Minutes

COMMITTEE  | University Information and Communications Technology Governance Committee
            | Meeting 1/2014
DATE / TIME  | 24 March 2014, 3:00-5:00pm
VENUE        | Vice-Chancellor’s Meeting Room, Chancelry Level 3

PART 1 - PROCEDURAL ITEMS

1. * Announcements, Apologies and Disclosures

   Apologies:
   Vice-Chancellor  Ian Young
   College General Manager  Michelle Searle

   Attendees:
   Executive Director, Administration and Planning  Chris Grange (Chair)
   Executive Officer to the Vice-Chancellor  Liz Eedle
   Deputy Vice-Chancellor, Research  Margaret Harding
   College Dean  John Hosking
   Deputy Vice-Chancellor, Academic  Marnie Hughes-Warrington
   University Librarian  Roxanne Missingham
   Chief Information Officer  Peter Nikoletatos
   Chief Financial Officer  David Sturgiss

   Secretariat:
   Executive Officer to the CIO  Kus Pandey

2. * Arrangement of Agenda

3. * Minutes

   The previous meeting’s minutes (UICT Document 2013/1) were approved by the committee.

4. * Business Arising and Action Items

   Existing Action Item 1. ITS Master Services Agreement
The CIO confirmed that the drafting of the Master Services Agreement as described to the committee in 2013 was underway, and that the service delivery model was being formalised.

**Existing Action Item 2.** Free Wi-Fi service on campus

The CIO advised the committee that the review of the access agreement was causing delay with this initiative. This access agreement is a long standing legal agreement which has taken 14 months of discussions to update. The CAUDIT working group and the G08 are at a stalemate. It is to be discussed again this week, and may require a third party to be resolved.

The DVC-A highlighted that her requests to ITS to review the existing on campus wireless service had been met with a proposal for a scoping survey by a third party, which was costed at $30K. The DVC-A queried why this wouldn’t already have been done by ITS. The CIO confirmed that no funding existed in the ITS recurrent budget for such an activity.

The University Librarian requested information on the Library ‘cold spots’. The DVC-A suggested that the CIO needed to give a statement on the full project and map of current wireless situation.

**Future Action Item:** Update on wireless status across University, and progress of any current wireless projects (CIO)

**Existing Action Item 3.** Update on project process prioritisation at SIG/UICT level

The EDAP advised that Director, Service Improvement Group (SIG), Karen Hill, had drafted a document that was to go to the Senior Management Group (SMG) on 3/5/14 for discussion.

**5. * Future Agenda Items***

1. 3 year UICT budget planning document has been proposed for UICT Meeting 5/2014. The committee agreed that this would be useful.

2. Review of UICT Terms of Reference

The EDAP proposed a review of the UICT ToR to integrate UICT activity more closely with both the new SIG committee and with the the new process for capital planning, and to examine the current membership.

**Future Action Item:** Review of UICT ToR (Director, SIG)

**PART 2 - Financial & Business Items (Confidential)**

**6. * UICT Project Costing update***

The CIO explained that UICT Document 2014/1 contained a listing of the projects for 2014 that have sought funding from UICT; and projects that ITS have been advised that they are preparing to seek funding from UICT. Future costs are also captured where known. These projects are the key ITS priorities for 2014.

Questions regarding these projects were deferred to Part 3 of the meeting.

EDAP pointed out to the committee that one project listed on this costing update, Brand Asset Management, did not have papers in Part 3, as it had been presented to an earlier UICT meeting. The project is being conducted on behalf of the Marketing Office, in order to contain a repository of media assets, such as YouTube videos. It has a steering committee which is chaired by the Director, Marketing Office, Tracy Chalk. A Request for Tender (RFT) went to market in late 2013, and they are now reviewing the respondents.
The committee requested an update for UICT 2/2014.

Future Action Items: Brand Asset Management project update (CIO) for UICT 2/2014; circulate Business Case out of session (CIO).

7. * UICT Project Approval Process

The CIO suggested that the committee needed to review the current processes that are in place in terms of project identification and templates, to identify process gaps and to resolve the process going forward, noting that the issues raised at points 1 and 2 are key decision points for this review.

The EDAP highlighted that reviewing the ToR maps onto these recommendations. He suggested that the agenda item be held over until the UICT ToR had been reviewed and SMG have considered the proposed paper from SIG.

The committee then discussed the question of IT projects that don’t come through UICT for funding. It was agreed that although some small projects occur without oversight from UICT, any with University-wide impact should. The committee also noted that it is possible for projects to begin as small systems which then need to become Enterprise Systems, but lack clear documentation or roadmaps for future use.

