Minutes of the IT Advisory Committee
30th May 2012

Present: David Greaves (chairman), Martyn Johnson, Markus Kuhn, Ian Lewis, Steven Murdoch, Dinah Pounds, Graham Titmus (secretary).
Apologies: Andrew Moore, Peter Sewell, Lech Swirski

1 Minutes of Last Meeting
Matters arising - none

2 Admin Staff
Some work needs doing to review processes and bottlenecks and to take advantage of the CamSIS feed. This should be done in preparation for the October intake. [Action GT]

Graduate admission process also needs work and both workflow and document management needs doing. Steven Hand is currently investigating systems in use in Engineering.

3 IT strategy
The main items from the meeting were reported by the chair.

4 RT tickets report.
Most of the jobs enter the sys-admin queue. It would be helpful to understand the division of activities this covered.

User access to their tickets is an issue to improve. Items to consider are to add a web based front end to provide assistance with ticket submission to capture details of machine and OS the fault relates to and also perhaps to give a simple overview of existing tickets by user.

[action GT/consult CS on work they are doing in this area]

5 Survey
It was agreed to re-run this survey with changes to evaluate needs now and to examine changes over the last two years. [Action Steve Murdock and GT]

6 Review of systems
i) VPN - CS will be able to offer a service to us from October. [Action MAJ to contact Bob Franklin to confirm details]. Need to check Linux use of that system as well.

ii) Filer some thought has been put into this and we are now hoping to progress this after changes. Necessary preparatory work is making good progress.

7 AOB
i) Technical Reports to DSpace which provides quality control of documents and added value. [Action Markus Kuhn]

ii) Video collaboration joint project proposed. [Action GT and Ian Lewis]

5. Date of next meeting: end of Michaelmas Term.