MINUTES

MEETING  University Information and Communications Technology Committee (UICT)
2/2013
CHAIR  Professor Ian Young (Vice-Chancellor)
ATTENDING  David Sturgiss (Acting Executive Director, Administration and Planning), Peter Nikoletatos (Chief Information Officer), Professor Marnie Hughes-Warrington (Deputy Vice-Chancellor, Academic), Professor Margaret Harding (Deputy Vice-Chancellor, Research), Michelle Searle (General Manager, Colleges of Science), Roxanne Missingham (University Librarian)
APOLOGY  John Hosking (Dean, CECS)
SECRETARIAT  Kus Pandey (Executive Officer, CIO)
VENUE  Vice-Chancellor’s conference room, Chancelry
DATE/TIME  Tuesday 23 April 2013 / 4:00-5:00pm

Part 1. Regular Business

ITEM 1.  Apologies noted
ITEM 2.  Previous minutes accepted
ITEM 3.  Action register reviewed*

Part 2. Reports

ITEM 1.  Key acquisitions summary, Q1 2013 > 100K
Current activity by ITS Finance Manager: review of Q accounts that have not always been appropriately set up or attributed to the correct natural account codes.

ITEM 2.  ANU ICT project costing update
Q accounts are being used for projects, as they allow the full costs of a project to be visible and measured.

- Facilities and Services Division (F&S) 2013 projects
  o  It was noted that these projects have not yet been lodged with UICT for approval. This work is in progress. The Director, F&S has also asked the CIO to provide a Steering Committee to govern the key projects.

  **Action item:** F&S to lodge 2013 projects with UICT for approval

- Study At ANU
  o  The governance group is in place, and the project manager is working closely with them. There are no recurrent budget costs listed in these budgets. The DVC-A has met with the key project staff – the project manager and business analysts – and is satisfied with the group’s progress.

  **UICT endorsed this project update**

- Service Desk
  o  This project is on target to complete Phase 1 by 28 June.
Currently 50% of the service desks for this phase have been moved to the new tool (Service Now), which is currently used by 22 out of 42 Australian universities. Using Interactive Voice Response telephony (IVR), it has been possible to leave staff in place, and to re-route calls if they are unanswered in the local area. The extension of this activity will be to enhance the knowledge base to capture all technical issues, and to enable greater self-service options.

Phase 2 will move the service desks for HR, Finance, Student Administration and F&S. Using one tool to aggregate all service tools across the University is a more complex task than the initial phase of combining IT help desks. This will allow us to decommission the old tool, Right Now.

A discussion ensued, relating to the reliability of current data within HRMS for use in this new application, given that the data wasn’t entered with this use in mind. It was noted that the timeframe for implementation puts pressure on the Colleges for the required data cleansing to occur in time. It was agreed that although the business units are responsible for ensuring their HR data is accurately entered in HRMS, the reliance on the system to record location data is a new expectation, and may involve considerable changes to business process and effort expended at a local level.

It was also noted that with the concurrent project, HRMS upgrade, it will be important that all stakeholders for both activities are appropriately consulted to ensure that the data only has to be reviewed once, but so that it meets the requirements for both projects. The CIO assured the committee that all GMs would be consulted to ensure this.

**Action item:** GM consultation for both HRMS upgrade and Service Desk Phase 2, to ensure data cleansing requirements for both can be address simultaneously by College staff.

**UICT endorsed this project update**

- ANU Email
  - The CIO noted that there will be changes to the Privacy Act in 2014. The CIO has written to Microsoft in this regard.
  - The ANU is moving to the CAUDIT Microsoft agreement, and will achieve natural savings via this move. All information relating to the charges for this service will be open and transparent.
  - The DVC-A noted that although there had been complaints about the migration to the cloud affecting exclusion notices to students, an investigation showed that it had only affected one person.
  - The current status of the migration is that all students, alumni and the majority of our staff are now on Office365. There has been a delay with transferring the two Science colleges, CAP and the OVC, but these will be completed by August 2013.

  **Action item:** SIG will require the before and after costs relating to email.

**UICT endorsed this project update**

- ARIES
  - The DVC-R is awaiting advice from the Enterprise Research Management System (ERMS) Steering Committee regarding the proposed system changes for this year, and will advise this committee accordingly.

**UICT endorsed this project update**

- Tuckwell Scholarships
  - There were 1200 initial applications. 75 will be interviewed, and 25 will receive an offer.
  - The DVC-A noted that it may be possible to use this system for other preferential scholarships, as the data recorded enables further analysis.
  - Some process-related issues were uncovered in the inaugural round, relating to the timing of Australian Tertiary Admission Rank (ATAR) scores, and a 'lessons learned' exercise will be applied before next year's round is opened.
  - It was noted that the Tuckwells had been able to offer a great deal of input, and that the relationship with the vendor, Embark, had worked well.
UICT endorsed this project update