8. * Existing Projects Report

8.1. 2013 ITS Project Activity Report

The committee discussed UICT Document 2014/6, a review and update of projects that have reached a state of maturity in 2013. It lists 25 different projects or initiatives, and demonstrates the work held in the Enterprise Project Management tool (EPM), a repository of PM artefacts which also has a dashboard function.

The response from the committee was varied. The requests for future updates were that it should segment items into finished/in progress; and that closed projects be able to be mapped to a more detailed funding representation.

8.2. 2014 ITS-led ICT project update

The committee noted UICT Document 2014/7.

PART 3 - KEY BUSINESS ITEM 1 - PROPOSED SOFTWARE SOLUTION-BASED PROJECTS FOR PRIORITISATION

9. * Long List of Proposals Submitted

The committee discussed UICT Document 2014/9, and suggested that it might be modified for future use. It was noted that the Director, Research Services Division had only just begun at the time this list was prioritised, and so may not reflect his input.

Other suggestions from the committee included giving researchers more input into the ranking; and to reorder priorities based on more recent data capture.
The EDAP highlighted that the list was never meant to be University wide, but was intended only to capture the administrative priorities.


ARIES functional upgrade including environmental scan - UICT Document 2014/13

The committee discussed several points regarding this future request:

- This is a key decision point about ARIES, and will affect the priorities coming through the portfolio,
- The University has not done much work on ARIES in recent years, so the unspent funding for 2013 could be used to update modules of ARIES,
- Reengineering Research Management would be a three year activity, and might need a significant investment.

Having approved the first two items, the committee requested an update on the proposed environmental scan.

**Future Action Item:** Update on proposed environmental scan for UICT 2/2014 (CIO).

10.1.  Summary and Endorsement by DVCPR

The committee considered the Research Management Portfolio 2014 Proposed Program of Works, including the overall roadmap (UICT Document 2014/10).

10.2.  Animal Ethics interim solution

The committee considered UICT Document 2014/11 and agreed that this project was required to address risk exposure, and agreed to fund this project.

10.3.  Costing & Pricing budgeting tool

The committee considered UICT Document 2014/12 and agreed on the importance of this activity, and discussed the need for it to be integrated with F&amp;BS. The committee agreed to fund this project.

11.  * Student Portfolio 2014 Proposed Program of Works

The DVC-A requested that this portfolio be named “Academic” for all future documentation and referencing.

Phase 1 of the Scholarships project was briefly discussed, and it was agreed that this work had been approved out of session.

11.1.  iANU Phase 2

The committee considered UICT Document 2014/14. The DVC-A advised that she would not be seeking funding approval for this project in this meeting.

The DVC-A described iANU as the ANU’s first venture into the mobile space. This second phase is required to update according to student feedback. It has been hugely popular, but is not
currently well integrated with online learning, Facebook and there is a need for bus timetabling integration.

The DVC-A advised that staff funding would be used to assist this project in the first instance, and this request will be resubmitted to the committee later this year.

11.2. **ANU Scholarships Phase 2 - scoping**

The committee considered UICT Document 2014/15. The DVC-A advised that with the release of the HDR steering committee report, she would prefer to calibrate this project with the DVC-R’s requirements, and will submit a revised request to the committee later this year.

The DVC-A advised that the platform for the Tuckwell scholarships, Embark, was replaced with Redify this year, and is taking current applications. It seems to be working well, and could be used for HDR scholarship management and applications.

The DVC-R noted that the current structure has been designed for undergraduates, and that she has asked the Project Manager, Tom Dixon to map the HDR processes. She also noted that there would be a need to audit the current scholarships; and for the two portfolios to work together so as to not create more silos.

11.3. **Timetabling Phase 2**

The committee considered UICT Document 2014/16.

The committee agreed that there was a need to upgrade the timetabling system. The DVC-A explained that one of the delays for this project has been a poor contract with Syllabus Plus. In particular, it currently lacks KPIs, but it is intended that the contract be renegotiated to include them in the future. This project needs to begin this year in order to achieve implementation for S1, 2015.

The committee agreed to fund this project.

11.4. **Student Portfolio management**

The committee considered UICT Document 2014/17.

The committee noted that there were no permanent resources within ITS devoted to either research or academic projects, due to a lack of funding, despite multiple projects existing within both portfolios that require support.

The EDAP advised that a review of all University Business Analysts was underway, and committed to discussing the matter further with the CIO. The committee agreed that the request for Student Portfolio management would be deferred until the EDAP and the CIO were able to discuss the results of the BA review.

12. **HR 2014 Proposed Program of Works**
12.1. **PeopleTools Upgrade**

The committee considered UICT Document 2014/18.

