## Minutes

Purpose: **Service Board Meeting**

Date: 9th July 2009

Time: 1:00pm – 3:00 pm

Location: Argent Court, AC 0.3

Attendees: Des Butcher, Giles Carden, Jane Coleman, Jo Horsburgh, Robin Green, Mike Roberts, Steven Robinson, Mary Stott, David Taylor, Darren Wallis

Apologies: Paul Johnstone, Roberta Wooldridge Smith

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| Item | **Description** | Action |
| *1. Minutes from previous meeting* |  |
|  | The tabled minutes were agreed as read. | - |
| *2. Current Work* |  |
|  | The list of work completed since the last service board was noted | - |
| *3. Future work* |  |
|  | A summary of the possible future developments was tabled.The service board reviewed the list of future work. After consider University priorities and the constraints of work the MI Service team could take, set the following list of work for development.

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| **Ref** | **Name** |
| 1 | Data Warehouse Server Re-configuration |
| 2 | Additional RFT codes for suspended/withdrawn students (AR projects AR0018) |
| 3 | ELQ Reporting (AR project Ref AR0025) |
| 4 | HR Reporting |
| 5 | University Strategy Project 1.3 |

 | Des |
| *5. Service Metrics* |  |
|  | The metrics tabled were reviewed, the board agreed that the hours reported should include only IT Services staff. | Des |