

Technology Support Committee Meeting Minutes for February 13, 2008

In Attendance

Dave Tobler, Gus Curletto, Shawna Taylor, JoAnn Innes, Gerald Bunker, Mark Werner, Brian Peterson, Kevin Young, Gordon Campbell, Scott Horne

Assignments bolded in **RED**

Attachments bolded in **BLUE**

	Action Item	Comments	Owner	Assigned
1	Hardware Standards	<p>Computer shop should keep a supply of mother boards as long as they are under warranty so the computer labs don't have a mix of board types.</p> <p>Did we standardize on hard drive size? Should we standardize on price range instead of size?</p> <p>Shop needs to standardize on a quieter case fan.</p> <p>Assignment given to Kekau.</p>	Kekau	Kekau
2	Software	<p>Mac office 2008 is available now at no cost. The download will be on UVLink. Deep freeze- We bought more copies (200?) Parallels- we are looking at purchasing a site license at a reduced cost- They will apply ones we already bought. 1 year maintenance agreement gives free upgrade for extra \$35. We will have a campus- wide key code. Ghost is not approved yet because it was expensive- We are out of compliance because we need a license for every machine we use it on. Altiris- Are we licensed for it?</p> <p>JoAnn will check and e-mail everyone.</p>	JoAnn	
3	Vista	<p>Statement of support for Vista- it is time to revisit. We support Vista on laptops as much as we can (Helpdesk position). What about other areas? All will support as much as we can. Is there training available to either end users or techs? No. We should, if we determine we will formally move to it. We aren't there yet.</p> <p>The Helpdesk may need to conduct training because we see it the most. Most higher-ed institutions are not moving to it. There are not a lot of resources for training. We just play with it. Technicians can get a Vista Ultimate license. We have Enterprise, Business, and Ultimate. Most users are going to have Home edition. People are assuming some risk just by going to Vista. Angie Duke watches for laptop purchases to verify if people want XP or Vista. Most hardware</p>	Dave T	

		<p>that comes on new machines should work with Vista. Same discussion, but applied to Mac... Training for user, OS support (OSX/Windows). CS&E stance: they will support the MAC side- They don't support Windows on a MAC. Mark feels MAC will run Windows better than a PC. If we update to Leopard, we have to update Bootcamp; drivers now to go to Leopard even if they are running Windows. Mark wants to standardize with Parallels because they are good about supporting issues. From Helpdesk perspective, are we comfortable supporting multiple OS's on a MAC? Per JoAnn we transfer them to Mark. We don't have many people who can help. JoAnn feels if they buy a MAC, use it as a MAC. Most users can't justify the need to dual boot.</p>		
4	Other	<p>Dave liked Kevin's model and would like to put out a statement. We need to make sure the user has the right expectations - buy a MAC if they are going to run apps for MAC.</p> <p>JoAnn and Mark have talked about offering a monthly training class to teach people OSX. We need to determine support expectations for the end users. We need a statement not to encourage or discourage but to educate.</p> <p>Question: Who enforces SLA with shop? Dave has no good documented case indicating a clear breach. (*Reselling of surplus equipment- address in next meeting).</p> <p>We need to all provide documentation if there are any problems. Magic is a good way to keep track.</p> <p>* Need to address in next meeting the accountability in the SLA. Shop needs to be willing to accept consequences (if we cc Ryan Lindstrom then shop needs to be okay with it).</p>	JoAnn	

Next Meeting: March 12, 2008