MEETING

University Information and Communications Technology Committee (UICT)

Meeting number 5/2013

VENUE
Vice-Chancellor’s conference room, Chancelry

DATE/TIME
Monday 21 October / 4:00-5:00pm

CHAIR
Professor Ian Young (VC)

ATTENDING
Chris Grange (EDAP), Professor Margaret Harding (DVC-R), John Hosking (Dean, CECS), Professor Marnie Hughes-Warrington (DVC-A), Roxanne Missingham (University Librarian), Peter Nikoletatos (CIO), Michelle Searle (GM, Colleges of Science), David Sturgiss (CFO)

SECRETARIAT
Kus Pandey (EO, ITS)

Part 1. Regular Business

ITEM 1. Apologies
Nil

ITEM 2. Accept previous minutes
Accepted

ITEM 3. Action register

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<thead>
<tr>
<th>Action #</th>
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<th>Expected Completion</th>
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<tbody>
<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>
<td></td>
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<tr>
<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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<tr>
<td>3.</td>
<td>4/2013</td>
<td>EDAP to table project management policy at SMG.</td>
<td>EDAP</td>
<td>Complete</td>
<td></td>
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<tr>
<td>4.</td>
<td>4/2013</td>
<td>Study Abroad project details to be sent to SMG for wider communication.</td>
<td>KP</td>
<td>Complete</td>
<td></td>
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<tr>
<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>CIO</td>
<td>Complete</td>
<td></td>
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**M I N U T E S | UICT Meeting 5/2013 (21 October 2013)**

**Update 5/2103: ITS & Legal**
Office are incorporating a condition in the contract to ensure the data is returned to the University.

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<tr>
<td>7.</td>
<td>4/2013 (28 Jun 2013)</td>
<td>Update on Facilities and Services program of works.</td>
<td>CIO</td>
<td>Complete</td>
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<tr>
<td>8.</td>
<td>4/2013 (28 Jun 2013)</td>
<td>Update on ANU Workspace project.</td>
<td>CIO</td>
<td>Complete</td>
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**Part 2. Reports**

**ITEM 1. Financials**

i. **2013 Q3 key acquisitions summary > 100K**

This report is aggregated by supplier, while still listing individual line items of note.

ii. **ANU ICT project costing update**

Some of the projects on this list will cover multiple years, so it was noted that not all of the 2013 allocation will be spent in 2013; with some of it to be used in 2014. Some of this variance is due to the need to phase projects rather than to deliver all of the intended outcomes in a single phase. This consequently extends the time taken for project delivery such that they become multi-year.

The CIO advised the committee that every project goes through a comparison of an internal vs an external resourcing capability during the project approval process. Ongoing support costs for acquisitions must be detailed in the original business case, and so are considered as a part of the initial project approval budget process. The business case and full project plan contain the fine-grained expenditure detail, and this is tabled by the business owner with the project’s steering committee for full transparency.

**ITEM 2. Active ICT-based project status update**

In future meetings, Enterprise Project Management (EPM) will be used for reporting purposes. This is currently being deployed as an Enterprise System which can be used to record all IT projects.

The committee discussed the need to report on demonstrable savings achieved once a project has been delivered. This is currently difficult to document as we don’t baseline costs well. There are some aspects that can be demonstrated with confidence, e.g. the rationalisation of servers as a result of the ANU Email project; but it is harder to calculate the administrative time savings that have been achieved.

The committee requested that future projects produce a benefits realisation document that includes lessons learned, and the non-numeric benefits to the business.

It was noted that Phase One of the Unidoc project, the policy website upgrade was a classic example of a project that had been scoped down to achieve a particular timeframe, with the benefits not apparent from the start, nor achieved at the end. However, Phase Two, the Electronic Records Management System (ERMS), will be able to baseline the time spent of administrative functions (assuming that the Uniforum survey activity continues into the future), and then compare that with the time spent at the end of the project in two years.
ITEM 3. IT Security matters

i. Incident report
Non-ITS server management within the University environment is a considerable vulnerability for the ANU. The ITS Security team is able to pick up on unusual activity and shut servers down quickly when required, but behaviours that are conducive to creating a non-secure environment are harder for this team to anticipate when the servers are not managed in a coordinated manner.

The DVC-A noted that there is currently a lack of clarity in the ANU policies with specific regard to email misuse.

Action item: CIO to review and amend the Appropriate Use policy if required.

ii. IT Security update
Being a highly devolved IT organisation exposes us in regard to our IT Governance model.

ITEM 4. IT Security Incident Response and Notification Procedure
Following a recent data breach, the ANU was requested to establish a new procedure. This is now being reviewed by the Legal Office, and will then be communicated wider for feedback.

In relation to clause 8.f., which states that “In the event of an IT security incident…some or all of the following delegates will be notified: CIO, University Privacy Officer, ANU Legal Office/Head of Legal Services, and potentially ANU Marketing Office and/or Strategic Communications and Public Affairs”, the committee requested that this wording be made clearer as to when some vs all of these groups would be advised.

Action items: Visual process for procedure. Clarity on “Some or all of the following delegates”.

