Minutes

COMMITTEE | University Information and Communications Technology Governance Committee
Meeting 2/2014

DATE / TIME | 8 May 2014, 10:00-11:00am
VENUE | Vice-Chancellor’s Meeting Room, Chancelry Level 3

PART 1 – PROCEDURAL ITEMS

1. Announcements, Apologies and Disclosures

Attendees:

Vice-Chancellor | Ian Young (Chair)
Executive Director, Administration and Planning | Chris Grange
Deputy Vice-Chancellor, Research | Margaret Harding
College Dean | John Hosking
Deputy Vice-Chancellor, Academic | Marnie Hughes-Warrington
University Librarian | Roxanne Missingham
Chief Information Officer | Karen Hill
College General Manager | Michelle Searle
Chief Financial Officer | David Sturgiss

Secretariat:
Executive Officer to the CIO | Kus Pandey

2. Arrangement of Agenda

The committee agreed to defer item 16 due to time constraints.

3. Minutes

The committee discussed action items 5 and 6 from the previous meeting which had been allocated to the Director, SIG. There was general agreement that the purpose of these items was to resolve the responsibilities between the Service Improvement Program and the UICT; and for this reason, the CIO and Director, SIG will work together on these items.

The previous meeting’s minutes (UICT Document 2014/33) were approved by the committee.

4. Business Arising and Action Items

The committee had no comment on these items.
5. Future Agenda Items
   1. EDAP will work with the Director, F&S on rescoping the Project Management costs for the F&S program of works.

The committee agreed that this would be due 3/2014.

PART 2 – FINANCIAL & BUSINESS ITEMS (Confidential)

6. Review of Terms of Reference: UICT and Service Improvement Program Steering Committee

The committee discussed the Terms of Reference for both the UICT and the SIG (UICT Document 2014/47 and UICT Document 2014/48).

The CIO explained the history behind the two committees. The UICT committee was established first, to oversee ICT planning and expenditure at the University. Then, the University established the Service Improvement Program with oversight of all University service improvement. There is an overlap between the two committees, and it is necessary to work out the process order, for example, whether technical projects should be submitted to the SIG committee.

The need for an update of the UICT Terms of Reference (TOR), as well as an alignment with the SIG TOR was discussed and agreed upon again.

Given that most SIG projects have an IT component, the SIG Director, Lakshmi West, has met with the DVC-A and the DVC-R to consider the overlap of the committees and the process by which prioritisation and approval could be combined between SIG and UICT. This was discussed in greater detail by the full committee, and it was agreed that the UICT has a specific function in terms of setting policy, monitoring security and related IT issues. It was also noted that UICT has the following key differences: a wider remit regarding University activities, an allocated budget, and potentially the budget and prioritisation relating to IT infrastructure, currently managed by the CIO.

The need for cross integration and prioritisation between the committees was highlighted as a significant concern to be addressed.

Existing Action Item #9: CIO and Director, SIG to determine a solution and report back to the next UICT meeting (3/2014).

7. UICT Project Costing update

The committee reviewed the UICT project costing update (UICT Document 2014/34).

The CIO noted that two items of funding are still shown on this table, although they will be removed for the next update:

- The F&S program of work support funding is still shown, although it is currently under discussion and will be revised by UICT Meeting 3/2014;
- The HR program of work funding which is shown in the approved column is related to the current submission, and is included in the full figure being requested today.

The committee asked for an update on ANU Workspace, the revised business case for which has not yet come to UICT for funding approval although funds have already been spent. The CIO outlined the broad strategic intentions being evaluated and indicated that the revised business case would be ready by the next UICT meeting for the committee’s consideration.

8. Existing Projects Update

The Committee reviewed the current EPM Dashboard Report (UICT Document 2014/35).

The CIO advised that the majority of projects are on track, with the exception of ANU Workspace, although that will be addressed by the next meeting.

The committee discussed various concerns relating to access for Apple users to the system, and confirmed that the expected process for this system is that project managers use this as their system of record for capturing all project updates and commentary.

Action Item: CIO to ensure Head of ANU Online has access to EPM.

