

UNIVERSITY OF TASMANIA

FACULTY OF COMMERCE

Information Technology Committee

The eighth meeting of the Faculty of Commerce Information Technology Committee was held in Room 507, Commerce and Economics Building on Tuesday, 15 October 2002 commencing at 13:20 hours.

PRESENT: Mr M Bonsey, Mr Peter Dixon, Mrs K Keep (Secretary), Dr J Kendall (Chair), Mrs T Kostiuk.

1.0 PRELIMINARY MATTERS

1.1 APOLOGIES

Mr A Dillon, Dr Paul Turner

1.2 WELCOME

1.3 MINUTES

Minutes from the previous meeting 17 September 2002 were approved.

1.4 REPORT OF THE CHAIR

1.4.1 Issues from the previous meeting

➤ IS Tutorial booking system

Another meeting has been held on 9 September. Ross Richardson has provided a document listing necessary details required from each unit. The units to be used in the pilot will be BEA110 and BMA101 with a possible third unit being from the School of Accounting & Finance.

1.5 REPORT OF ITS (Michael Bonsey)

1.5.1 Issues from previous meeting

➤ Student survey

Surveys (see Appendix 2 of 17 September meeting) were given to a number of Commerce units. The survey data will be inputted by ITS and the results should be available in early November 2002.

➤ Multimedia streaming: Status

The multimedia streaming server is running, however, due to the network problems within the Commerce building it experiences intermittent problems.

1.5.2 Ongoing developments within Faculty Commerce

➤ Lease machine installation

All lease machines have now been installed. The only new lease machines that will need to be put in place

from now on will be for new staff.

- **Server issues**
All Data has been transferred to the new ITS servers with the exception of the School of Management which is only partially transferred.
- **Structural cabling development for the Hobart Commerce building**
Replacement structural cabling (replacing Cat 3 with Cat 6) and switches for the Commerce building in Hobart have been budgeted within the 2003 budget allocations. Discussions are being held with staff at the moment to ensure appropriate numbers of faceplates are provided in each room. The biggest changes envisaged so far are additional faceplates in each of the lecture theatres. "Prime Communications" will be doing the work, which will commence as early as next week. Levels 1 & 2 (student areas) will be commenced first with the remaining floors being upgraded floor by floor.
M Bonsey advised that the process should be "seamless." However, an email will be sent to all staff to explain the process prior to the commencement of the upgrade.
- **Multimedia peripherals for the Faculty**
As discussed at the previous meeting, three scanners are to be purchased, for deployment in both Hobart and Launceston.

1.6 REPORT OF ITS (Michael Bonsey)

1.6.1 Issues from previous meeting

- **Copyright compliance and Content Management System**
A response has been received from Michael Crow in relation to the question of whether Newspaper articles need to be placed on the copyright system. T Kostiuk circulated a paper copy of the response to members. An electronic copy is to be circulated after the meeting (see Appendix 2).

ACTION: T Kostiuk

- **Ongoing developments university wide**
Additional funds have been allocated for spending on new servers to accommodate additional space and login requirements on the N & P network drives. The current allocation of 10 MB per student will be enlarged to possibly 50 MB. The University is also looking into increasing speed and reliability of the PUP printers.

2.0 FACULTY CONTENT MANAGEMENT SYSTEM

2.1 Update by Tracy Kostiuk

A project meeting will be held on Wednesday of next week to start the coordination of the project. Ken Beatson has provided details of a Health Science staff member who may be of assistance for advise. Health Science is also assembling a document to assist with the process. The Faculty banner will be discussed on Wednesday- something that symbolises the Faculty and photos of students at work will need to be identified. Discussions about colours will be held to decide on each School's banner colour.

School coordinators will need to check with their Heads of Schools to find out who will be loading the content for the web page as this project will create a considerable amount of additional work.

Assistance from Hoang Le and Michael Bonsey from IT Services has also been requested for the project.

3.0 ISSUES ARISING FROM THE SLA IMPLEMENTATION

3.1 Virus Emergency Response issues easier

J Kendall suggested that an email be sent when virus problems come to the attention of the IT Services staff, to members of the Faculty advising them of the problem, possibly with regular updates on the problem. J Kendall will discuss this idea with the Dean to seek his approval for email notices to be sent directly from ITS to individual staff members, rather than through the Heads of School to save time in a virus emergency. IT Services will be installing NDPS printing (Novell), which will stop virus problems affecting the printers.

ACTION: J Kendall

3.2 Helpdesk response time and related issues: Status on statistical retrieval

The committee was advised that new groups have been set up to better coordinate problems at the Helpdesk. Commerce problems now go straight to Michael Bonsey, who then disperses problems to appropriate IT staff. Software upgrades over the summer will facilitate even better retrieval of statistics.

4.0 PREPARATION OF SLA ANNUAL REPORT

Preparation of the annual report will begin in early November; helpdesk statistics and student surveys will need to be included as well as feedback from staff.

5.0 OTHER BUSINESS

Login problems with computers in the lecture theatres seem to be reoccurring, as staff are not aware of their login details. J Kendall suggested that the relevant information on how to do this should be placed near lecture theatre computers as well as notebook computers.

M Bonsey has offered to attend School meetings to talk to staff about issues of login and other questions that staff may have.

M Bonsey will be revising Commerce faculty listservs over the summer.

M Bonsey noted the need for an inventory to be made of notebooks used throughout the faculty. A number of them may need to be retired.

The meeting closed at 14:20 hrs.

CONFIRMED: **Chair:** _____ **Date:** __/__/__