Technology Support Committee

October 15, 2015

Attendance:  Aaron Barrett, Aaron Lott, Alex Bluemel, Azucena Aguayo, Beth Myrer, Bobby Lott, Brett McKeachnie, Chris Cox, Darel Hawkins, Dave Nielsen, David Tobler, Doug Hales, Jacob Oldroyd, Jason Hill, Jermey Mecham, Jim Condie, JoAnn Innes, John Berry, Jordan Kratochvil, Landrey Hawkins, Mark Stone, Niles Wimber, Phil Ah You, Riely Johnson, Robert Ward, Tony Nwabuba, Travis Skene

Conducting:  David Tobler

Minutes:  Beth Myrer

Review of minutes

Email – across campus

- Mac users archiving to local Macs – not through the standard archive – policy enforcement issue
- Mailbox size – Box (campus wide) – several boxes for different departments to accommodate large file transfer
- There is an issue with people who are unaware that old emails are not automatically deleted - training issue
- Have a growing number of Mac users and the training to geared toward Windows – training issue
- File size is a factor –
- Most people do not have problems with email
- The largest number of problems are with the administrators – could give them larger mailboxes
- Discussion regarding set up a generic account for every department and tie it to the S-drive
- Training would be useful – could be online
- Office 365 may be an option – would gain skype and one drive

Software

- Try to let people know what is available as they are offered
- Office 2016 available – campus standard is still 2013, so there may be some issue with 2016
- Changed the look of Abode – older versions a in folders and may be difficult to get
- There is a computer at the service desk that has all the zipped and unzipped packages if they are needed
- Office 2010 is no longer available to install
- MAK keys no longer used for much so are rarely given – have been replaced for the most part by VPN

Security

- Updates are on UVLink
• New Identity Finder will be deployed next week – if there a problems let security know
• New VPN will be available the first part of November, and will automatically update
• Ironports should be being used
• McAfee encryption – should have been tested – for shared networking space (S drive)

Computer Shop
• November is the target date for Skylight refresh – don’t have a firm date from Lenovo
• Trying to keep inventory low so there is not a lot of stuff when the new products are available – notify the computer shop if there medium or larger orders (think over 5)
• Can create a custom SKU for order of 10 or more

SCCM
• Microsoft engagement was successful – major issues were resolved
• If not working, it is probably user error
• If there are questions: book, YouTube, another Tech
• Should have a training session for Tech (in BA 014) – Doug to set this up and focus on one thing at a time – process would involve POB – let Doug know concerns so they can be addressed – Dave will have lunch for the initial meeting
• Have 2 more engagements with Microsoft, so if there are concerns let Doug know – looking at Imaging, Window 10, migration, zero touch
• Security and rights management should help with some errors
• Updates are working but not deployed – when can they be turned on and then create a schedule for deployment (7 days after deployment will be available, 7 days later they are required and will be forcibly installed)
• Windows 10 doesn’t use a central repository, they update from clients next to them – this can be turned off (probably should be done)
• Set-up a schedule so that updates are checked on Monday, and the pushed out on Thursday
• Most of campus is out of date
• Will have a notification in UVAnnounce regarding updates that are coming – and then deploy the updates in a week
• Pixie – if using SCCM for imaging the server select needs to be enabled – if using WDS it does not work very well –Pixie have easy backup for media (will be addressed in the next meeting with the consultant)
• If there are overlapping subnets Pixie will not function if there is another Pixie server there – must do service select on both systems
• Name of area on collections so they can be identified

POB
• Another field has been added – customer group (personnel hired in your org code but another tech takes care of them) – then it is possible to specify which group should be taking care of them
• 19 departments are using POB – and will pass the year mark on October 24
Will include a spreadsheet with the minutes to show the breakdown of devices per technician – compiled by John Berry

Registration open October 26

Director of Operations – Jim Condie

- Report of outages – looking at repeat offenders and by sending that report out, the number of outages is going down
- With routine maintenance have stopped monitoring the system because it shuts down to refresh
- Techs should look at common problems that can be solved by maintenance

Assignments
Doug to set up a training schedule for SCCM
Doug to send out a notification in UVAnnounce regarding updates