PART 3 – PROPOSED SOFTWARE SOLUTION-BASED PROJECTS FOR PRIORITISATION

9. RMS Environmental Scan

The committee discussed the RMS Environmental Scan Project Proposal (UICT Document 2014/45). It was agreed that this project was given broad approval at the previous meeting, but this documentation was required to formally approve the unspent funds from the 2013 UICT budget that were set aside for the activity.

The committee expressed dissatisfaction with the budget breakdown, stating that it did not clearly demonstrate what will be achieved for the investment. There was a general discussion of a potential need for the project proposal template to allow a greater degree of detail in this regard.

Action Item: CIO to assess budget information on template to ensure the appropriate level of information

10. HR Project Proposal

The committee reviewed the Human Resources Project Proposal (UICT Document 2014/37). The CIO acknowledged that when the HR Program of Work was initially submitted to UICT Meeting 1/2014, it had not been endorsed by the business owner. For this reason, ITS will absorb the costs associated with the first two segments within the program. The revised submission before the committee at this meeting reflects the other three segments from the program. These have been approved by the Director, HR. The CIO asked the committee to note that although the project management costs are high in this proposal, the current consultant project manager has resigned and will be replaced with an internal project management solution, so the future project management costs will be lower than proposed. The CIO reinforced that this work is critical for the business. She noted that the Registrar, Student Administration had not seen the document until very recently, which is why his endorsement was not recorded on the document; but that while expressing concerns that this project will involve close involvement with his business unit, he had conveyed his support by email to the CIO.

The committee endorsed the request.

11. Marketing Office Project Proposal: Brand Asset Management

The committee reviewed the Marketing Office Project Proposal (UICT Document 2014/39). The committee expressed concern that although the project had been mentioned at ISPAC, and has been referenced in previous meeting minutes, it had been active without formal UICT approval. Some funds have been spent already. Several committee members questioned whether the
project was a high priority for the University. The CIO was asked to discuss the project further with the Director, Marketing Office to better understand the business requirement; and to work with the University Librarian to see if the single repository project would be a better solution.

**Action item:** CIO to work with Director, MO and University Librarian to resolve the business needs involved (3/2014).

### 12. ITS Project Proposal: Service Desk Phase 2a

The committee reviewed the ITS Project Proposal (UICT Document 2014/50). The CIO explained that the proposal had been endorsed by the ITS Executive, and had also been discussed with and supported by the College IT managers. It results from a demand to ITS for service divisions to manage their service requests. Currently the Service Desk tool is not configured to handle non-IT service requests, so would need an investment to open it up to F&S, HR, F&BS etc, which they have indicated is a definite business need. The project would also improve the metrics and reporting capability for the IT Service Desk. It includes a whole range of work around change management and knowledge management. It enables the retirement of legacy systems. The costs are primarily for licencing and consulting fees.

The CIO confirmed for the committee that the project is consistent with a service improvement agenda. Members of the committee questioned whether IT managers were the best judge of the appropriate service desk solution for non-IT areas, as they lacked awareness of the maturity and ability of these areas to integrate this activity into the relevant business units. The committee also expressed confusion about the licencing costs of the product. The committee concluded that the business analysis in the project proposal was insufficient, and that an environmental scan was required to determine a more sustainable solution for the University. They expressed concern about a solution that required customisation to meet the business needs, and the cost of the overall product.

**Action item:** CIO to gather more information and return the proposal clarifying budget and deliverables (4/2014).

### PART 4 – PROPOSED HARDWARE SOLUTION-BASED PROJECTS FOR PRIORITISATION

### 13. Update on University wireless network enhancement

The committee discussed the review of the University wireless network (UICT Document 2014/44). The CIO confirmed her intention to use unspent project funds to perform heat mapping which will inform future enhancement activities for University residences. It is a clear business priority. Several committee members confirmed that they had not seen the project documents until they were included for this meeting’s agenda.

**Action item:** CIO to report back following heat mapping of the University wireless network (3/2014).

### PART 5 – OTHER ITEMS FOR DISCUSSION

### 14. Project Workspace update

The UICT considered a verbal update from the CIO on Project Workspace. To date, ITS has delivered around 1100 new machines with a new Standard Operating Environment (SOE) for the Information Commons and HR Division. That rollout relied heavily on Dell. There have been
multiple project managers on the project, and it is possible that some machines were missed in this refresh.

