

## MINUTES 118<sup>TH</sup> FC MEETING – 15 DECEMBER 2009

### Attendees

FC Members	Guests	MT	Official Secretary
Guido Berens	Jan Willem Huising	Steef van de Velde	Catheleyne Jurgens
Tom Mom	Peter Elsing	Dominique Campman	
Bas Bosboom			
Susanne Dekker			
Mignon van Halderen			
Bernardo Lima			
Yuuki Peters			
Martine Schey			
Dewi Vermeulen			
Daniël Timmer			

### 1. Opening

Guido opens the 118<sup>th</sup> FC meeting and welcomes everyone.

### 2. Agenda

There are no questions or further points to be added to the agenda.

### 3. Minutes

On page 2, the 3rd paragraph will be replaced by the following text: The General Management programme was exempted from having a separate accreditation since the Committee was not convinced of the necessity of (a publicly financed) GM in view of the many Master's degrees that contain management elements. The Committee advised RSM to include GM in the Ministry's restructuring operation.

Page 2, point 6, 1st paragraph: the 1st sentence will be replaced by: "Improving the quality of financial information within RSM will be worked out in a couple of projects". In the 2nd sentence: "a new hire" will be replaced by "an external consultant". The last sentence will be replaced by: "After September, the assistant controller will take over some duties in due time".

Page 2, point 7: "re-label staff" will be replaced by "recalculating the ratios".

The minutes are then approved without further remarks or amendments.

### 4. Announcements

The MT makes one announcement:

- In the latest European Business School ranking RSM climbs up one place to 7th place (Financial Times Metaranking 2009).

### 5. IT services

The FC had some points which they would like to discuss with the ICT Director.

#### Stability network/mail

The FC underlines that two months ago there were some issues regarding saving documents and a mail virus affected the systems.

Jan Willem replies that the IT department analysed the problems and is now working on a process which leads to splitting the saving of documents between different servers. A joint investment with the EUR IT department shall improve the email system and this should avoid the problems which RSM faced last October. Furthermore, every year in September the IT department carries out a stress-test which leads to the improvement of the systems.

#### Email follow-up

The FC remarks that there is no follow up on requests made by email. Jan Willem mentions that in the last 4 months all emails have been answered. By classifying the issues the IT department want to create consistency in helping staff.

#### Lead Time Requests

The FC emphasizes that for some requests (i.e. software) an unreasonably long lead time is in place. Absence through illness within the SSC-ICT is no excuse for the fact that requests cannot be answered in a timely manner.

Jan Willem replies that 60% of the requests need to go through SSC-ICT. Many parties (SSC-ICT, Supplier, Departments, Applicant) are involved which delays the process for example because of the requirement of a hardcopy signature of these parties. Electronic forms and digital signatures should change this. A programme which monitors the workflow, and will give a signal if the status changes, is under development. Furthermore, BIT has recently a credit card by which they can buy products which takes less time (applies only to 10% of the requests).

#### Problem solving

The FC stresses that it sometimes takes too long before problems are solved which counts for school wide problems as well as problems experienced by individual employees. Communicating progress is important.

#### Other suggestions for improvement are:

- Lack of wireless internet access in many places in T-building: it was a well-considered choice to have a strong wireless internet signal only around the social corners since it is very expensive. In a short time a lot has been changed and another choice was probably made at this moment. The FC thinks the cost of extending this should be investigated.
- No support for Mac-users: since there are so many Mac users among staff and students the FC thinks they should be supported as well.
- High prices of hardware and software: the T-building had the best prices on the campus. As of 2010, prices will be standardised for the whole campus as a result of European tender legislation. It involves one-year contracts so prices will be up to date.
- Facilities for lectures: the FC asks about the opportunities of recorders and conference calls by which interesting speakers can be attended in lectures. At RSM we already have these facilities in place but not so many lecturers make use of these facilities. Awareness should be created that the facilities are available. If lecturers ask the support office on time in advance they can work together.

Jan Willem stresses that staff can always approach Hans Heger, who is the coordinator helpdesk, with their issues and of course himself, with suggestions for improvement.

## **6. Risk Identification and Assessment**

Peter Elsing adds to the “Samenvatting Risico-Inventarisatie en Plan van Aanpak” document that the Health and Safety Regulations are part of the working environment and are everybody’s responsibility. Staff, the coordinator and EFB are involved. Ed de Vries is the coordinator at RSM. Much information can also be found on the intranet.

The FC remarks that the risks and how to deal with them might not be sufficiently known to all employees. Therefore it is very important that all information is at least on the intranet where it can be read by every staff member.

## **7. Operations**

### Office space

A firm of architects has been selected for re-designing the 5th and 6th floor. It is de Jong Gortemaker Algra who will start in January and it is expected that the first plans will be presented in May. Their task is to develop a concept in which they re-use the furniture and other things already in place.

### Paintings

The EUR has an art collection and employees can borrow paintings at the lending counter staffed by Carmen Heimerink.

## **8. Any other business**

No further items to be discussed.

## **9. Closure**

Frank closes the meeting at 11.45 am.

**Next FC meeting 2 March 2010 10.30 am in T03-42.**

## **To do before the next meeting**

<b>Agenda Point</b>	<b>Task</b>	<b>Person Responsible</b>
5	Writing a letter of advice to the HR Director concerning the Health and Safety Regulations	Guido and Martine
7	Prepare 'Education' as topic for the next FC meeting	Guido, Mignon, Martine, Dewi and Yuuki