Technology Support Committee

December 15, 2016

Attendance:  Aaron Lott, Andrew Steward, Azucena Aguayo, Beth Myrer, Bobby Lott, Brent McKeachnie, Cynthia Wilson, Dave Nielsen, David Tobler, Dean Stewart, Devin Raine, Doug Hales, James George, Jermey Mecham, John Berry, Jordan Kratochvil, Joshua Kratochvil, Kim Leseberg, Landrey Hawkins, Merrill Oveson, Nathan Montgomery, Niles Wimber, Ray Walker, Reed Warner, Riley Johnson Tia Breck, Tony Nwabuba, Travis Skene


Conducting:  David Tobler

Minutes:  Beth Myrer

Review

- John Berry is working on testing scenarios

Virus Solutions

- finished the E Set testing
- asked that anyone who did testing complete the survey – asking for all feedback

AD/SCCM

- Nate will be taking over AD/SCCM
- contact Reed Warner with SCCM issues

Bradford/Networking

- have a few more buildings on line – to see where building are in the process – uvu.edu/network/access
- will do the Pope Science building on Monday – will start again mid to late January
- one issue is the remediation network won’t get DHP (do have a work around), also having problems pulling GPO’s

Security

- iron ports are moving the remaining networks so they are protected
- will update Identity Finder at the end of January – would like help testing
Software

- nothing new from Microsoft
- Stata – new statistic software – have 2 installs (one is stand alone with a limited number of install – there is also a network install)
- Corel – did not renew license – there are 6 packages of the last version purchased, that can be used to update machines if they already have Corel – if there are other versions on a machine on they should be removed – whether they are older or newer

Computers

- discussion of compromised accounts – is an evolving issue
- involves campus owned and personal machines – and is usually a result of phishing schemes
- UVU now has an easy way to detect compromised accounts
- are working on a document to help clarify problems
- on campus machines - the service desk create tickets on disabled machines – tickets will be sent to the area techs who should scan and reload the machine – also need to identify all the machines that were used
- on personal machines, the service desk will handle
- lab managers need to build their own process
- the current process after a machine has been cleaned – email Daniel Hutchison and cc the service desk and Dave Nielsen
- the first time - will recommend that training be attended: if it happens a second time – will be a meeting with their supervisor and IT: a third time – there will be a meeting with the VP and their employment will be in jeopardy
- discussion of disabling hyperlinks

Adobe 2017

- has been tested and will go live in the download area
- there are options that aren’t being used that will be utilized in the future
- the serialized version has not changed much and should be used in labs, and by people who don’t plan on upgrading for a few years
- also have named licensing (2764 available) – tied to uvu.edu account – need to be invited to upgrade/update and are like a retail user – is only to be used on campus machines and only for work related things
- for mass invites, will need to complete the template that will be attached to the informational email
- there are different packages available and Riley can build packages as needed
- to update older versions the program needs to be uninstalled, and the new installed
- licenses for older Adobe (CS 5 or 6, Acrobat 11) are no longer valid
- discussion of billing

Box

- have done testing on the U drive (personal Box account) and is now with AIS and is moving forward
- will begin provisioning the S drive (internal shared account)
• will have an external shared account
• area tech will be able to do testing on the U drive – should only put things that are not vital incase things go wrong and it needs to be reloaded
• contact Reed or Andrea to get an account
• mid to late January roll out
• working on Box implementation and then move to migration
• will have more discussion in a later meeting

Computer Shop

• the new Apple with a Touch Bar has some issues with the battery life

Other – some Q and A with Ray

• are reviewing IT policies (guidelines and procedures)
• will have a security audit in the first quarter of 2017
• will have a clarifying document concerning cloud storage and uses
• Drop Box license is in the process of being signed and should be used as a personal account, and UVU accounts should be through the Enterprise version – will be self-funded using chargebacks
• Qualtrics – UVU has a site license – is at uvu.qualtrics.com, there is also a link on myUVU – there is also an additional product for analysis or evaluations (Sch of Business is buying 200 copies – is used for group evaluations – for students, can roll over per semester, for faculty/staff rolls over once a year)
• there is an IT suggestion box on the OIT web page
• discussion of getting more Bomgar licenses (have 184 users and 17 licenses and will be cleaning it up)
• if there are questions regarding procurement issues – contact Tia

Assignments
John Berry is working on testing scenarios