

IT Problem Management Group Terms of reference

OBJECTIVES

This group will review significant unresolved IT problems and ensure that appropriate actions are in place to resolve and manage the problems. The group will also consider any significant IT problems that have been resolved since the previous meeting and review their handling.

In order to facilitate this work the group will receive and consider the following reports:

- Report from the IT helpdesk identifying common problems
- Performance report from the IT helpdesk for 1st, 2nd and 3rd line response times
- Report on IT service events including planned changes and revised procedures that require management review and action,
- Summary data regarding possible hacking attempts,
- Summary data regarding key security issues noted in the wider Higher Education community,
- Report on phishing attempts and numbers of intercepted/blocked emails

MEMBERSHIP

- ICT Systems Director (Chair)
- Assistant Director Faculty IT Support
- Assistant Director Corporate Information Services (or nominee)
- IT Helpdesk Manager
- Head of Faculty IT Support
- Faculty IT Support Managers
- Head of Networking
- Head of Systems
- Head of Desktop Services and Data Centres
- Head of Research Computing Services
- Head of User Services

MEETINGS

The group will meet monthly. The meetings will be documented and actions arising reviewed at each meeting. Minutes from the group will be reported to the ISD management team and should include any recommendations for improvements in problem management and identify any areas of emergent risk to IT provision. If necessary the group will identify items of long term importance for inclusion in service team plans.