Technology Support Committee
Minutes for Thursday August 15, 2013

Attendees: Aaron Barrett, Azucena Aguaya, Bobby Lott, Cameron Jarman, Dave Tobler, Dave Nielsen, Duane Lee, Doug Hales, Erin Livingston, Gordon Hayden, Jacob Olrdroyd, KC Rucker, Gary Hooper, Gerald Bunker, James George, JoAnn Innes, John Berry, Jordan Kratochvil, Jynae Bird, Landry Hawkins, Mark Stone, Mark Werner, Robert Ward, Shawna Taylor,


Action Items:

- **Review minutes & assignments from last month's meeting:**
  - The new UVU Tech group is up and running. The purpose of this group is to allow you to map to the same server that the software is on. You will be able to directly install software using a mapped drive instead of downloading it first thru UVlink. Old versions of software will also be available here. Everyone should be in the group already so if you are not, let Bobby or Gerald know.

- **Agenda:**
  1. **Campus Audits:** Brent Turner is over Campus Audits. One of his responsibilities is computer inventory. He has approached Dave about what we have available for inventory. There are a lot of the area Tech’s that maintain a list of inventory in their own departments, but we would like to come up with a database so it will be easy for everybody to maintain. It was suggested to have a Campus Standard. There were some concerns that were brought up such as business process, and whose responsibility will it be. There is also the challenge of getting rid of the older computers. One suggestion was to have a bar code scan. If anybody is willing to share what they are doing right now, email it to Dave and we will get a sub group together and come up with a plan. We will follow up with the ideas next month. Brent Turner will be attending our next meeting to discuss this.

  2. **McAfee:** Our contract is coming up to renew. They are looking into possibly using a different program like Kasperky or Symantac. Dave Neilson is requesting any feedback from you on Mcaffe, to help them in making a decision whether to renew or go a different route. He will have some software up and running this month and will be testing them. Please let him know of your concerns or any issues with McAfee.

  3. **Account Lockouts:** There is a request to push Account Lockouts thru a GPO across campus. This would not affect labs. It was recommended to push it out on September 1st to IT and Admin first for testing and then bring back the results and discuss it next month.
4. **MAK license vs. KMS**: The MAK Licenses are for off campus, and the KMS licenses are for on campus. The ISO’s are used for on campus and EXE’s are for off campus. Somehow the EXE’s were used over 1,000 times just for Microsoft office 2013 and so we ran out of MAK keys. JoAnn had to go to Microsoft, and request more licenses. They did give us another 1,000, and a new tool that could help us manage them better. The questions was raised, is Microsoft 2013 a standard? Things become standards without approvals, so basically it was at the Tech’s discretion. It was decided to make Microsoft office 2013 a standard for new computers or new installs. It will be available on SCCM for anybody else that request it.

5. **Standards**: JoAnn is rewriting the campus standards. One item that is requesting an approval right away is the process to get rid of the stale objects in AD. Gerald came up with a process with for removing the stale objects in the computers in AD which will get rid of them in SCCM. It was proposed to pick a day to move everything that’s in a computer container, down into another container in AD. That containers name will be “To be deleted”. Any Computer that is in that container will have a GPO assigned to it so that before they can use it, it will have a message saying something like, “Your computer objects is in jeopardy of being deleted, please contact your area technician”. The second process would be to identify all of the objects in AD that have not connected in 12 weeks. Those computers will be dumped into a file on the network so people can go in and see the computers any time they wanted. Those computer objects will be moved to “TBD” container. They will get that GPO message, and will then be disabled. It was decided to have a message pop up at 12 weeks and then disabled at 23 weeks. Next meeting we will address False Positives.

**Non-Agenda Items:**

1. **Tablets**: Shauna brought up that tablets being are being used as laptops. Do we need a standard? We will discuss this in our next meeting.

2. **Incident Management Software**: There is an RFP for new ITSM software. There is going to be presentations on Wednesday, Thursday and Friday that you are all invited and encouraged to come to. An email has been sent out with all the information. Please attend if at all possible, or send someone from your department. JoAnn needs all the input she can get.

Next meeting will be held on Thursday September 19, 2013 at 10:00 AM in LI 323

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Informational – Black Text

Assignments & Follow-up Items – **Red Text**

Decisions – **Green Text**