

NOTE VENUE & TIME

FACULTY OF COMMERCE

IT COMMITTEE

<http://www.its.utas.edu.au/dms/comm-SLA/>

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 November 2002 at 13.10 hrs.**

Jon D Kendall
Chair, Faculty IT Committee
Faculty of Commerce

AGENDA

1.0 PRELIMINARY MATTERS (15 MINUTES)

1.1 APOLOGIES

1.2 WELCOME

1.3 MINUTES

Approval of minutes of 15 October 2002

1.4 REPORT OF THE CHAIR

Issues from previous meeting

- 1.4.1 IS Tutorial booking system – pilot meeting update

Ongoing developments

- Faculty T & L Sub-committee (summary of activities)

1.5 REPORT OF ITS (MICHAEL BONSEY)

Ongoing developments within the Faculty of Commerce

- Student survey--status (update)
- Multimedia peripherals for the Faculty (status)
- Multimedia streaming (plans for use in 2003)
- Lease machine installation progress
- Server issues
- Structural cabling deployment for the Hobart Commerce building

1.6 REPORT OF ITS (ADRIAN DILLON)

Ongoing developments University wide.

- Copyright compliance and Digital Copyright Management System (Masterfile)

2.0 FACULTY CONTENT MANAGEMENT SYSTEM (5 MINUTES)

2.1 UPDATE BY TRACY KOSTIUK

3.0 OTHER ISSUES ARISING FROM THE SLA IMPLEMENTATION (10 MINUTES)

3.1 2003 SERVICE LEVEL AGREEMENT (APPENDIX 1)

3.2 EDUCATION/TRAINING ISSUES

3.3 HELPDESK RESPONSE TIME AND RELATED ISSUES: STATUS ON STATISTICS RETRIEVAL

4.0 PREPARATION OF SLA ANNUAL REPORT (TIMELINE FOR COMPLETION) (10 MINUTES)

5.0 OTHER BUSINESS (X MINUTES)