

UNIVERSITY OF TASMANIA
Faculty of Commerce
Information Technology Committee

MINUTES (unofficial)

A meeting of the Faculty of Commerce Information Technology Committee was held in Room 507, Commerce and Economics Building on Tuesday, 16 April 2002 commencing at 16:10 hours.

PRESENT: Mr Adrian Dillon, Mr Peter Dixon, Mrs K Keep (Secretary),
Dr J Kendall (Chair), Mrs T Kostiuk, Mr J Potter

	Action required by person	Date to report back to Committee
<p>1.0 PRELIMINARY MATTERS</p> <p>1.1 APOLOGIES No apologies, all members in attendance.</p> <p>1.2 WELCOME</p> <p>1.3 MINUTES Minutes from the previous meeting, 19 March 2002 approved.</p> <p>1.4 REPORT OF THE CHAIR Briefing of the current issues outlined in the agenda, particularly 2.1.</p> <p>1.5 REPORT OF ITS (JACK POTTER) The Dean has recently approved the lease of 24 new machines for room D004 on the Launceston campus. The old Launceston machines will then be placed for use in the Hobart campus Lab 2 room as an interim measure prior to funding new machines.</p> <p>An additional 3-4 machines will be installed in the printer room in Hobart and any remaining "old" Launceston machines will be used for spare parts.</p> <p>Accounting has been shifted to lease machines. New Economics postgraduate lease machines will be running this week.</p>		

1.6 REPORT OF ITS (ADRIAN DILLON)

Horizontal wiring throughout the Commerce building needs replacing from the current Cat 3 specification to Cat 6. Networking equipment also needs upgrading. John Parry from Infrastructure Services is currently looking into the possibility of deploying new network infrastructure.

Desktop Management Systems are currently transferring Finance & Administration to Lease machines. TRIM and Lotus Notes will be rolled out into Student Administration areas by the end of 2002, early 2003. The Commerce Faculty office will have Lotus Notes introduced shortly (one machine currently has Lotus installed) as a trial with a gradual rollout to School secretary's and Heads of Schools.

There has been a major problem with printing from the Berlin Server. An interim server has been put in place. Adrian is sending a new server to Launceston this week.

2.0 ISSUES ARISING FROM THE SLA IMPLEMENTATION

2.1 HELP DESK RESPONSE TIME AND RELATED ASSISTANCE ISSUES

Assistance to Commerce staff help desk problems has been slow with most queries not reaching Jack Potter until several days after the problem has been logged. Communication and training issues for help desk staff should be resolved by mid May 2002.

Update from
Adrian Dillon

Next
meeting

2.2 REFINEMENT OF SOFTWARE ORDERING FORM

The revised software ordering form is now located on the website. The form has had alterations to Authorised Signature and Account details. Currently in PDF form, Adrian to change to "Form fill out" format.

Adrian
Dillon

Next
Meeting

2.3 STATUS ON METHODS FOR OBTAINING FEEDBACK FROM STUDENTS AND STAFF

User focus groups are to be developed instead of a formal survey instrument. Tracy and Adrian to look into establishing these groups.

Update from
Tracy Kostiuk
& Adrian Dillon

Next
Meeting

2.4 STATUS ON SLA WEBSITE MAINTENANCE

A helpdesk link will be added to the web page.

Adrian Dillon

3.0 OTHER BUSINESS

The EndNote bibliographic software package has been requested from various schools for use. The cost is approximately \$30,000 a year for a university site licence—extremely expensive with only slight interest from staff.

PUP has had some teething problems; a decision is yet to be made as to whether the University will use POP3 authentication or move to an LDAP-plugin to be able to use NDS authentication.

A student representative is to be identified to become a member of this committee.

The meeting closed at 1700 hours

CONFIRMED: **Chair:** _____

Date: __/__/__

All members

Next meeting