

# Technology Support Committee Minutes

## April 9, 2008

Attendees: Brian Peterson, Jon Barclay, JoAnn Innes, KeKau Arakaki, Kevin Young, Dave Tobler, Shawna Taylor, Mike Taylor, Gordon Campbell, Garrit Heaton, Kim Leseberg

### **Sub-Committee Reports**

**HARDWARE STANDARDS**—The committee discussed the Updated Computer Standards document and made final changes:

- No PS2 port for keyboard, etc.; will only be USB port
- Delete the D865GBF from the motherboard list
- Large black case is standard, move small black case to Smart Options list
- Change DVD/RW Combo Drive to DVD +/-RR
- On the Smart Options, separate the floppy drive and card reader
- Add speakers to Smart Option list

Standards document was approved with the changes.

\*Dave will send an email to the committee to get a count of approximately how many computers will be ordered between now and fiscal year end.

**SOFTWARE LICENSING AND STANDARDS**—Ray is willing to pay for the imaging software on campus. The committee needs to decide on Ghost or Altiris as the standard. Campus-wide, most people are using Altiris. JoAnn will take this back for discussion in the Software Committee.

Nero is not licensed for 6.0. We get Nero 7 licensing with new drives. Nero 5.5 is the license. If it asks for a license number, then that version is not licensed.

The move to Office 2007 was discussed. The committee gave approval to move to Office 2007 as the standard.

UVLink has the software downloads under “HelpDesk Admin” for client utilities. Any software that you want added, contact Gerald. Shawna reported that there may be a Groupwise error when moving from Office 2003 to 2007.

\*Dave will send email to group to ask about roles and will add Gordon and Kekau to the HelpDesk Admin role.

### **Magic Upgrade**

We are moving to 9.6. It is a major upgrade. Gerald sent out a Read Me file outlining the benefits. The major benefit is that it will allow passwords to be stored in an encrypted field. Gerald is setting up a test system and will send out a URL to test. It will go into production on May 13.

### **Toshiba Laptop Warranty Issues**

Bridge is not doing warranty work on Toshiba anymore. Only an authorized service location is permitted to do warranty work. The only one is in Salt Lake City. You can also take it to a UPS Store. They will give you a form to fill out. You will need to know the Windows password, etc. They will send it back to Toshiba.

There was a question about inventory tags and requiring the whole machine to be returned for the \$100 network access fee credit. It should just be returning the case and the motherboard. Dave will discuss this with Greg.

### **Computer Shop Incident Process Proposal**

The Computer Shop Incident Process proposal was discussed. Gerald outlined how it will work in Magic. Gerald will work with Mike to set up the room number in a quick query. Let Gerald know if you want to be in a certain group. You will need to change the group to "Shop" to look at Kekau's comments. At the next meeting the committee will go through the SLA and update it. After that this document is approved.

### **MEC Computer Support Proposal**

There will be an initial load. Software outside of the initial load will be the responsibility of the area tech. They can ask for reasonable modifications. We need to define what is reasonable such as adding at third week, twice a semester, etc. We need a high percentage of the committee to give input on what will be included in the base image. Dave will work on giving more definition to the proposal.

Bruce Parker equips the classrooms and should also own the cost of upgrades. More classrooms should not be brought on-line without first upgrading old equipment.

### **TSC Standards and Support Statement**

The purpose of this is to create one document that will be available on the web. The committee started to review this document and agreed upon certain sections that have already been approved. The first two sections under Summary and Rationale were approved. The paragraphs under Standards will be changed to the new specifications. The standard for the MAC configuration will be brought to

the next meeting. The Laptop Standard will be discussed by a sub-committee to include Robert, Mike, Jon, Garrit, with Kevin as the lead. Under Printers, instead of stating a cost, Dave will include a statement about pages per minute. The review of the rest of the document will continue at the next meeting.

### **Other**

The User1 volume is full. Dave is disabling accounts from last Summer and wants permission to delete. Directory volume limits are not being enforced. Dave needs to talk to Brett. He will also talk to Alan about a purge. If he has to, Mike can move his section. Dave will do the deletion tonight.