ITEM 5. New Audit activity
Core compliance activity for continuous improvement. 20 senior staff from across the University were surveyed. Full reports will be tabled at UICT once the Risk Management & Audit Office issue the finalised report.

i. Identity and Access Management (IDAM) project audit
Key findings tend to dovetail into the current Identity & Access Management (IDAM) project. IDAM targeted to go live in June 2014. The 2013 activities are to consolidate the OLAMS product; then collapse all domains into the appropriate Active Directories.

ii. IT Enterprise Architecture audit
Report highlighted a number of areas that need to be addressed. Key findings identified the risks of effective Enterprise Architecture in a devolved ICT service delivery model.

ITEM 6. Existing Audit updates

i. IT Governance
Noted

ii. Mobile Device Management
Noted

ITEM 7. Functional email update
The move to Microsoft Office365 means that the charge associated with multiple email accounts became more transparent. ITS has been looking at consolidating any multiple email accounts. Feedback will be welcomed.
It was suggested that the directive relating to University Email accounts needs to be a procedure, not a guideline, to ensure enforceability.

The CIO advised that students will soon be able to access Office products online at no charge as a part of the Office365 product upgrade.

**ITEM 8. ITS Strategic Plan 2013-2016**

Initial feedback has been positive. The detail is in the Operations Plan, while the high level is on the single page. Colleges will be using a different format.

EDAP highlighted that IT needs to have a multiple year plan, as most significant IT projects will be multi-year projects.

The committee then discussed the need to be able to plan and articulate sensitively to IT staff across the University if there is an intention to centralise this activity. It was agreed that an external review was required to evaluate the central versus federated model, and then create a high level roadmap regarding IT services at the University. It would be important for commoditisation vs bespoke (innovated) services to be carefully analysed.

It was recognised that much of the current work (e.g., ANU Workspace project, server rationalisation, ANU Email, and the ANU website) will have impacts on the ability to centralise staffing arrangements, and brings into clearer focus the areas that need to be worked on.

**Action item:** CIO to organise an external review of IT staffing arrangements in close consultation with JH, which can be brought to the December meeting for discussion.

**ITEM 9. Facilities and Services Program of Works overview**

The UICT will be requested to endorse the ‘2014 ICT Program of Work’ at the December meeting. The funding amount is yet to be finalised, noting that in 2013 the estimation was approximately $5m. It is anticipated that a similar amount is being sought for 2014.

The committee questioned whether these projects could be delivered in the suggested timeframe, but was assured by the EDAP that none of them are cutting edge, nor are they large.

**ITEM 10. CIO SnipITs for UICT**

A means to share activity in the sector with the committee.

- ANU campus-wide free WiFi (through AARNet) is being well received by key stakeholders. Currently working with the Legal Office and AARNet to ensure that existing agreements provide ANU the ability to execute this service.

  The committee was supportive of the concept of Campus wide Free-WiFi, as long as there is appropriate filtering and throttled downloads.

  The CIO suggested that the University should consider caching important downloads, such as IOS updates, to reduce congestion.

**Action item:** CIO will provide UICT a proposal to implement a Campus Wide Free-WiFi service at the December meeting.

- AARNet presentation – DVC A, DVC R and EDAP have been invited to present at the AARNet Board Meeting being held at ANU on November 20th. There is also a tour of NCI scheduled for Board members.
• Customer Service training – internal ITS staff development activity, also offered to all IT staff.

**ITEM 11. Reports for noting**

i. **AAC Digest – 3 September 2013 meeting**

CIO Chairs this Committee.

ii. **Leadership Board for CIOs – 2013 survey**

For UICT noting. Evidence-based global survey of CIOs.

**Part 3. Other Business**

The CIO flagged that at the next meeting he will be presenting the 2014 proposed program of works. The committee requested that this show a rough timeline for the multiple year projects.

**Action item:** 2014 proposed program of works to be presented at December meeting.

**Part 4. Future Action Register**

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<td>1</td>
<td>5/2013 (20 Oct 2013)</td>
<td>Review and amend the Appropriate Use policy if required regarding a lack of clarity in the ANU policies with specific regard to email misuse.</td>
<td>CIO</td>
<td>In progress</td>
<td>6/2013 (5 Dec 2013)</td>
</tr>
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</table>
| 2        | 5/2013 (20 Oct 2013) | IT Security Incident Response and Notification Procedure:  
  - Wider communication for feedback following approval from Legal Office.  
  - Visual process for procedure.  
  - Clarity on “Some or all of the following delegates”. | CIO   | In progress | 6/2013 (5 Dec 2013) |
| 3        | 5/2013 (20 Oct 2013) | External review of IT staffing arrangements in close consultation with JH, which can be brought to the December meeting for discussion. | CIO   | In progress | 6/2013 (5 Dec 2013) |
| 5        | 5/2013 (20 Oct 2013) | 2014 proposed program of works to be presented at December meeting.                            | CIO   | In progress | 6/2013 (5 Dec 2013) |

Next Meeting:
UICT 6/2013
Thursday 5 December 2013
Vice-Chancellor’s conference room, Chancellry
9:30-10:30am