Technology Support Committee
November 19, 2015

Attendance: Aaron Lott, Alex Bluemel, Azucena Aguayo, Beth Myrer, Bobby Lott, Brenlie Bagley, Brett McKeachnie, Dan Zacharias, Darel Hawkins, Dave Nielsen, David Song, David Tobler, Devin Krisle, Doug Hales, Gary Hooper, Gerald Bunker, James George, Jason Hill, Jermey Mecham, John Berry, Jordan Kratochvil, Kim Leseberg, Landrey Hawkins, Mark Stone, Niles Wimber, Riley Johnson, Skyler Jeppson, Tony Nwabuba, Travis Skene

Conducting: David Tobler

Minutes: Beth Myrer

Reviewed Minutes

• Had SCCM training
• Sent out notices of updates

Banner outage November 21

Wasatch Firewall will be down November 20 for upgrade

Software

• The package for Windows 10 is not available yet
• Adobe packages are still the same
• Legacy adobe packages are available – but are on a different share

Security

• New employee – Devin Krisle
• Sent out an email demonstrating iron ports traffic – does block some legitimate sites but is very effectual
• VPN client – will wait until after the Thanksgiving break – asked to test it
• McAfee encryption needs to be testing

Computer Shop

• Have received a notice from Lenovo for updates for models: M83, M93p, M93z, e450, and replacement for T540p
• Ultrabooks will probably not be updated until February
• Should be on the website to order next week – waiting for pricing guide, unless there is old inventory that needs to sell first
• Have tiny in monitors
SCCM

- Updates need to be tested: refreshes index once a week, available for testing for a week, then available to the department OU for a week, then will be required
- **Jake will have statistics for next meeting**
- There is a group that receive updates and that should be testing the updates (they are Windows 8) – there may be issues to test in Windows 10
- Send computer host names to Doug to put into the test groups – the service desk can help with the testing
- Can set the machines not to restart during business hours
- People to be told that work should be saved so it is not lost during a reboot

PKI

- Install is on hold for a while
- Pros: recording, clients on MACs, off-site updates and packages – Cons: potential to change everything, and break things
- Cause more work for SCCM
- Waiting to hear from Microsoft
- Will do reporting on MACs
- When decision is made, will need to decide how to do reporting on the MAC side (number of MACs, what are they, what software are they using, and when were they last updated) or how to overcome reporting issues on the other side
- Information is needed for software auditing
- Bradford is going to start requiring info – and could do some of this reporting and might this solve this issue
- Casper may be the solution
- Audit Login should be turned on – failed logins are not currently being logged

POB

- Have received questions on how cases are handled – will be documenting process
- Have defined what a case is, and what a task is to complete a case
- A case comes into the service desk, they make a case, the case stays with whomever is going to work with the end user – tasks are the actual things that need to be done to solve the case – when the tasks finished it gets reported to the case owner, who then reports to the end user concerning the solution (and may need to verify that the solution works)
- Could make the area tech the coordinating user, and make the system admin the responsible user (would need to be turned on) – this could be tested
- Turning on coordinating users emails would solve the issue if a sys admin is on vacation – could be turned on by case type – can be assigned to a group instead of an individual
- Bobby will send out a flow chart regarding how cases progress through POB – and wants feedback
- Can send an email through the task (visible only to whom you are sending it), and from case (visible to the end user)
ATSC

- Academic Technology Steering Committee (Associate Deans)
- Was good to see the end user side
- Would be nice to meet every second or third month

Other

- Brett is looking for feedback on Barracuda - was asked when the site will be updated

Next meeting December 17 in SC 206c

Assignments
Jake will have statistics from SCCM for next meeting