

**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 19 March 2002 at 15.10 hrs.

Jon D Kendall  
Chair, Faculty IT Committee  
Faculty of Commerce

**AGENDA**

**1.0 PRELIMINARY MATTERS (5 MINUTES)**

**1.1 APOLOGIES**

**1.2 WELCOME**

**1.3 MINUTES**

First meeting

**1.4 REPORT OF THE CHAIR**

None for this meeting

**1.5 REPORT OF ITS (JACK POTTER)**

Carried out under Item 3.0 for this meeting. Generally meant to keep committee apprised of ongoing developments within the faculty

**1.6 REPORT OF ITS (ADRIAN DILLON)**

Carried out under Item 3.0 for this meeting. Generally meant to keep committee apprised of ongoing developments university wide.

**2.0 IT COMMITTEE VISION, PURPOSE AND SCOPE (20 MINUTES)**

**2.1 VISION AND PURPOSE**

Remarks by the Dean

## 2.2 PURPOSE

The Faculty IT Committee has been formed at the request of the Dean, Professor Peter Carroll in accordance with Section 1.0 of the Faculty of Commerce IT Infrastructure Management Service Level Agreement:

This SLA documents the characteristics of the IT infrastructure and services required by the Faculty of Commerce as they are mutually understood and agreed to by representatives of the owner groups. The purpose of the SLA is to ensure that the proper elements and commitment are in place to provide optimal systems availability for both Staff and Students within the Faculty. **Service levels specified within this agreement are to be communicated on a regular basis to the Faculty's IT Committee or nominated representative.** This SLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new applications and services into the support portfolio provided to the Faculty of Commerce.

## 2.3 SCOPE

The committee needs to be very focused on its tasks in order to be both effective and efficient. The chair has structured the agenda to facilitate standardisation of process.

Some suggestions for prioritising our functions.

*Primary functions (as noted above):*

- Oversee implementation of the Faculty IT Service Level Agreement (SLA) through monthly meetings.
- Act as the prime conduit for communication between ITS and the Faculty of Commerce in resolving issues arising
  - Envisioned as being through
    - Communication with the Dean
    - Communication (as needed) with the Faculty Executive Committee
    - Educational initiatives, email communication and SLA web site for staff.
- Devise and implement methods of collecting feedback from students and staff with a view to resolving service issues in systematic fashion
- Devise and implement methods of assessing and evaluating SLA performance on a quarterly basis with a view to recommending changes (if needed) to the SLA in accordance with Section 3.1.2:

### 3.1.2 Amendment to Agreement

Any amendment to the terms and conditions of the Agreement should be put to the Faculty Executive Committee as defined in section 1.2. In turn, the Executive Committee will advise the Dean on the proposed amendment. Approval for proposed amendments will be agreed by the Dean and the Manager IT Desktop

and Client Services and take the form of an addendum to the Agreement, recorded in Appendix A of this agreement.

There will be an opportunity on a quarterly basis to make adjustments to this SLA. The Faculty IT representative and IT Desktop & Client Services should collaborate on changes at that time.

*Secondary functions:*

- Formulate Faculty IT policy documents as initiated by
  - The Dean
  - Issues arising from the SLA but with in-principle go-ahead approval of the above
- Facilitate creation and enhancement of Faculty-wide IT infrastructure to support administrative, research and teaching processes as initiated by
  - The Dean
  - The IT Faculty Committee itself but with in-principle go-ahead approval of the above

**3.0 REPORT FROM ITS (10 MINUTES)**

**4.0 ISSUES ARISING FROM THE SLA IMPLEMENTATION (15 MINUTES)**

The SLA is included as Appendix 3.0

**4.1 METHODS FOR OBTAINING FEEDBACK FROM STUDENTS AND STAFF**

**4.2 SLA WEBSITE MAINTANENCE**

**5.0 OTHER BUSINESS**