

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 15 October 2002 at 13.10 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

Approval of minutes of 17 September 2002

1.4 REPORT OF THE CHAIR

Issues from previous meeting

- 1.4.1 IS Tutorial booking system – pilot meeting update (Attachment to be circulated at meeting)

1.5 REPORT OF ITS (MICHAEL BONSEY)

Issues from previous meeting

- 1.5.1 Student survey--status (update)
- 1.5.3 Multimedia streaming—status (update)

Ongoing developments within the Faculty of Commerce

- Lease machine installation progress,
- Server issues,
- Structural cabling deployment for the Hobart Commerce building
- Multimedia peripherals for the Faculty (related to copyright item)

1.6 REPORT OF ITS (ADRIAN DILLON)

Issues from previous meeting

- Copyright compliance and Content Management System
 - Query by Tracy Kostiuk about copyright

Ongoing developments University wide.

2.0 FACULTY CONTENT MANAGEMENT SYSTEM (10 MINUTES)

2.1 UPDATE BY TRACY KOSTIUK

3.0 ISSUES ARISING FROM THE SLA IMPLEMENTATION (15 MINUTES)

3.1 VIRUS EMERGENCY RESPONSE ISSUES

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

4.0 PREPARATION OF SLA ANNUAL REPORT

5.0 OTHER BUSINESS (10 MINUTES)