MINUTES

MEETING University Information and Communications Technology Committee (UICT)
Meeting number 4/2013
VENUe Vice-Chancellor’s conference room, Chancelry
DATE/TIME Thursday 1 August / 9:30-10:30am
CHAIR Professor Ian Young (VC)
ATTENDING Professor Margaret Harding (DVC-R), Chris Grange (EDAP), David Sturgiss (CFO), Peter Nikoletatos (CIO), Professor Marnie Hughes-Warrington (DVC-A), John Hosking (Dean, CECS), Roxanne Missingham (University Librarian)
APOLOGIES Michelle Searle (GM, Colleges of Science)
SECRETARIAT Kus Pandey (EO, CIO)

Part 1. Regular Business

ITEM 1. Apologies

ITEM 2. Accept previous minutes

Accepted.

ITEM 3. Action register - nil

Part 2. Reports

ITEM 1. 2013 Q2 key acquisitions summary > 100K

College of Law (CoL) desktop refresh had a delayed payment which has only just been recorded in ES Fin. The CIO will confirm the full details of this transaction and report back.

The EDAP highlighted that the CFO is currently reviewing the University’s capitalisation policy to ensure that optimal practices are in place.

Action item: Ascertain CoL Dell purchase details (CIO).

ITEM 2. ANU ICT project costing update

The CIO provided an update on each project’s current costs and forecasted costings.

The committee noted that it is apparent that the ANU Online investment strategy is not likely to spend its full allocation for 2013.

ITEM 3. AARNET review of ANU data centres

The CIO tabled an external review of the two current ANU data centres (Leonard Huxley and Crisp). The key findings were that these facilities suffer from duplicated architecture/solutions. The review made a few recommendations to decommission artefacts that remain from legacy structures.

The CIO proposed consolidating the on campus data centres by minimising the Leonard Huxley space to return to F&S for repurposing. This will retain the services relating to AARNET Point of Presence (PoP), ICON PoP, Telstra and Optus telecommunications—approximately 150 square metres of space in total. The
CRISP facility has been identified as being appropriate for this purpose, and not being a useful space for other activities.

There is also an opportunity to review the current College-based server space to consolidate and de-duplicate this activity.

The CIO is in conversation with the Director of NCI, Lindsay Botten, regarding potential space in the new building, but there are several issues:

- Director, NCI will not guarantee space in NCI for ANU, as it has been earmarked for use for commercial arrangements with external bodies,
- Director, NCI is also concerned with a likely lack of available power. The current NCI facility is by far the largest power usage consumer on the campus,
- The CIO raised the further issue relating to having all data storage in a single geographic location. Offsite storage is being reviewed for back up purposes.

UICT approved this report.

**ITEM 4. PSARN report**

The CIO tabled a limited scope vulnerability scan performed by PSARN, who were recommended by DSD. This type of scan is effectively a controlled denial of service attack to highlight network vulnerabilities.

The scan showed vulnerabilities with most issues related to the versions of web authoring tools and network authentication. The purpose of the scan was to give a sense of current state, and to allow the University to close any identified gaps.

It was recognised that would be an exponential number of vulnerabilities if the scope of this review was broader. Some will be remedied by continuous improvements, although it is unlikely to ever achieve a perfect result. CAC agencies are required to deploy the top 35 DSD recommendations as part of their continuous improvements – the University is currently focused on the mandatory top 4.

**Action item:** UICT requested that this report be a rolling program to be a regular update to this committee (CIO).

**ITEM 5. IT Project Administration and Management**

Speaker: John Parry (Associate Director, Enterprise Systems and Project Delivery, ITS)

John Parry outlined the end to end project management process currently being employed within ITS. It aims to ensure the appropriate rigour for IT-based projects, and is intended to align with the Service Improvement Group’s (SIG) policy and practices. John has also been working in collaboration with Karen Hill (Director, SIG) in regard to the project templates.

The committee commended the spirit of this paper, but agreed that it was important to ensure alignment with SIG’s proposed project management policy and that it should not be formally approved until the policy was approved. EDAP advised that SMG would consider the proposed project management policy framework for all ANU projects when it has been finalised by SIG.

The committee noted that many of the projects being monitored by SIG have strong ties into IT as technical platforms often underpin changes to business process, and IT systems are the backbone of all Enterprise Systems.

The committee noted that the document required minor amendments, such as the addition of a lessons learned section in Step 4, and the inclusion of a return on investment measurement.

