## Minutes

Purpose: **Service Board Meeting**

Date: 14th May 2010

Time: 1:30pm – 3:00 pm

Location: University House, CMR 1.2

Attendees: Des Butcher, Giles Carden, Jane Coleman, Christina Edgar, Robin Green, Jane Hodge, Nick Hull, Paul Johnstone, Mike Roberts, Steven Robinson, Mary Stott, David Taylor,

Apologies: Roberta Wooldridge Smith

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| Item | **Description** | Action |
| *1. Minutes from previous meeting* | |  |
|  | The tabled minutes were agreed as read. | - |
| *2. Brief Service Update* | |  |
|  | * The MI service continues to see year on year growth in service usage * The Constitutional Advisory Group report placed an emphasis on the availability on Management Information, this could result in increase demands on the service * The University of Exeter is implementing an MI strategy, the project approach is thought to be using a third party for implementation services with a substantial budget * SAP data for ITS budget and Research Income is now being loaded into the Warehouse * The next major upgrade of the Cognos software is likely to be launched between June and August of 2011, subject to resource availability and other priorities | - |
| *3. Current work* | |  |
|  | A summary of the work completed service board was tabled | Des |
| *4. Future work* | |  |
|  | A summary of proposed future developments was tabled.  The service board reviewed the list of future work. After consideration of University priorities and the resource constraints, the following list of work for development was agreed:   |  |  | | --- | --- | | **Ref** | **Name** | | 1 | HR Reporting | | 2 | University Strategy Project 1.3 | | 3 | Student five year head plan and load | | 5 | International office reporting.  An IT Service Analyst will work with the International Office to develop their reporting requirements, no work will commence until this has been completed |   At the next service board the estimates and actual time worked for areas of work will be presented.  To assist prioritisation, all proposals will for future service boards include a succinct summary of the benefits of the development which will be completed by the proposer of the development and included in the papers sent out prior to the meeting | Des  Mary Stott  Des.  Des. |
| *5. Service Metrics* | |  |
|  | The metrics tabled were reviewed | Des |
| *5. Any Other Business* | |  |
|  | The following dates were set as the dates for the next service board:-   * 15th October 2010 * 21st January 2011 * 6th May 2011 | Des |