strategic direction, etc.
• It was noted that a name change was not advisable for the Group at this point, predominantly to maintain consistent branding and purpose messaging.
• A review of OMG current structure and member’s roles within that structure was suggested before looking at a name change, as this information was likely to affect the name potentially chosen.
• The existing OMG ToR was tabled for discussion, noting that the structure of the Group as it stands is prescribed in the ToR.
• The Group would like to see the ideas that were brainstormed in last year’s planning session coordinated by Greg Crowther.
• The Group would also like to see information on priority projects before they go to UICT for approval. Members would like OMG to have greater operational and strategic input in the project proposal before it is presented for approval, rather than after.
• OMG as a strategic vehicle and an operational vehicle was discussed; and varied definitions of the two were suggested.
• More information on the purpose and reasoning behind metrics reporting at OMG meetings was requested. Meeting Chair responded that part of the reasoning behind the metric reporting at OMG is to ensure that the services being delivered meet the Division’s commitment to its clients.
• There was some discussion around IT Security’s ability to produce metric reporting and the fact that that area wasn’t sure how the reports fit in to OMG discussions. Meeting Chair relayed that a comprehensive service report using the ServiceNow tool is produced and that IT Security related incidents are included in that report.
• It was noted that IT Security could provide tailored specific reporting to Colleges in consultation with the College IT Managers to ensure that all the areas’ requirements are met, and the College IT managers were interested in pursuing this.
• It was noted that reporting/metrics should be used to initialise proactive action addressing those metrics.
• The Group discussed having greater visibility over each area’s operational and strategic planning, and aligning operational planning across the Colleges and central IT Services. Meeting Chair reminded the group that ITS’ strategic and operational plans are available from the ITS website and are regularly tabled with the IT OMG when they are updated. She welcomed the sharing and comparison of strategic and operational plans at OMG. It was noted that this activity could assist in eliminating competing priorities across IT areas.

New Action Item:
All members to access and review their local area strategic and/or operational plans and bring them to the next OMG Dashboard meeting for discussion.

• The need for OMG to be a platform for raising issues and discussions points to ITS Executive; OMG as an agenda setting group was discussed.
• There is some concern that there is too much ITS representation on OMG and that the group would benefit from including a wider membership base, potentially including representatives from the Business Systems Offices and equivalents around campus.
• A number of Group members expressed a desire to see greater representation of Network and Communications and Infrastructure on OMG. There were some informal proxy nominations in the event that the managers are unable to attend, such as James Fitzsimmons, Brenden Geeves, Jenny Turini, Cathy Clegg. The OMG would like to see representation from that group given some areas heavy reliance on ITS infrastructure, and recent outages in this area that they had been expecting would be reported on by the relevant Operational Manager/representative.

New Action Item:
Kus Pandey to raise to ITS Executive that OMG would like representation from NetComms and Infrastructure to regularly attend the Group, as in the past year, the absence of NetComms representation has been significant.
• Meeting Chair enquired about sub-groups/Working Groups, stemming from and/or reporting to OMG. There was discussion and general agreement that the Service Desk Project Working Group should be reactivated, and that that group would discuss metrics and reporting (among other things). Despite
Service Desk not being an active project at present, it was reported that there is enough BAU activity in this area for the group to have discussion and focus.

**New Action Item:**
Michelle Mousdale and Bernard Lineham to reactivate the Service Desk Project Working Group and report back to OMG.
- There was some discussion around a previously established Infrastructure Working Group that various members attended, and which met only once; the Group would like to see this group reactivated. They raised the concern that the majority of the Colleges are now running their server space on ITS infrastructure, but have no processes in place for understanding how to request space/plan their requirements with this group.

**New Action Item:**
KP to relay this request to the AD, Infrastructure, cc’d to ITS Exec.
- It was suggested that OMG could potentially have a rotating meeting Chair, possibly College IT Managers.
- Multiple members of the group expressed a desire to have a representative from OMG sit in on ITS Executive Meetings. The representative would be a College IT Manager and it would rotate around the Managers on a six-monthly basis.

**New Action Item:**
Members to give feedback on these two items.

6. * Change Advisory Board (Delia Ritherdon)*
- Not discussed due to time constraints. Report provided and included in the agenda papers.

7. * Service Desk change requests (Michelle Mousdale)*
- Not discussed due to time constraints. Report/s distributed to the Group.

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*
- Request that representation of ITS Infrastructure at OMG be ensured.

PART 3 – Other Business

Meeting closed at 11:55am

**Next Meeting**

OMG and LITSS Session

Guest Speaker/s:
David Richardson, Associate Director Infrastructure

Wednesday 18 June 11am – 12pm
Allan Barton Forum, CBE Building #26C