

## Technology Support Committee Meeting Minutes for August 13, 2008

Assignments Bolded in **RED**

Attachments Bolded in **Green**

Decisions Bolded in **Orange**

	Action Item	Comments	Owner	Assigned
1	<b>Laptop Standards</b>	<p><b>The decision was made to make the Dell Latitude or above standard with Mac Book (not Mac Air) that has a 3 year or more warranty.</b> The standard gives the technician something to point their employees too when choosing a laptop. This standard will also greatly help with support from both the helpdesk and the area technicians. <b>Kevin Young will write this up and bring it to the next meeting for Dave Tobler or Ray Walker to take it to the upper level for approval.</b></p>	Kevin Y.	08/13/2008
2	<b>Software Committee</b>	<p>For the SPS 15 or 16 upgrade, there will be no cost to upgrade.</p> <p>Ray is looking into the Smartdraw software for flow charts. He would like everyone to check it out at <a href="http://www.smartdraw.com">www.smartdraw.com</a> and send any thoughts Ray.</p> <p>There is a problem with Micrograde; you have to deactivate it when migrating an old machine. Faculty members have been are going and getting it with their new email, Micrograde is saying to deactivate each faculty member's old email so we don't get charged twice when they bring it in with their new email.</p>	JoAnn	
3	<b>Utah State Security Audit</b>	<p>LeRoy said the state will be coming out again to do another security audit; the main areas that will be hit are CIT and the Helpdesk. The offsite scan will be done October 29<sup>th</sup>, and the onsite audit will be on November 5<sup>th</sup> – 7<sup>th</sup>.</p>	LeRoy	
4	<b>UVU Email</b>	<p>When sending out an email, be sure when you type in their name it is bringing up their new email.</p> <p>They are ½ way in transition right now, 1100 of the 2200 have made the transition. Email specific issues on phones, 20-30% of the GroupWise mobile server needs to be hard booted. They have problems with shared address books, Novell is treating this not as a system wide thing. Send individual issues to Brett.</p>	JoAnn	

		<p>Brett put out a new GroupWise Icon that will auto add you UVID, so go to <a href="http://www.myemail.uvu.edu">www.myemail.uvu.edu</a> to grab the new icon.</p> <p>Email drop in sessions will go over the 4 transition steps which are the very basics, it will be held in BA014 on the 22<sup>nd</sup>, 25<sup>th</sup>, and the 28<sup>th</sup>. With other email issues they will be able to send in a work order and the issue will be addressed in a few weeks. Non-employees who do not have a UVID will be sponsored by someone on campus i.e. JoAnn.</p> <p>On distributions lists, to add or remove you have to do it behind the scene, it will take everybody out of the group, then you will need to re-enter them and it will delete them off the old group. For large groups a mailing list will be created and auto updated. Small groups will be in the old system and handled the same as before.</p> <p>It is taking a few weeks to get the new roles entered into Banner. Contact Human Resources if you need them out sooner.</p>		
5	<b>Software</b>	The imaging software was released recently for the zcm. Brian will let you know when it is avail.	Brian P.	
6	<b>File &amp; Print Transition</b>	A solution for the area technicians it that file print can be created at will. The network can be created at will also, not GroupWise. Solution for area techs.	Brett	
7	<b>E: Directory</b>	E directory server is falling apart after 8 years. We need to move off of it soon, we ordered some servers to share the load for now. There may be problems at the first of the semester with this.	Brett	
8	<b>Communications</b>	<p>Brett expressed the concerns of communicating. <b>Dave N. said he will set up the outage page at <a href="http://outages.uvu.edu">outages.uvu.edu</a>. Dave T. will ask Ray to contact Tracy and Joe to have their outages posted here also.</b></p> <p>Email problems will be sent out through the pager list, JoAnn in managing this list. If you have a new cell phone number you need to email JoAnn so she can update it on the list. Also, if you have new employees</p>	Brett	

		<p>or terminated employees send in their information also.</p> <p>Shawna said the Helpdesk phone system will have the ability soon to list the option when calling to see current outages press 1. <b>Shawna will work with Kurtis on this.</b></p>		
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Next Meeting: September 10th in BA014