**Action item:** EDAP to table project management policy at SMG (EDAP).
ITEM 6. Study Abroad project

John Parry stayed to address the committee on the Study Abroad project. This is a College of Asia and the Pacific (CAP) project, aiming to provide better management around their students when they are studying overseas. It will assist with projected student growth, be more efficient, allow service improvement and therefore positively affect the University’s standing in the marketplace, it will allow better partner relationship management, and will manage and mitigate the WHS obligations for these students. The service is not a high cost, is hosted externally and is internationally accessible.

It is proposed that this system should be piloted in CAP, and to have further discussions across all Colleges for a wider rollout in the future.

The committee discussed the potential overlaps within the existing staff travel system, and noted that the information that is required to track students differs in some respect from that required for staff.

UICT agreed to fund this pilot.

Action items: 1. Details of project to be sent to SMG for wider communication (KP).
2. Ascertain whether the contracts provide for a database download to the University for reporting purposes (JP).

ITEM 7. Functional email review project update

The CIO gave an update on the functional email review project.

In rolling out ANU Email (based on Microsoft Office 365), ITS have found a higher number of users (approximately 16000 accounts versus roughly 4277 staff). One reason for this multiplication is the use of functional accounts. There is support for a rationalisation of these accounts, and a need to have guidelines for the creation of functional accounts.

Action items: Guidelines on the use of functional email accounts to be tabled at a future UICT meeting (KP)

ITEM 8. The Link: July 2013 – for noting

Part 3. Other Business

ITEM 1. Update on program of works for Facilities and Services

Action item: This paper will be provided out of session. (John Parry)

ITEM 2. Review of IT pricing

The Australian House of Representatives’ Standing Committee on Infrastructure and Communications has just released a comparative review of IT pricing between Australia and other countries.

Recommendation 2 is of particular interest:

Considering the importance of IT products to education, and in the interests of greater transparency in this area, the Committee recommends that the Australian Government, in consultation with Universities Australia and CAUDIT, conduct a comprehensive study of the future IT needs of and costs faced by Australian Universities, in order to provide clearer financial parameters for negotiations.

It is not clear what the outcome of this review will be.
ITEM 3. ANU workspace

Certain areas on campus have been briefed already on the proposed ANU Workspace project following the presentation(s) from VC and EDAP on the ANU Budget Recommendations. These stakeholders include Service Division Directors, College General Managers, and College IT Managers.

Action item: A Briefing Paper will be provided out of session for College Deans & Directors and key stakeholder groups. (CIO)

ITEM 4. ANU Email update

ANU Email remains on target to be completed by August 2013. There have been very few exemptions (email kept on campus due to specific contractual obligations). The OVC will move onto Office 365 tonight. A review of porting email (forwarding of email) will be undertaken in September to ensure that ANU meets its statutory requirements.

ITEM 5. Web Content Management System

The EDAP has approved all Service Divisions to move onto the Drupal platform. The Marketing Office will produce an implementation plan and timetable for this activity.

Meeting closed at 10:31 am

Action Register

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<tr>
<th>Action #</th>
<th>Meeting #</th>
<th>Action</th>
<th>Owner</th>
<th>Status</th>
<th>Expected Completion</th>
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<tr>
<td>1.</td>
<td>4/2013</td>
<td>Confirm the full details of recent CoL Dell desktop refresh and report back.</td>
<td>CIO</td>
<td>Complete</td>
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<td>2.</td>
<td>4/2013</td>
<td>Rolling vulnerability scans to be a regular update to this committee.</td>
<td>CIO</td>
<td>Complete</td>
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<td>3.</td>
<td>4/2013</td>
<td>EDAP to table project management policy at SMG.</td>
<td>EDAP</td>
<td>In Progress</td>
<td>5/2013</td>
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<td>4.</td>
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<td>KP</td>
<td>Complete</td>
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<td>5.</td>
<td>4/2013</td>
<td>Ascertain whether the Study Abroad contract provides for a database download to the University for reporting purposes.</td>
<td>John Parry via CIO</td>
<td>In Progress</td>
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<td>6.</td>
<td>4/2013</td>
<td>Guidelines on the use of functional email accounts to be tabled at a future UICT meeting (KP)</td>
<td>KP</td>
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<td>8.</td>
<td>4/2013</td>
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Next Meeting:
UICT 5/2013
Thursday 3 October 2013
Vice-Chancellor’s conference room, Chancelry
9:30-10:30am