A revised business case is being discussed with EDAP and some members of the UICT out of session. Some considerations include a university-wide capability, the whole of government purchasing arrangement, leasing options, support options, the need to replace any remaining Windows XP machines now that this platform is unsupported by Microsoft; as well as establishing processes and policies. The project is unlikely to spend the majority of its funding this year. One of the teams that is crucial to this project is currently building the image for the exam period, so it has conflicting priorities, although ITS is still comfortable with providing these services in-house. The CIO will work with the College IT managers to review alternative solutions for the software provisioning and operating system deployment activities.

The committee questioned the overall budget for the activity, and EDAP advised that the initial figure had included a lot of commissioned software development, including a procurement portal, and the establishment of subsidies to Dell until the project reached break even. The revised approach will be for machines to be supplied with the ANU image at no cost. However, the University will require internal infrastructure for updating the image and the installed base image to keep it consistent, otherwise there would be drift in the SOE over the 3 year life cycle. As noted earlier, the CIO will bring a revised business case to the next UICT meeting.

15. Research IT Projects update

The UICT noted the Research IT update that the DVC-R will submit to University Research Committee this month (UICT Document 2014/53). It documents the prioritisation of projects within Research portfolio. The DVC-R advised that the HRD Steering Committee is working well to reign in activities and keep them aligned with overall strategic direction. The DVC-A advised that a similar activity was also occurring within the Academic portfolio.

It was suggested that the scope for projects that need to be considered by SIG/UICT should be given a threshold beyond which they would demonstrate strategic weight that required their examination by these groups. This threshold was proposed to be that an activity was considered an enterprise-wide activity that must benefit all Colleges and at least one service division. The current ToRs of these groups could be adjusted accordingly.

16. Changes to the Privacy Act: Position Paper

The Position Paper regarding recent changes to the Privacy Act (UICT Document 2014/51) was deferred to next meeting. The committee noted that the next step after considering this paper was to determine the University's policy and the principles required. Some discussions on this topic had already occurred within members of this committee.

17. Review of Identity and Access Management Project (IDAM) implementation

The committee considered the implementation report for the IDAM project (UICT Document 2014/43). The CIO advised that a Post Incident Report (PIR) would be held on 19 May.

The committee questioned why there were no rollback strategies, and what the decision making process was on this project, noting that the project governance structure was not referenced in the report to UICT. The committee also noted that there are agreed maintenance days scheduled for each month for ANU Online, and it would have been better to have used that timeframe to roll this project out. The committee also questioned the communications delivered by ITS during the critical period, noting that there were no messages on the ITS website and no contact details on the communications that went out.
18. **Audit Matters (Confidential)**

The committee received a verbal update from the CIO on confidential audit matters.

19. **Privacy Officer’s report**

The committee received a verbal update from the ANU Privacy Officer.

20. **CIO’s report**

The committee received a verbal update from the CIO.

**PART 6 – ITEMS FOR NOTING**

21. **ANU ICT purchases over $100K**

The committee noted the report of ANU ICT purchases over $100K to 31 March 2014 (UICT Document 2014/40).

22. **2014 ANU ICT Aggregated Purchasing Summary**

The committee noted the ANU ICT Aggregated Purchasing Summary: March 2014 (refer to UICT Document 2014/41).

23. **ANU IT Security Report**

The committee noted the IT Security update from the IT Security Manager (UICT Document 2014/42).

24. **Date of Next Meeting**

Meeting 3/2014

31 July 2014

10:00am-11:00am

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

**PART 7 – OTHER BUSINESS**

The committee noted that the following members would be leaving the University prior to the next scheduled meeting of the committee:

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<th>College Dean</th>
<th>John Hosking</th>
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<tr>
<td>College General Manager</td>
<td>Michelle Searle</td>
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<tr>
<td>Chief Financial Officer</td>
<td>David Sturgiss</td>
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The committee acknowledged a debt of gratitude to these members for their commitment and service to the University.

Meeting closed at 11:06am.