Technology Support Committee
March 17, 2016

Attendance: Aaron Lott, Alex Bluemel, Azucena Aguayo, Beth Myrer, Bobby Lott, Brett McKeachnie, Darel Hawkins, Davin Raine, Gary Hopper, Gerald Bunker, Jacob Oldroyd, Jermey Mecham, John Berry, Jordan Kratochvil, Joshua Kratochvil, Landrey Hawkins, Niles Wimber, Preston Stewart, Riley Johnson, Scott Horne, Skyler Jepson, Tony Nwabuba, Travis Skene, Ryan Jensen

Conducting: John Berry
Minutes: Beth Myrer

Long Login Update

- Where the hot fix has been installed, it is reported that it is working
- Automatic deployment of hot fix to labs – 58.2%, department container – 78%, completion – 1783, in progress – 90, error – 34, unknown – 386
- Long logins need to be reported
- There are two fixes: one for 32 bit, and one for 64 bit
- Is a Windows 7 problem – Windows 10 will solve

POB

- Is working well – one issue is if in the memo field the curser doesn’t show, and notes are not seen until it is saved – will be solved in the next patch level – is in dev and it would appreciate feedback
- The patch will put in April 12 unless needed before then – as early as March 23
- Dev URL – pobdev.uvu.edu/clickonce>https

Software

- Has changed
- Looking at software library, and cleaning up unused software but if something is needed contact Bobby because nothing is deleted just moved
- If software is needed contact Brandon Thomas (in purchasing) or Bobby

myUVU

- Going live March 17, 2016
- UVLink is still running, but links are unseen – hope to push people to myUVU
- Issues with IE compatibility mode and CAS
- Pushing a change to an existing GPO to allow uServe.uvu.edu be a trusted site
- Have a new hierarchy of how software is viewed: 1 – anyone (CA number or vendor), student, employee, and tech (Adobe is under tech tools)
• Gmail – there are questions concerning employees (had to have them in, but don’t count on them in the future), however Outlook will be the preferred exchange for UVU business
• If there are issues, contact Dave, or send feedback
• POB will not load completely in myUVU, so can’t submit through that portal
• Faculty tab needs content
• After today can no longer reset PINS in Banner, will need to go through self-serve

Computer Shop

• Deadline: May 26 – over 5 systems or special orders, June 15 – 1 to 5 systems – will be published in UVAnnounce
• Will be moving to a new purchasing system July 1
• Computer Shop will have a new web site – if there are issues, contact John Berry
• If something is put in surplus sells for over $500, then the department will receive the amount less 10% - if the faculty wants to buy their old laptop, they need to go through surplus

AD

• Adding uServe to an existing GPO
• One issue is Window 10 is dropping network drives on Service Pro 3 at random when leaving campus
• Will be an AD upgrade before the end of the year to go to 2012 R2 – currently at 2008 R2 (waiting to go to 2016 until sure that problems have been worked out)
• Can stay on Window 7 as long as it can be supported

SCCM

• Group meeting weekly now
• We will create a Google Doc and share with appropriate people all decisions, processes, etc.
• Memorialization of thought processes and ideas leading to decisions will be in Governance and Working Team lists
• Best Practices were adopted, based on info from MS Premier Support:
  ○ Working Group manages all app package creation
  ○ Working Group manages all OS uploading and distribution
  ○ Working Group manages all infrastructure components (DPs, MP, etc.)
• SCCM/PKI Engagement with MS Premier Support will happen March 30-April 1
• SCCM Working Team includes Jake, Nate, Scott, Aaron, and Gary
• Processes to request Apps and OS distribution are in draft
• PXE is only for initial deployment of images to desktops
  ○ This does require a light touch
  ○ All other work including re-imaging should use existing SCCM agents
  ○ Wake-On-LAN works only within subnets, so you'll need to wake things up using something other than SCCM
• A new DP has been installed - total of four - all have 5 TB of space for content
  ○ Working on quote for Wasatch and National Guard
• In order to make Multicast work, DPs must be moved to the 51 or 66 networks
  ○ Lots of complications from this, but we are planning the move
• Thin or Hybrid images are recommended for OSD, only labs might have an exception
• Communication Plan
  o Working Group has a mailing list on which they share information
  o All notifications to everyone else uses the TSC list
  o Prior to moving from Test to Production, weekly email describing what’s been done and what's being planned - also any major outages will be notified
  o After moving to Production, a process for notification and disposition of changes is being developed.

• A list of requirements to move SCCM to full production has been created
  o PKI Engagement
  o Base level of Apps & OSes ready
  o SCCM Working Team will determine readiness
  o Test period for everyone
  o Some areas are already basically in production - notifications until full production to help them stay stable

• Things still need to work on:
  o Governance body, structure, and process (including change management)
  o Process for requesting Infrastructure and SCCM overall system changes
  o How to accomplish all that is needed with an already overloaded team

TSC vs Tech Tips
• TSC are on the Tech Tips list
• Tech Tips – technical issues that goes to anyone who has requested to be on the list, and TSC – things that techs need to know – see attachment

• Windows10Base.docx

• Asked who is using the service desk WDS (other than the service desk) – deploy 2012 (has issues with Windows 2010) – Landrey has been keeping it running but that will end April 1 (he has a list of what to do if you do not want to use what is left)