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

Present: Jason Randall, Allison Lewis, Ian Elliott, Charlie Weiss, Aylmer Johnson, Catherine Reid, Ben Cole (UCS)

Apologies: Jason Carroll, Qi Guo, Rouchelle Sriranjan

1. <u>Declarations of Interest</u>

None

2. <u>MMA</u>

The previous minutes were agreed. AJ asked if there had been any negative response to the budget to which JR replied that there hadn't.

3. <u>IT Department Update</u>

Start of Term

JR said that the usual annual talk to the Freshers had taken place where he ran through a few key things. There has since been quite a few wired connection requests as the students had been warned about wi-fi being potentially slow at peak periods.

There is currently an issue with wi-fi strength which has been escalated to UIS because of the volume of complaints. It appears that other colleges have reported a similar level of service degradation and this is possibly attributable to a software upgrade which was performed by UIS in mid-September. AL said that the recommended distance between access points has also changed which is not helpful when our access points were already in position as per previous recommendations.

JR asked CR to report on the issues they have been experiencing in the FML. CR explained that one of the first things Freshers have to do on arrival is to print off the last page of their accommodation agreement for them to sign. As most students haven't printed before they tend to gravitate to the FML staff for help and assistance which is stopping Library staff from doing their day to day duties. CR estimated that around 30 students per day were asking for help with this.

AJ asked if this page could be printed out in advance of their arrival but the page is personalised which makes this difficult. JR suggested adding a nominal amount of free credit to their accounts to enable them to print the page which may help to an extent. AL also suggested putting up notices near the printers directing them to the IT Dept when needing assistance but CR thought that they would still come to them for help.

CR would prefer any help to be based in the FML during peak periods but both JR and AL stated that we need somebody in the office as often as possible and that with our current workload this would put a huge strain on our resources. A possible solution would be see if any students would be prepared to help out in the FML during the day and/or early evening.

CR will talk to the Accommodation Office regarding the contracts to see if anything could be done to make things easier for all parties. It might be a good idea to see if the students could be given a longer period of time to get this done rather than the 5 days they currently have.

Summer Update

Conferences went very well especially the big four (ARM, EF, PowWow and Oxford Royale). Everyone was very happy with no problems.

The Conference website has relaunched after the previous one was hacked last year. WordPress is being used again due to cost but at least it will be managed and maintained by the designers.

Since the end of July all IT support calls are now supposed to be logged through osTicket. In the last 30 days there have been 227 support requests made at an average of 10 per day. This will give us the necessary data needed in any future requests for extra resources in the department.

A new MFD has been installed in the FML and is working very well. Another one is planned for the Colony computer room.

New servers for College financial systems have been installed at WCDC. The installation of hardware went well although the software had quite a few bugs which made for a slightly bumpy start. These have now been ironed out.

A network switch failed at WCDC and this was swapped out by both JR and AL with minimal downtime. We have recently received a bill for £600 which relates to electricity usage (the first £1000 of usage is free). This slight increase in usage is down to the extra hardware that has been installed and we expect this to decrease again when the redundant equipment is phased out.

Clare / King's collaboration update

Both colleges are very busy and we are looking to share King's web developers. The Clare MCR has been in touch with King's to enlist help with revamping their website which will come at a cost of £18/hour. CR asked if they could help with the Library pages but JR said that they are more about development than content. Both colleges host art databases and we will look to share resources with King's where we host the databases on our server with King's paying for part of the software costs.

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 VB 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 who use the system.

4. UCS Report

Ben was welcomed to the Committee.

BC had nothing to report but asked what he could do between meetings to help out. JR mentioned the help requested by CR in the FML and it was emphasised that this would be paid for. CR said that the May Bank Holiday period is an especially busy time where any help would be appreciated. AL also mentioned that any issues can also be reported to sco@clare.cam.ac.uk so BC can then either forward these concerns to us or see if he can assist when we are not here. He can also inform the students about the ticketing system when help is needed.

5. MCR Report

The MCR rep was not present.

6. AOB

None

Date of next meeting

Monday 11th November, 13:00, Godwin Room