Technology Support Committee Meeting

June 19, 2014

Conducting: David Tobler
Minutes: Beth Myrer

Attendee: Phil Ahyou, John Berry, Gerald Bunker, Chris Cox, Doug Hales, Dallas Harris, Darel Hawkins, Gary Hooper, Scott Horne, JoAnn Innes, Cameron Jarman, Jordan Kratochivil, Duane Lee, Kim Leseberg, Aaron Lott, Bobby Lott, Beth Myrer, Jacob Oldroyd, Andrea Osborn, KC Rucker, David Song, Mark Stone, David Tobler, Robert Ward, Mark Werner

Absent: Azucena Aguayo, Aaron Barrett, Ben Burke, Teancum Clark, Richard Curtis, Craig Dell, Trevor Durham, Karl Eiche, James George, Matthew Harrison, Landrey Hawkins, Gordon Hayden, Duke Heaton, Scott Jackson, Skler Jeppson, Shawn Kemple, Peter Larson, Brett McKeachnie, Jermy Mecham, Dave Nielsen, Brian Petereson, Preston Steward, Mike Taylor, Shawna Taylor

Review of last meeting:

Windows password is working better, but still has issues

Microsoft 365 – has been pushed out, but there hasn’t been any response –

• Is cloud storage through Microsoft – limit of 8 or 10 gigs per account
• Will be a big shift –
• When students are no longer students, they will lose access to the storage – so they will need to move it somewhere else
• Not sure what faculty and staff are going to be told
• The U-drive may become obsolete if that is the direction we want to go
• Can’t be downloaded from the app store – needs to go through the web site
• Accounts need to be created, but it is not automatic – need to verify their status
• Andrea Osborn will present the process at the next meeting

Adobe – the consultant has been contact and he is moving to Utah in July, so will place this on hold until next month

Computer Shop – purchases being made with remaining funds before the end of the fiscal year, and the start of the upcoming year – is there a yoga that people can look at – John will bring one down to Dave

Corel 17 is available in UVLink

The Help Desk name is being changed to IT Service Desk –
Wendia – thanks to all who helped with testing – and many of the problems that were found have been addressed – more testing is needed, so please get back in and do so and then email issues to JoAnn – hoping to meet the deadline of July 17

In last software meeting, there was some discussion regarding Corel software, Ray sent an email regarding asking for the updates on everything – got Word Perfect Office Suite – but the rest was lost in the system – Dave will follow-up with Ray regarding Corel products – the old stuff is there, but the new stuff is missing

SCCM, WDS, AD, etc. – lots of problems, but waiting for the consultant to begin work on Monday, June 23, to look at what we have and how to proceed – this will be remote contact

There are problems with Windows updates, but have not been able to pin down where the problems are originating

There is a problem with the client because: 1) the machine is not turned on, 2) are not logged in with AD credentials, 3) the client is broken (one issue may be that the installed versions numbers may be different from each other)

- We can push packages but are not able to push the passwords
- Can’t be done in GPO so may have to do power shell across the board
- Currently there are random passwords across campus – passwords should be one of 4
- May need to start getting security to come up with the fix, instead of them saying the fix needs to start here
- AD is how things are managed remotely
- SCCM may not be any more secure than another server
- Jake Oldroyd will write a proposal of suggestions to handle this and the reasons behind the suggestions and then Dave will take it to security – will need to be worked out

WME (Windows Management Experts) will be consulting remotely next week – will be available for 40 hours – will have problems providing documentation requested

WDS – it is happening, but it is at the bottom of the list – eventually will be going away as it is a stand-alone service

UIU (Universal Imaging Utility) – there was discussion regarding getting it for all TSC with OK from Ray regarding the cost - $20,000 for licensing, and then $10,000/year – Dave and Darel to get together to discuss

Discussed the concerned about the outage – Eddie is doing a look at this occurrence and there should be more information coming – still unsure what caused the outage

Next meeting – July 17

- Assignments – Andrea Osborn will present the process of creating accounts in Mircosoft 365 at the next meeting
- Hiring an Adobe consultant until next month
- John to take a “yoga” to Dave
• Dave will follow-up with Ray regarding Corel products – the old stuff is there, but the new stuff is missing
• Jake Oldroyd will write a proposal of suggestions to handle this and the reasons behind the suggestions and then Dave will take it to security
• Dave and Darel to get together to discuss the purchase of UIU