MINUTES

MEETING University Information and Communications Technology Committee (UICT)
Meeting number 6/2013
VENUE Vice-Chancellor’s conference room, Chancelry
DATE/TIME Thursday 5 December / 9:30-10:30am
CHAIR Professor Ian Young (VC)
ATTENDING Chris Grange (EDAP), Professor Margaret Harding (DVC-R), John Hosking (Dean, CECS), 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
Professor Marnie Hughes-Warrington (DVC-A).
Action: Apologies accepted.

ITEM 2. Accept previous minutes
Action: Accepted.

ITEM 3. Action register

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<th>Action #</th>
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<tbody>
<tr>
<td>1.</td>
<td>4/2013 (28 Jun 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>
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<tr>
<td>2.</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>Complete</td>
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| 3.       | 5/2013 (20 Oct 2013) | IT Security Incident Response and Notification Procedure: 
• Wider communication for feedback following approval from Legal Office. | CIO   | Complete |                     |
**AGENDA**

UICT Meeting 6/2013 (5 December 2013)

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

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<td>4.</td>
<td>5/2013 (20 Oct 2013)</td>
<td>External review of IT staffing arrangements in close consultation with JH, which can be brought to the December meeting for discussion.</td>
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<td>CIO</td>
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| 5. | 5/2013 (20 Oct 2013) | Free wifi briefing paper to the December meeting. |
|   |   | CIO | Complete |

| 6. | 5/2013 (20 Oct 2013) | 2014 proposed program of works to be presented at December meeting. |
|   |   | CIO | Complete |

| 7. | Out of session | Copies of the recently completed IT audits to be brought to UICT (Audit committee request) |
|   |   | CIO | Complete |

| 8. | Out of session | Report on deployment of KACE tool and results to be tabled |
|   |   | CIO | Complete |

**ACTION ITEM 2. Appropriate Use policy – update**

**Action:** Noted.

**ACTION ITEM 3. IT Security Incident Response and Notification Procedure**

- Requested update is attached;
- Legal Office currently reviewing;
- Visual procedure to be developed on finalisation of procedure.

**Action:** Noted.

**ACTION ITEM 4. Review of ANU IT staffing arrangements**

- CIO and CECS Dean to work on this as a priority, for presentation to the first UICT meeting in 2014

**Action:** Due 1/2014.

**ACTION ITEM 5. AARNet free wi-fi update**

This activity would replace ANU Access. It would be a throttled service, limited to Acton campus. The CIO will submit a proposal for UICT via EDAP. Timeline would be for early 2014. No cost involved, it is just a configuration piece.

**Action:** CIO to submit proposal to UICT via EDAP.

**ACTION ITEM 6. Proposed 2014 program of works**

The CIO spoke to the proposed 2014 program of works. This list is a high level summary. It gives an idea of what will continue over the next 12 months using UICT funds.

**Of note:**

a. ANU Online: The DVC-A is likely to request greater funding.

b. Scholarship applications: Embark was used for the first iteration of the Tuckwell scholarships. This will be reviewed to bring in other scholarship programs. It is a large project with significant new work. The DVC-A has...
a comprehensive paper on this activity, but it is not clear how far that paper has been circulated. The Embark exposure will have limited financial consequences if we determine that we will move in a different direction. The DVC-A has evaluated the current commercial solutions and is likely to recommend a bespoke solution. The committee agreed that they would reserve approval until a more detailed submission is received. The DVC-R noted that HDR admin will be audited in 2014, in terms of clarity and management, and the DVC-R is very interested to understand that there will not be a generic solution selected that is expected to apply to both HDR and coursework. The EDAP emphasised that the scholarship processes still need to be more consistent across all scholarship types.

c. Study Abroad: This is still in a planning phase, subject to review by the DVC-A.
d. Research: ARIES update successfully released recently. The Director, RSD is evaluating other RMS. Pewer was demonstrated on Wed, 4th. It is an expensive system, but doesn’t provide full functionality. A market test is proposed for 2014, with implementation for 2015. The DVC-R remains concerned that the solution in the future may require a high level of investment and will need to have a much better business case for the future solution. The University has not invested in RMS in recent years, and this is reflected in the quality of service.
e. ANU Workspace: this project is gearing up to provide much more efficient purchasing activities. It has not requested specific monies from UICT for that, and the EDAP has identified that other sources of funding may be used for this project and for Service Desk. The second phase of Service Desk will be rolled out in 2014 – this will involve adapting the ServiceNow tool to allow it to bring in the help desks for all Enterprise Systems across the University.
f. Client Relationship Management tool: a consultancy will be needed to scope out a requirements document.
g. Brand Asset Management: This tool is intended to replace the cataloguing of videos and marketing items to find key communication and media outputs. It has been in planning for most of 2013, and is about to go to RFT. It will create a repository of all promotional assets.
h. HR Program of Works: as noted previously, there are too many manual processes and the University has previously underinvested in this activity. The PeopleSoft upgrade is currently occurring, then in early 2014 the student and HR databases will be split. Clever resourcing will bring the project a large saving. ITS has used this opportunity to test partnerships, such as those in India and Israel – giving them bespoke pieces of work rather than outsourcing the whole project. It is scheduled to be finished by about June 2014. Smaller projects will occur after this as determined by the Director, HRD to convert paper based processes to online activities.
i. F&S Program of Works: UICT is paying for the BA and scoping activities; F&S will also use capital and Q accounts brought forward from 2013 to fund the upgrades.

