Technology Support Committee

September 15, 2016

Attendance: Aaron Lott, Alex Bluemel, Andrew Stewart, Azucena Aguayo, Bobby Lott, Chris Cox, Dan Zacharias, Darel Hawkins, Dave Nielsen, David Song, David Tobler, Devin Raine, Doug Hales, Gerald Bunker, Jacob Oldroyd, James George, Jermey Mecham, John Berry, Jordan Kratovil, Joshua Kratovil, Landrey Hawkins, Merrill Oveson, Michael Taylor, Nathan Montgomery, Niles Wimber, Phil Ah You, Preston Stewart, Riley Johnson, Ryan Jensen, Scott Horne, Skyler Jeppson, Tia Breck, Tony Nwabuba, Travis Skene

Conducting: David Tobler

Minutes: Beth Myrer

Review of minutes

- The bookstore is now doing the Apple Warranty repairs – located at the Bookstore Tech, next to Scoops – question of whether indexes can be billed for repairs rather than using a pro-card

AD/SCCM

- Adobe change – replace the lab package with the campus built version
- Will update to 15.11.2
- Cache size – will set at 20 gigs
- Application requests – Jake to forward the guide to Beth for distribution (is not ready yet – will be notified when it is complete)

Networking / Wireless - Bradford

- The next building will be Sorensen Center (SC)
- Will work from the model established while doing BA
- Reports can be generated regarding what is registered
- It checks if the Bradford agent is installed
- Were some issues with wireless the first day of school – but those have been resolved
- The agent is updated regularly (are two agents behind) – is pushed out through SCCM so they need to be coordinated – there is minimal impact
- There is not a pattern to the release cycle – just when they are ready (there were 2 updated in the last 6 months)

Software

- Windows 10 – 16.07 is out
- MAC version of Office is updated and available
- Some inquiries about Art GIS, SAS (repackaged as a zip file – so the old version can be taken down)
• Have new testing versions of existing software available in the download section of myUVU

Security
• Discussion of testing patching – OS and any application
• Currently testing is done at the service desk and 3 machines in the SCCM group
• OS updates are delayed for 2 weeks
• Dave will develop a procedure of what should be tested that will be presented at next TSC – so it can be coordinated

Identity Finder
• Issues with MAC – taking too long to run – easy fix is to run the script uninstall and then reinstall
• One suggestion was to have a training – another would be to create a ticket for the service desk, which should then be forwarded to Devin
• On the security page – have screen shots for how-to’s (UVU Identity finder)
• The service desk is the first contact for Identity Finder
• Will address this again in a later meeting

Anti-Virus
• Kaspersky seemed to work the best – works well with Malwarebytes (continuing with testing)
• McAfee is also used – and may be used on MAC servers
• Put on the agenda for next meeting

Computer ordering
• Will have a training for the new ordering system on October 28 in BA 014 – will send out an email
• Contact Tia or John with questions

Other
• Will have a demo of Microsoft Surfaces – after next month’s meeting

Assignments
Dave will develop a procedure of what should be tested that will be presented at next TSC
Address Identity Finder issues in a later meeting
Put Anti-Virus options on the agenda for next meeting