- Enquiry Management System
  - A request has been put to the VC for provision of a top level help desk for all prospective student enquiries. It would monitor the effectiveness of recruitment campaigns. There are some contractual concerns, so Ken Grime has been asked to review this aspect.
  - There would be a heavy reliance on the Colleges, and so Jenny Carlin, Deputy Director DIOSR, is organising an information session for the College GMs.
  - The VC noted that one issue to be addressed in the implementation will be that each College has different approaches with students; but also that his past experience of the vendor, Hobsons, has been excellent.
  - The committee also noted some other complexities, such as mapping the ANU organisational chart, and will therefore need to be approached as a project.
  - It was also noted that this will force more common business processes between the Colleges.
  - It was agreed that a change management process will be required to meet the conditions of the Enterprise Bargaining agreement. Funding approval will be required from UICT for it to move into an operational activity.
  - The staffing efficiencies and better access to the resulting data were noted as positive aspects, but that better consultation is essential before the University commits to this project.

Action items:
1. VC to discuss with PVC-IO to ensure complete proposal for full outsourcing is written and consulted on with all appropriate stakeholders, and that a technical working group is created to review this activity.
2. CIO to seek a review of the contract by Ken Grime and the DVC-A.

UICT put the project on hold

ITEM 3. Benchmarking update: baseline survey

- 26% of staff responded, 6% of students.
- Benchmarking will now occur annually in an effort to gain more information from our client base.
- The cover page of the report will be submitted to the Senior Management Group.
- This report shows the hot spots of concern and provides evidence for future prioritisation activities.
- Now that CAUDIT is re-engaging with this vendor, 23 Australian universities are now participating in the annual survey, enabling meaningful industry benchmarking

ITEM 4. Mobile Device Management audit from RMAO

ITS is forming a Working Party to progress this activity, and will keep this committee apprised as the WP develops.

ITEM 5. IT Project Approvals Process: proposed workflow and associated documentation

ITS is proposing a new process to standardise the project approvals process for all ICT activity across the University, and to avoid homegrown systems/processes that develop without consultation with ITS. This enables more visibility and involvement in architectural decisions. The new process shows the involvement of ISPAC, and the appropriate gateways in the decision making process. Following endorsement from UICT, it will be published on the ITS website at http://itservices.anu.edu.au/projects/.

The committee requested that the process be made an online one, and the CIO indicated that one software system that could be expanded into an Enterprise System (ES) to support this process, Enterprise Project Management (EPM) was already running in ITS, and would now be re-scoped to implement as an ES for this activity.

The CIO proposed using the established committees (ISPAC, OMG, TILT, eResearch) to communicate the new process; and will also work with the University Procurement and Contracts Office (UPCO) to promulgate the process.
There was a lengthy discussion regarding the need for all areas of the University with financial delegation to recognise the virtue of a centralised decision making system, to ensure prioritisation of projects with the greatest benefit for the University over those offering specific, or narrow solutions.

**Action Item:** To re-scope EPM as an ES to support the ICT project approvals process

UICT endorsed the new process

**ITEM 6. ISPAC reporting schedule and associated template**

It was noted that Richard Robinson (ANU Online Lead) will be invited to join the group.

UICT endorsed the new documentation

**ITEM 7. Report on policy breaches**

Two security-related concerns were highlighted:
- Phishing – this requires more rigorous education of all ANU staff and students to improve their reaction to phishing emails.
- Firewalls – the Top 35 recommendations from the Defence Signals Directorate (DSD) are our preferred approach to managing this concern.

**ITEM 8. 2013 ITS Operations Plan**

**ITEM 9. The Link: March 2013 – for noting**

### Part 3. Other Business

**ITEM 1. Privacy Officer**

The Privacy Officer role will move from the Risk Management and Audit Office to the CIO.

It was noted that this will need to be fully communicated to the University community to ensure that the differentiation between Freedom Of Information and the Privacy Officer roles will be well understood.

**ITEM 2. ANU Residential College boards**

The roles and responsibilities of ANU’s ex-officio members of these boards need to be clearly articulated as a part of the University’s protocols. The Legal Office is currently drafting a process to change the statute and report accordingly to the Head of Residences.

### *Action Register*

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<tr>
<th>#</th>
<th>Meeting #</th>
<th>Action</th>
<th>Owner</th>
<th>Status</th>
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<tr>
<td>1.</td>
<td>1/2013</td>
<td>UICT KPI report</td>
<td>CIO</td>
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<td>2.</td>
<td>1/2013</td>
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<td>ISPAC</td>
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<td>3.</td>
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<td>ISPAC to review governance committee membership for all Tier 1 Enterprise Systems</td>
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<td>F&amp;S to lodge 2013 ICT projects with UICT</td>
<td>Dir, F&amp;S</td>
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<td>5.</td>
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<td>4/2013</td>
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<td>Report for SIG on before and after costs relating to email service</td>
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<td>7.</td>
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<td>8.</td>
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<td>Review of EMS contract by Legal Office and DVC-A</td>
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<td>9.</td>
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<td>Launch EPM as an ES to support the ICT project proposal process</td>
<td>CIO</td>
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Next Meeting:
UICT 4/2013
Thursday, 1 August 2013
Vice-Chancellor’s conference room, Chancelry
9:30-10:30am