The EDAP advised that this work had already been completed and that the costs in the proposal reflected the costs incurred.

12.2. **HRMS Upgrade Program**

UICT Document 2014/19

12.3. **HRMS Definition Study**

UICT Document 2014/20

12.4. **Campus Solutions Patch Cycle**

UICT Document 2014/21

12.5. **Database Split**

UICT Document 2014/22

12.6. **HCM v9.2 upgrade**

UICT Document 2014/23

The EDAP advised the committee that UICT Documents 2014/19 to 23 had not been endorsed by the Director, HR.

As a result, UICT Document 2014/19, 2014/20 and 2014/21 will be deferred until the Director, HR and CIO have discussed them more fully.

UICT Documents 2014/22 and 2014/23 are currently being discussed by the Director, HR and CIO, specifically regarding the cost. It appears that the cost of this project may be able to be brought down. The EDAP advised that the combination of all these HR projects will need to be rescoped and approved by the Director, HR; and that it may return as an out of session request.

The committee noted that there were large interdependencies between the Student system and the HR system, and that this activity will need to be well socialised with the College IT managers, as the database split may affect them.

The Committee agreed that 2014/22 and 2014/23 needed to be funded and noted a commitment from the EDAP that this should be able to be achieved for less than the originally proposed costs, which would represent a significant reduction on the proposed budget.

13. **F&S 2014 Proposed Program of Works**

13.1. **F&S IT Program of Work Support**

The committee considered UICT Document 2014/24. The committee agreed that the program manager could proceed (although not to the full cost of the request) on an interim basis while
the Director, F&S and CIO work closely together to ensure the full program of works is aligned with University priorities.

14. **ITS 2014 Proposed Program of Works**

The EDAP advised that the ANU Workspace project is still in draft, and will be brought to the committee for review at a future date. A number of procurement options are being evaluated, including the Whole of Government pricing. There are still questions about freight, software image loading costs and support costs which are unknown. A joint meeting with the Department of Finance will explore this further. Much of the work regarding policy and support models has already been performed.

14.1. **IT Disaster Recovery**

The CIO explained that the UCloud, a model of G08 shared infrastructure was being proposed to offset points of failure. The IT Disaster Recovery project has been proposed to address the lack of documentation in the Disaster Recovery space; and to bring a third party in to bring this to fruition. This should not be confused with a Business Continuity Planning exercise. The CIO explained that ITS does not have resources with this kind of expertise.

The committee agreed that this was an important exercise, but indicated it should be funded from operational funding. The EDAP agreed to discuss this with the CIO, and raised the point that the ITS Infrastructure Refresh Fund has not previously been part of the remit of this committee, but as a result of the capital planning process, those proposals might need to come to UICT. For example, wireless hardware, network hardware, server fleets.

**PART 5 – OTHER ITEMS FOR DISCUSSION**

15. **2012-2013 Systems Thinking IT Service Quality Benchmarking Comparison**

The committee considered UICT Document 2014/27 and UICT Document 2014/28, noting that the survey shows steady progress overall. The CIO advised that the implementation of these recommendations would be tied into the operational plans for the relevant operations teams, including College IT teams. In particular, the need to have more specialist groups, e.g. DLD support, to allow the ability to quickly resolve the kinds of issues that the telephone-based support staff are not able to resolve.

16. **Audit Issues**

16.1. **ITS Audit Updates**

The committee noted UICT Document 2014/29.

16.2. **Deloitte Correspondence - IT Disaster Recovery**


17. **Office of the Privacy Commissioner**

The CIO gave a verbal update.

18. **CIO’s Report**

The committee noted UICT Document 2014/32.
PART 6 - ITEMS FOR NOTING

19. **ANU ICT purchases over $100K**
The committee noted UICT Document 2014/2.

20. **2014 ANU ICT Aggregated Purchasing Summary**
The committee noted UICT Document 2014/3.

21. **ANU IT Security Report**
The committee discussed the effects of the change to the Privacy Act. They agreed that a regime for checking the ANU websites was required, in addition to establishing a regular auditing protocol for old, unlinked or orphaned sites. The committee agreed that the Gateway project would eliminate much of this issue. It also requested a paper from the ANU Legal Counsel, Ken Grime, on the impact of the changes to the Privacy Act, including cloud service provision.

**Future Action Item**: Position paper on impact of changes to Privacy Act, including cloud service provision (ANU Legal Counsel) 2/2014

Meeting concluded 4:26pm.

22. **Date of Next Meeting**

Meeting 2/2014

8 May 2014

10:00am-11:00am

Vice-Chancellor's Conference Room, Level 3, Chancelry