

University of Tasmania
15 April 2002

NOTE VENUE & TIME

**FACULTY OF COMMERCE
IT COMMITTEE**

A meeting of the IT Committee of the Faculty of Commerce will be held in Room 507 (with telephone link to Launceston), Commerce and Economics building, Hobart on Tuesday 16 April 2002 at 16.00 hrs.

Jon D Kendall
Chair, Faculty IT Committee
Faculty of Commerce

AGENDA

1.0 PRELIMINARY MATTERS (20 MINUTES)

1.1 APOLOGIES

1.2 WELCOME

1.3 MINUTES

First meeting

1.4 REPORT OF THE CHAIR

Current issues

1.5 REPORT OF ITS (JACK POTTER)

Ongoing developments within the Faculty of Commerce (lease machine acquisitions for student lab (L) and staff (Accounting))

1.6 REPORT OF ITS (ADRIAN DILLON)

Ongoing developments university wide.

- 2.0 ISSUES ARISING FROM THE SLA IMPLEMENTATION (30 MINUTES)**
 - 2.1 HELPDESK RESPONSE TIME AND RELATED ASSISTANCE ISSUES**
 - 2.2 REFINEMENT OF SOFTWARE ORDERING FORM**
 - 2.3 STATUS ON METHODS FOR OBTAINING FEEDBACK FROM STUDENTS AND STAFF**
 - 2.4 STATUS ON SLA WEBSITE MAINTANENCE**
- 3.0 OTHER BUSINESS**