**DOL Review Implementation Plan**

**General Approach:**

Our intention is to implement these recommendations in a collaborative spirit with our ANU colleagues. Communication of our activities and changed priorities as we progress through the list will be paramount.

Peter Nikoletatos  
Chief Information Officer  
October 2012

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Plan for Implementation</th>
<th>Time Frame</th>
<th>Action Officer</th>
<th>Progress</th>
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| 1. The University establish a University ICT Governance Committee (UICT) and that the Committee’s Terms of Reference reflect the principles outlined in this report and that its establishment membership should include the posts identified in this report. The UICT should report to the University’s Academic Board on matters of policy and should be chaired by the Vice-Chancellor at least until its rights are well established and confidently exercised. The UICT should establish linkages to the University’s academic committees and should also establish subcommittees and/or working groups to inform their work, via accountable chairs with linked participation. The UICT should have explicit linkage to the budget process. This should take the form of a rolling multi-year IT Capital and Asset Management Plan across business IT programs and IT infrastructure assets. | - The Governance Office will:  
  - Establish a ToR  
  - Set a calendar  
  - Invite membership  
  - Disestablish the UISC  
  - Consider positioning the ISPAC as a subcommittee to the UICT, to examine funding requests and make recommendations on priorities to UICT accordingly  
  - Consider necessity for other sub-committees and, if relevant, arrange for these to be put in place. | Oct 2012 | CIO | The CIO has initiated discussions with the VC to establish the UICT and confirm its membership and ToR |
| 2. The University should change the name of the Division of Information to Information | - A suitable name has been determined via focus group | Oct 2012 | CIO | Focus groups have now been held with both DOL staff and non-DOL |
### Technology Services

This should be affected as soon as is practicable. This should signal the start of cultural reform inside the new ITS, to stronger morale, client focus and greater emphasis on the social and service systems necessary to exploit technology for the benefit of ANU. College IT staff should be included in this community development.

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<th>Sessions/Consultation with Colleges/Divisions: Information Technology Services (ITS)</th>
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<td>• The CIO will request that this name change is formally effected as of Jan 1, 2013; with working usage from Oct 9, 2012</td>
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Staff. DoI staff have also been given the opportunity to participate in an Apollo survey. The chosen name is the result of these consultations.

ITS has been approved by the VC, and was launched in conjunction with the new website on 9 Oct.

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### 3. The University should endorse the 2012 plan proposed by the Chief Information Officer.

However, it is strongly recommended that no other flagship project is commenced until the single ANU email platform for staff, students and alumni is successfully implemented. All other projects identified in the plan should be subject to monitoring by the ICT Governance Committee and its delegates.

- Refer 2012 Operational Plan to inaugural sitting of ICT Governance Committee for approval
- Ensure clear communication of process for all ANU IT projects’ funding approvals, to ensure all Service Divisions and Colleges’ IT plans go before the ICT Governance Committee
- Establish Enterprise System Application Support Model, to ensure stakeholders of ESs have the opportunity to formally raise system changes and enhancement requests

Oct 2012 | CIO | To be presented at inaugural meeting of UICT

Documentation in progress

Project underway

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### 4. The University, through its ICT Governance Committee, should clarify the roles and responsibilities of the Division and business owners for the purposes of development and delivery of new projects and system enhancements, and ensure that DoI and business owners accept their roles and fulfil their

- Request clarification from inaugural sitting of ICT Governance Committee

Oct 2012 | CIO | To be requested at inaugural meeting of UICT
### DoI Review Implementation Plan

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<th>Details</th>
<th>Timeframe</th>
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<th>Notes</th>
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| 5. The Chief Information Officer should publish the Division’s communication strategy and ensure that it is monitored for its successful implementation. | - Strategy was published May 2012.  
| 6. The Chief Information Officer should lead best practice arrangements for the evaluation of staff performance, and development and implementation of appropriate professional development programs for Division staff. | - Staffing support and development will be strengthened | Oct 2012 | CIO / ITS HR Manager / EO | SoEs for ITS Executive Team, aligned with Operational Plan, in place. Staff development framework is being created, specifically addressing:  
  - Career development  
  - Practice leadership |
| 7. Senior Managers of the Division should be tasked, as one of their performance indicators, with the development and implementation of opportunities to engage staff in order to build Divisional cohesion. | - The ITS Executive and ITS OMG members will be given additional training and development to enhance their leadership roles  
- These performance indicators will be added to their Statements of Expectation | Nov 2012 | CIO / ITS HR Manager / EO | Staff development activities are being planned for both groups. SoEs are being revised. |
| 8. The Chief Information Officer should explore the opportunities for development and implementation of a graduate program with the Deans of the College of Engineering & Computer Science and College of Business and Economics. This should be part of a program of engaging students in IT services. | - A graduate program will be developed in partnership with CECS for roll out in 2013  
- All other colleges will be subsequently engaged in the graduate program | 2013     | CIO / ITS HR Manager | Discussions with CECS have commenced. |
9. The Chief Information Officer should be confirmed as the University’s practice leader for the purpose of Information Technology and should be responsible for the establishment of appropriate skills and training frameworks for all IT staff at the University.

- Request confirmation from inaugural sitting of ICT Governance Committee
- A project (Staff Development Framework) will commence to create skills frameworks and articulate process of engagement with all eligible staff

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Staff development framework is being created, specifically addressing:
- Career development
- Practice leadership

10. The Chief Information Officer should undertake the development (through consultation) and publication of the ANU ICT service catalogue in order to define respective roles and responsibilities of the Division. This should be finalised no later than September 2012.

- Define service catalogue parameters
- Consultation with Colleges/Service Divisions
- Launch updated service catalogue

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In progress. High level service catalogue published on ITS website in August.