Minutes of the Computer Committee meeting held on 14th October 2019 at 13:00pm in the Godwin Room, Old Court

Present

Provision of Computer Services

JR has already sent a link to Committee members which explains how we prioritise our work using a banding from 1-7. This should then give people a form of service level expectation. JR had been requested to do this by BV via the Audit Committee and everyone agreed that it looks good. CR asked if the priority level is driven by the person making the request but JR emphasised that it is us who define this. The priority level does not currently tally with anything on osTicket and although this could potentially be developed it would affect every department that use the system.

4. UCS Report

Ben was welcomed to the Committee.

BC had nothing to report but asked what he could do between meetC -15.413 -1.3MCID 84.2TJ 0.005 Tc -