

University of Tasmania  
11 July 2002

**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 16 Jul 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**

First meeting

**1.4 REPORT OF THE CHAIR**

Issues from previous meeting

- IS Tutorial booking system – pilot status
- MMLab proposal (circulated by email on 4 July 2002)
- EndNote Licencing
- Student representatives

Current issues

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

Issues from previous meeting

- Student focus groups (by AR)
- Dell sound card issue
- Multimedia streaming

Ongoing developments within the Faculty of Commerce (lease machine installation progress. Server issues)

## **1.6 REPORT OF ITS (ADRIAN DILLON/ALISTAIR ROBERTS)**

Issues from previous meeting

- EndNote site licence (Status)

Ongoing developments University wide.

## **2.0 FACULTY CONTENT MANAGEMENT SYSTEM (5 MINUTES)**

### **2.1 UPDATE BY TRACY KOSTIUK**

## **3.0 MIDYEAR PROGRESS REPORT ON FACULTY OF COMMERCE SLA (25)**

## **4.0 ISSUES ARISING FROM THE SLA IMPLEMENTATION (10 MINUTES)**

### **4.1 HELPDESK RESPONSE TIME AND RELATED ISSUES: STATUS**

### **4.2 SLA WEBSITE MAINTANENCE: STATUS (UPDATE LAG?)**

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

## **5.0 OTHER BUSINESS**