General discussion:

The committee expressed a desire to see prioritisation for this list in terms of service improvement against other business priorities. The EDAP explained that the Service Division Directors and College General Managers had participated in a workshop to review this list, and had ranked them by perception of importance. The resulting list before the UICT has been taken from the top 20 items that resulted. Some of the projects interact with the Budget Solutions framework, while others have long-term strategic benefit. It is an indicative list which will require an improved business case to come before UICT for final approval. It will be essential that these business cases accurately project future costs for activities such as software licencing. For example, the Service Desk is a pay per user service that may bring a significant cost escalation.

The committee then discussed the need for input in this process from academic governance components. Currently, the College Deans have no voice in the decision making surrounding IT investments; nor do HDR students. It was agreed that the UICT projects need to be integrated with the Service Improvement Group’s list of projects, and a common decision making process should be determined.

Action: EDAP to determine the appropriate process for prioritising University projects at the SIG/UICT level.

ACTION ITEM 7. Recent IT audits

a. Identity Access and Management (IDAM)

b. Enterprise Architecture (EA)

The CIO spoke to these two audits. The IDAM project is addressing the issues raised in this audit. However, EA is the greater concern. There is still considerable work to do in this space. The University needs to bring on an Enterprise Architect. Although this would sit within the ITS Division, we will need an external consultant in the short-term.

The committee noted that the list of stakeholders consulted excluded Deans and College General Managers, and that by only consulting IT managers for the College perspective led to some gaps in the resulting analysis.
ACTION ITEM 8. KACE tool report

The CIO spoke to this activity. The KACE tool was employed by the ANU Workspace project as the quickest and most appropriate tool to collect how many PCs are on the network, age and software. It also allows oversight and lifecycle management of licencing fees. A third party has evaluated the ITS funding model of managed services. Their assessment is that our hardware costs are slightly under market place and software at about market expectations. The KACE exercise is required to cost the overall ANU Workspace activity. However, Colleges are resistant. ITS has been accused of spying, of bringing 'Dell the devil' to the table, of checking log files and interrogating home PCs. School managers are instructing their IT staff not to deploy this tool. Without this data, we are flying blind on the cost of ANU Workspace deployment. There is no visibility of users other than in the specific information already mentioned (i.e. number of computers, age and software being used).

The committee discussed the need to communicate very clearly what the tool is being employed to do in this instance, given the tool is capable of greater functionality, it is not clear to the average ANU staff member where the line has been drawn. The EDAP agreed that some clarification emails were being drafted and would be sent soon. These emails will have clear statements around the duration of installation, how to uninstall afterwards, what is being captured and why, and a clear undertaking that if personal information is being collected, what safeguards will be enacted around the storage and management of this data. The Colleges will receive all of the data that is collected, to ensure that they have full visibility of the activity; and that in fact in most Colleges, it the data is being collected by the IT staff within the Colleges, so they will already know what is being monitored. It does seem that the resistance is not so much coming from IT staff, but instead from non-IT staff, specifically early researchers; and this resistance seems to be more about change than this activity necessarily.

The committee also noted that Colleges already use similar tools, but that the resistance to the KACE activity reflected the lack of communication prior to commencement. It has highlighted the gaps in information flow, in that the College IT managers have been involved in the ANU Workspace activity since it commenced, but they do not appear to be communicating the effects and relevant activities to their Deans and General Managers for wider dissemination through their Colleges.

The CIO noted that the KACE tool will need to be active once ANU Workspace goes live, to allow for patch upgrades and software compliance. However, the initial concern is to reach the deployment stage.

Part 2. Reports

ITEM 1. Financials

i. 2013 Q3 key acquisitions summary > 100K

The committee discussed this report, which is useful for understanding strategic partnerships and identifying the University's major vendors. The EDAP asked that the title be changed to "expenditure" rather than acquisitions; and asked for an aggregated view of all ICT purchasing to show acquisitions vs ongoing licence fees.

ii. ANU ICT project costing update
ITEM 2. Active ICT-based project status update
   i. Service Desk Phase 1 Closure report

ITEM 3. IT Security report

ITEM 4. New Audit activity
   i. Disaster Recovery
   ii. Enterprise Architecture

ITEM 5. Rolling vulnerability scan

ITEM 6. CIO SnipITs for UICT

ITEM 7. Reports for noting
   i. CAUDIT benchmarking
   ii. ITS draft Master Services Agreement

Action: Dean, CECS and CIO to discuss MSA in early 2014 for report to UICT 1/2014.

No other business, meeting closed at 10:35am.

New Action Register:

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<td>CIO / JH</td>
<td>In progress</td>
<td>2/2014</td>
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<td>In progress</td>
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<td>3.</td>
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