

UNIVERSITY OF TASMANIA
Faculty of Commerce
Information Technology Committee

MINUTES

A meeting of the Faculty of Commerce Information Technology Committee was held in Room 503, Commerce and Economics Building on Tuesday, 28 May 2002 commencing at 15:10 hours.

PRESENT: Mr Adrian Dillon, Mr Peter Dixon, Mrs Katrina Keep (Secretary), Dr J Kendall (Chair), Mrs Tracy Kostiuk, Mr Jack 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 16 April 2002 approved.</p> <p>1.4 REPORT OF THE CHAIR Education Technologist selection Committee process has been finalised. The Dean will be making a decision soon.</p> <p>1.5 REPORT OF ITS (JACK POTTER) Accounting and Finance new lease machines have been successfully deployed.</p> <p>New student computer lab machines have been replaced with 24 new Dell GX 240 machines.</p> <p>Back ups are now working well; problems with Mac Virus updates has now been put in place. On going updates will be available via a folder from the server for individuals to upload.</p> <p>ACER4100 Terminal server labs are slowly being changed over so they will operate the same as the DELL machines, this process should be completed by the end of this week.</p> <p>Honours machines located in the Annex will be replaced with the old ACER 4100 machines, which are newer and more reliable than the previous machines. This is an interim measure for 6 months until they are replaced with new machines (contingent on funding).</p>		

The Tokyo server continues to be unreliable; data have been copied to a new server to ensure safety of data in the interim.

Remapping to the new server and discontinuation of Tokyo will be complete by end of September 2002. This process coincides with the change over to Novell, as staff machines become capable of running Novell.

Upgrades will commence this week for upgrading to network P: & N: Drives. This process will be discussed in the IT Newsletter. Information sessions will be held to inform staff about the process, and resulting benefits. The Faculty office and Economics will be the first to change over as they already have leased PCs in place.

1.6 REPORT OF ITS (ADRIAN DILLON)

The Vice chancellor has given approval for ITS to roll out their leasing/Novell arrangements to the whole of Administration state wide (approx 300+ machines).

Michael Bonsey will be working on this project. Once complete the deployment of TRIM and Lotus Notes will commence.

A meeting has been held with Professor Chris Keen in relation to Lotus Notes for his staff. The School of Information Systems will be setting up test PC's to show staff Lotus Notes.

Lotus Notes runs on both Mac and PC machines.

The North West Centre is now at the same stage as the other campuses with installing PUP. Staff will also be using PUP for printing in the NWC.

2.0 ISSUES ARISING FROM THE SLA IMPLEMENTATION

2.1 LETTER FROM ECONOMICS MATURE AGE STUDENT ABOUT IT USAGE FOR TEACHING (see attachment)

Tracy tabled a letter from a student. Professor Ranjan Ray, Head of School of Economics has responded to this student. There appears to be a problem with communication by the University to students on computer requirements; this is a problem that affects all schools.

Sue Mulcahy is creating a CD & a website listing software requirements needed to use University computer services for students. Adrian to talk to Sue to ensure the website is progressing.

Adrian
Dillon

2.2 FEASIBILITY OF USING THE TUTORIAL BOOKING SYSTEM from THE SCHOOL OF INFORMATION SYSTEMS FOR OTHER SCHOOLS WITHIN THE FACULTY.

The present method for allocating students to tutorials used by most schools within the faculty is by hand and is very time-consuming. Jon suggested trialling Information System's online tutorial booking system during Semester 2,2002 for one subject in order to collect more information about its suitability. It was agreed to trial a single unit - BMA253 Marketing Research. Dr Kendall will contact relevant people including Professor Keen, Ross Richardson for approval to go ahead with trial.

Jon Kendall

The university's tutorial allocation system is not available for trial in the short term.

2.3 POLICY FOR KEEPING MAC SOFTWARE UP TO DATE

The browser and other standard operating software needs to be checked to ensure it is up to date (i.e. able to run university applications, including WebCT correctly) prior to each semester.

2.4 HELPDESK RESPONSE TIME AND RELATED ASSISTANCE ISSUES- FOLLOW UP

A level 9 help desk position has been advertised; casual staff are no longer being used during semester 2,2002. IT are creating a 'System Down' website to assist the help desk staff with initial requests.

2.5 SOFTWARE ORDERING TURN AROUND TIME

- Completion of form
- Software ordered
- Notification of order sent to requester with estimated length of time before delivery.

2.6 STATUS ON METHODS FOR OBTAINING FEEDBACK FROM STUDENTS AND STAFF

This item will be discussed in the next meeting.

2.7 STATUS ON SLA WEBSITE MAINTENANCE

This item will be discussed in the next meeting

3.0 OTHER BUSINESS

The Faculty scanner and colour printer were raised as items needing to be updated. Jack Potter to look into options. A multi-media Faculty room was raised as a possible long-term solution.

The meeting closed at 16:15 hours

CONFIRMED: Chair: _____

Date: __/__/____

