Technology Support Committee

August 20, 2015

Attendance: Aaron Lott, Alex Bluemel, Andrea Osborn, Azucena Aguayo, Ben Burk, Beth Myrer, Brett McKeachnie, Dave Nielsen, David Zacharias, David Tobler, Doug Hales, Gerald Bunker, Jacob Oldroyd, Jason Hill, James George, Jeremy Mecham, Jo Ann Innes, Kim Leseberg, Landrey Hawkins, Mark Stone, Merrill Oveson, Micah Martin, Phil Ah You, Riley Johnson, Scott Horne, Skyler Jeppson, Tia, Travis Skene, Trevor Durham

Conducting: David Tobler

Minutes: Beth Myrer

Discussion of the TSC meeting

- Where to meet - Student senate chambers
- Comments on this meeting and its value – email David Tobler
- Who from Brett area should come
- May need to have an executive type of committee (one representative from each area) if there are things that need to be voted on as TSC has become too large

Concerns with the beginning of the semester

- Wireless – have increased access points from 500 to 1000
- Bradford servers have been moved from older BM hosts to newer ones – more than tripled resources available
- Last year the authentication of the number of new devises is what affected the wireless
- Will have help available in BA 014 for faculty, staff, and students
- In an extreme instance may need to turn off Bradford for a while, to relieve stress to the systems
- Cisco Ironport – web proxy that evaluates and analyses malicious traffic and looks for malware – can take offline if needed – different degrees of protection
- Have a contract with Microsoft for premier support for the SCCM environment – working on completed a list of problems before we progress – can’t work on it on Friday or next week – back up on Friday, August 28
- 365 licensing – have a total of 4 (2 for faculty, and 2 for students) – one for online access, and one ipad/tablets - have two that don’t expire until 2016 but are disabled (were given the wrong license the last time and may have taken them back – some issues) - Microsoft and SHI are working to find a solution
- Waiting to undocument GPO’s – need to document stuff – will send out an email to TSC list
- Faculty may have full mailboxes when they come back to campus, techs need to know how to upgrade quotas – mailbox needs to be 90% full in order to upgrade
- Let help desk know of problems that may come up so they can trouble shoot them
Software

- Windows 10 is on UVLink – is text only – not totally tested yet – McAfee client will be available at the end of August
- Have MAK keys available for off-campus use
- Office 2016 – is in preview only now – will be in soft release in autumn 2015
- Roll out through 365 – can’t have Office 2013 alongside of 2016, it would have to be removed
- Adobe – Riley Johnson – creating packages – in service desk and on the S-drive (however, file naming scheme is too long for the S-drive so will be zipping them so they are more accessible) – Scott Jackson is also authorized to create packages

Canvas

- Moved from Turning Point to iClicker for classroom clickers (is hands off technology) – will tie into Canvas
- If faculty needs training contact Jason Hill or Office of Teaching and Learning
- Refer issues to Jason Hill – website is uvu.edu/canvas (has forms that may be needed)
- Channel requirement is listed on the screen – read pulling is the available app

Printing

- Printing.uvu.edu is not working yet so if you don’t see a user in the system, to add credit you will need to login to a computer that has “PaperCut” client they can print from there
- Virtual lab – Darel is working on it, but it is not ready yet
- iPhones and iPads can print

Security

- Not changing anything now
- Working on better communication

SCCM

- Structure with academic affairs need so attention so removed some areas and went straight into departments
- Keep things consistent
- Will not be moving someone else’s stuff – moving things does take long – edit OU’s before moving

Microsoft premier support

- Have completed a risk assessment
- Have 3 days of onsite help – also received 40 hours of phone-in support for any microsoft products (certain people are authorized to use those hours – if you need help contact Brett, Doug)
- Hours must be used by July 15, 2016
- Imaging for Labs - MACs, in Yosemite in base image Microsoft office breaks in font utilization area - must break it number of times, and then it will start to look at it – may use some of the Microsoft hours to address the matter
- Office activation file (SCCM) – not all computers are activating – may need some hours for this issue
myUVU

- Will migrate away from UVLink to myUVU
- Soft roll out in October not everything will be available – have to wait until the move is complete to flip the switch on some parts (somethings cannot run in parallel)
- All students, staff, and faculty will have an email account (uvid@my.uvu.edu)
- Preview to select groups in September – one group may be TSC for September’s meeting
- Official email account will still be exchange (faculty and staff) – for students it will be the new account
- Emails will be routed to both accounts for awhile
- Have to figure out if when a student emails faculty, do they use the exchange account or gmail account

POB

- Have a list of departments that want customization
- Access VPN form on self-serve site
- OIT project web form is close to going live

MAC imaging

- There are issues with MAC client on iNotify – have to force quit it – affect 0 touch management
- Dave will look at this

Microsoft does not with Citrix because of a licensing issue

Assignments
Dave will look at MAC client imaging on iNotify