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| UTM Business Contacts Monthly Meeting |
| 3.18.2015 | 10:30 a.m. | Innovation Complex – KN2213 |
| In Attendance: | Donna Coulson, Steve Suraci, Maureen Maclean, Diane Pracin, Lisa Cauchi, Cliona Kelly, Sue Thomson, Mary Cunningham, Toni Luke Gervais, Tara Verma, Isabela SimonGuest: Susan Senese |
| Regrets: | Carolyn Moon, Aisha Sharif, Lorna Taylor, Carmen Bryson |
| Guest Presentation: Susan Sense I&ITS |
| Discussion |  |
| **Storage space solutions & cost**: Susan touched on the need for storage beyond the standard storage that is provided to each individual. She noted that costs will vary depending on what is required. We should follow the usual process of placing a work order and someone from her team will be assigned to work with you to ensure the solution meets your needs and budget.**UTM Telecommunications going to VOIP**: There is currently a central Unified Communication Project that is looking into this. The University will definitely be converting to VOIP but it is a couple of years out. The first installation at UTM will be North Building B.**Charges for IT**: There is currently a practice of charging student groups for AV needs at events and this will continue and become a more consistent practice. There has been an ever increasing demand for IT support for events and it cannot be sustained unless there is a fee associated with it. If demand at the department level continues to grow a fee for support at their events may also be instituted. The other area that has a charge associated with it is Application Development. This is a time intensive area and while there is no plan to collect a fee for it, charges will be tracked and Chairs/Directors will be responsible for signing off on projects.**E-Waste central drop off**: There is year round access to E-Waste and included in the contract with the provider is the service of removing and destroying hard drives.**The new smart class rooms**: They are beginning to be used. They are located across from the Hitachi Lab on the 1st level of Davis There is an open house scheduled for early April and we should be receiving information on it shortly. We should contact Jerry to book the rooms. Susan urged anyone interested in using them to contact the Instructional Technology Liaison Librarians: Simone Laughton or Laurent Dimonte for assistance with converting teaching materials to the smart classroom format. Cliona Kelly also mentioned that there is funding available for Pilot projects and she can provide assistance as well.**New Service Desk**: She is hoping to acquire space for a new service desk that will be “retail space” similar to Apple Stores with space for Peer Assistance and a Genius Bar (which will include a fast lane for faculty and staff). **New Work Order System**: a new system is currently being researched. The hope is that we can amalgamate the various work order systems into one central system. The new system would have the potential for the addition of department specific sections for those departments that have a need for such an application.**Upgrade/Replace Blackboard**: Blackboard is up for renewal this summer. It will be renewed for at least a year while alternative applications are reviewed. Faculty and admin users will be invited to provide input in approximately 6 months.**Cell Coverage**: Bell is in the process of installing new cell towers that should dramatically improve cell service on campus. This should be completed by the middle of April.**Security of Information Technology & Protection of Digital Assets Policy**: at present there is no policy on securing information. There is a policy that is going to be launched that will provide consistent standards for securing IT. She expects that over the next year standards will be agreed upon and it will become part of the annual accountability process.Susan offered to attend the group’s meetings on a regular basis to provide updates and information. |
| Update on Action Items |
| Discussion |  |
| Steve reported on the results from the poll. |
| Conclusions |  |
| 1. FIS drop in / HRIS drop in / Acrobat Pro training / Excel training are the top training items to be scheduled
2. Negotiations / Conflict Management / Effective Presentations are the top development items to be scheduled
3. File Plan / Research Services / Governance are the top guest presentations to be scheduled.

The upcoming Mindfulness at Work series was suggested to have brought to UTM. The link to information on the series is <http://www.odlc.utoronto.ca/events/mindfulatwork>There was further discussion about the group database. |
| Action Items | Person Responsible | Deadline |
| 1. Continue to follow up with HR re: Excel training
2. Research presenters for development topics
3. Inquire about FIS/HRIS/Acrobat training
4. Work on database development
 | Mary CunninghamSteve SuraciSteve SuraciCliona Kelly |   |
| Forecasting |
| Discussion |  |
| A meeting has been set for April 13th with Paul Donoghue and Business Services. It is an opportunity for the Co-Chairs to raise the concerns and suggestions of the Business Contacts Group. The Co-Chairs are there representing the group and urged all to participate in compiling the items to be covered at the meeting.  |
| Conclusions |  |
| Members will provide their input into areas of concern, as well as suggestions for potential improvements and solutions prior to the meeting via an online poll by April 8th. |
| Action Items | Person Responsible | Deadline |
| Online poll to be set up and communicated to the group  | Steve Suraci | March 27/15 |

NEXT MEETING: April 15, 2015

 10:30 – 11:30 a.m.

 Location: KN2213