MINUTES

MEETING  University Information and Communications Technology Committee (UICT)
Meeting number 3/2013
VENUE  Vice-Chancellor’s conference room, Chancellry
DATE/TIME  Friday 28 June / 12:00-1:00pm
CHAIR  Professor Ian Young (Vice-Chancellor)
ATTENDING  Chris Grange (Executive Director, Administration and Planning), David Sturgiss (Chief Financial Officer), 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), John Hosking (Dean, CECS)
APOLOGY  Roxanne Missingham (University Librarian)
SECRETARIAT  Kus Pandey (Executive Officer, CIO)

Part 1. Regular Business

ITEM 1. Apology noted

ITEM 2. Accept previous minutes accepted with one amendment
An amendment was requested regarding the use of HRMS to store location data that would then be relied on for the Service Desk. The committee endorsed this change.

ITEM 3. Action register reviewed

Part 2. Reports

ITEM 1. 2013 Q2 key acquisitions summary > 100K
This register is of aggregated transactions for the 2013 calendar year (i.e. 1/1/13 to 12/6/13).

ITEM 2. ANU ICT project costing update
ANU Online
It was noted that this costing detail is yet to include all of the ANU Online activities.

ANU Email Project
The committee queried the increased spending on the ANU Email project. The CIO advised that more licences were required than had originally been forecast, due to multiple email account holdings such as functional and shared accounts; and a higher number of other unanticipated email accounts, such as Persons of Interest and casual sessional academic staff.

Identity and Access Management Project
It was noted that the University’s current organisational structure creates workflow issues that will need to be addressed by the Identity and Access Management Project. This also has interdependencies with the Student Enquiry Management System.

Service Desk
This has required additional licences, which will be rationalised as we improve the administrative processes and maturity required for access around Level 1, end user support and resolver groups across ANU. The CIO will provide a benchmarking report at the next meeting on service desk metrics.
**UniDoc**
The chair of the Unidoc steering committee, the Executive Director, Administration and Planning, gave the committee an update on the project:

- It is recognised that the pilot phase (Policy) was of questionable value
- The Steering Committee now has a new set of Terms of Reference
- The project has a new Project Manager for Phase 2
- The Electronic Records Management System (ERMS) phase has been re-scoped. – so, while the project has moved about, it is now moving in the right direction
- A paper for the ERMS phase will be presented to the steering committee on Monday 1 July outlining the deliverables for this phase, and there is confidence these targets are achievable.

**ITEM 3. ITS review 2013**

The CIO expanded on this recommendations paper, which he has been developing for the past year. It outlines some demonstrable savings that can be measured and are sustainable:

- Data Centre savings
- Print services
- Desktop lifecycle
- Networks
- Telecommunications
- Software licensing
- ANU ICT staff – it is anticipated that the organisational structure of IT across ANU will change following take up of the Voluntary Early Retirement (VER) offer and the deployment of enterprise wide solutions, including, but not limited to: ANU Email, ANU Service Desk, Project Workspace (desktop life cycle management), Identity & Access Management, One ANU Network, inter alia.

**ITEM 4. Security update**

Two significant risk factors for the ANU environment were identified:

1. Phishing. This compromises our network. It can be treated as staff misconduct. We need to educate our users. Currently, there is no password change/reset procedure. This may need to be reviewed.
2. Websites hosted by the ANU. Implementation of the Top 4 DSD recommendations will help to ameliorate this particular risk.

**ITEM 5. ITS Project Management methodology**

This documentation was lodged with the UICT by the Associate Director, Enterprise Systems and Project Delivery, John Parry. It has been closely aligned with the Service Improvement Group (SIG) to ensure it outlines a project management methodology that could be used for the whole of the University. It describes an end to end process, and is an extension of the project approval process that was approved at the 2/2013 meeting of the UICT. It has been designed so that it can aggregate up from the lowest level procedures into the project approval process. Endorsing this will allow staff to adopt the basic principles of project management into all aspects of the University’s business process.

It was noted that it will require scalability of methodology as appropriate to the size of the project, and the document needs to reflect this. Members of the committee noted that their staff were already using the templates from the initial project approval process and that they are simple and work well.

The committee agreed that SIG will be responsible for program management at a University level, and that ITS will be responsible for IT-specific project management.

This methodology was endorsed.
ITEM 6. Data breach response plan
Noted.

ITEM 7. Activity-based costing
While this is not the highest priority for ITS, it is a background activity. It would assist the movement to Service Level Agreements (SLAs) for commoditised services; but to do this we first need to ascertain what individual services cost to provide.

The committee agreed that if this were to be used for user-based charging it will be important to ensure the accuracy of the data.

ITEM 8. eTeaching and Learning update
A formal letter of complaint has been written to Netspot, owing to an outage during an examination morning.

There are certain teething issues surrounding the start-up of some of the eDx courses. The CAP course is in production.

ITEM 9. eResearch update
Noted.

ITEM 10. The Link: June 2013 – for noting
Noted.

Part 3. Other Business

ITEM 1. ISPAC
The EDAP advised that this group will be replaced with a quarterly discussion in the regular Service Division Directors/General Managers meeting, and matters will be brought to UICT as required. Michelle Searle will remain a member of the UICT as the College General Manager representative.

ITEM 2. Facilities and Services projects
UICT endorsed the first phase of the F&S project, as per the paper submitted by Adam Reed, IT Systems Manager (F&S). The EDAP advised that the source of funding for this project is still being ascertained.

The meeting closed at 1:18pm.

Next Meeting:
UICT 4/2013
Thursday 1 August 2013
Vice-Chancellor’s conference room, Chancelry
9:30-10:30am