1) At its January 16, 2012 meeting, the Information Services Committee discussed the proposed changes to the *IS Services Provision Information Guidelines* which included the presentation of the following items:

- Escalation contact information with respect to the level of service on a request.
- Supported applications and services with respect to the iSchool Institute’s course management system re-development and active maintenance by the IS team.
- In addition, any future changes, enhancements and features will be developed from a capacity and needs based view.

There was also a discussion of the *Information Services IT Policies – Draft Policies* which included recommendations and suggestions for the following features:

- The recommendation for the document to include an “Executive Summary.”
- The communication of the Faculty’s reciprocal off-site agreement with OISE with respect to the “Backup Policy.”
- The “Server Documentation Policy” should have an independent audit regarding the procedure plan with a recommendation that the approvals for documentation be internally managed. It was reported that the documentation process was still evolving.
- *IT Asset Control and Disposal Policy Guide* overview should include that the environmental disposal of assets is part of the University of Toronto’s guidelines and policies. There was also a suggestion to include an additional policy with respect to the tracking of inventory i.e. a standardized refresh policy.
- A recommendation for the “Incident Response Plan” included having a written record of all escalations and adding contact with external stakeholders while linking it to the broader University of Toronto policies and procedures.
- “Workstation Refresh” will be implemented in the future with a differentiation between workstation refresh for faculty and staff e.g. in the midst of developing a policy re: the purchase of equipment with respect to time-frames and grant-expiration schedules.
- “Battery Backup (UPS) Maintenance and Configuration” and the challenge of battery replacement.

Additionally, there was a discussion of the *Information Services User Survey 2011 – Results and Action Plan* which covered the following topics:

- The resilience of T-Card technology and its users with respect to swipe cards and
hybrid future card evolution across the University.

- The recommendation to include a section on the outcome/status of implementation of suggestions and further outreach to student representative communities to disseminate IS work and initiatives.
- An update from the Web and Social Media Group about the content and structure of the website and social media platforms of the Faculty i.e. as crucial recruitment tools. The suggestion to post Isidora Petrovic’s *Pathways* document to graphically illustrate career paths to current and prospective students.
- The need for the “Style Guide” to be re-circulated so as to build a checklist from for consistency purposes.

2) At its March 9, 2012 meeting, the Information Services Committee discussed web and social media policy proposals, web site considerations, Job Site suggestions, and Faculty messaging, as well as the collections and 5th floor Mezzanine space. There was discussion of the following items:

- The recommendation for social media accounts to remain separate and yet allow some amalgamation where it is agreed it makes sense.
- Addressing the recommendations from *Academica Group* regarding our web and social media posting procedures and practices with respect to multiple sites e.g. using “TO” for all handles so that our address is not confused with that of the University of Texas etc.
- The challenge of identifying who is responsible for the approval of all information (navigation) architecture decisions for the website and their timelines.
- The recommendation for a hybrid approach to the Job Site which will involve the implementation of users registering for the site with their email and contact information for a six-month basis pending further review.
- The decision to accept all Faculty messaging except for the slogans.
- The idea to strike of a working group to explore 5th floor Mezzanine space ideas/options.

Respectfully submitted,

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Chair, Information Services Committee