Technology Support Committee
Minutes for Thursday September 19, 2013

Attendees: Aaron Barrett, Andrea Osborne, Azucena Aguaya, Bobby Lott, Brett McKeachnie, Cameron Jarman, Dave Tobler, Duane Lee, Doug Hales, Gordon Hayes, Jacob Oldroyd, KC Rucker, Gary Hooper, Gerald Bunker, James George, JoAnn Innes, John Berry, Jordan Kratochivil, Jynae Bird, Kim Leseberg, Landry Hawkins, Mark Werner, Phil Ahyou, Robert Ward, Scott Horne, Shawna Taylor, Trevor Durham,

Absent: Ben Burk, Darel Hawkins, Dave Nielsen, David Song, Dell, Duke Heaton, Jermez Mecham, Michael Taylor, Peter Larson, Preston Stewart, Karl Eiche, Scott Jackson, Teancum Clark, Mark Stone,

Action Items:

- **Review minutes & assignments from last month’s meeting:**

  Account Lockout: Most of the lockout situations are from accesses on mobile devices and passwords validations. GPO is not yet in place, Duane will follow up.

- **Agenda:**

  Software –JoAnne: Software Committee met and the question arose if we need on campus installs on UV Link? There were a few options thrown out and JoAnne will bring it back to the committee and then will follow up at the next TSC. Adobe creative cloud-participating depts. can download in Dec. If you’re not a participating dept. you must pay like before. Ray will publish a list of participating Departments. The install takes about 2 hours. There are more details that they are working on and we will pass them on as soon as we know of any.

  Technology Standards: Dave has made some changes to the document. He has reorganized existing data and added some new sections. We went thru each one quickly. Here are some of the changes discussed.

  - Adding Turning Point to the standard computer load was brought up and it was suggested to put it on your own area’s load as needed.
  - Convertibles were added and will replace the Netbook section. Shawna’s department is developing their own policy. When she has that fully developed she will share it with us. Gary Hooper is in the process of creating a windows 8 image specifically for convertibles. It should be done in a week.
  - Windows 8 – this is not the current standard, Windows 7 is the standard for right now.
  - Printers- wireless only printers are not supported. Wireless needs to be disabled for users.
  - MAC’s- 10.7 and above is standard. 10.9 site license is up in the air. It’s requested to get that back. JoAnne will take this request to Brandon.
  - Wireless & Networking- We need to Clarify and define #3.1.6.1 in the standard document.
  - GPO- this is new to our standards document. There is a lot that have been approved and some that aren’t. If you have any issues with them we will discuss it again.
• Computers will be moved from container before 7am every Monday. It will stay in the “To Be Deleted” until the age of the object is over 26 weeks. It will not affect the Labs OU
• Stale Computers- problems with servers. Committee proposed to create same OU’s (dept_servers) and under that they will create OU’s for whoever had servers that they want moved in there so it didn’t affect the policy that is in place. Gerald and Trevor will discuss labs. End result is go ahead with computers every week, but slow down on all the other stuff until the bugs are worked out. If you have a machine that is a server, updates are being pushed to that machine if it under the department OU. It was mentioned to maybe change the departments OU name to something like Desktops.
• Creating and deploying packages. Any area tech can create and deploy collection’s belonging to themselves and their area. There will be a training on this in October. On a side note, Windows 8 on wsus, if you try to add the 3.5 .net framework it will not do it. Jake will be creating a script to resolve this.
• Support: Fully supported is pretty simple. If it’s in the campus standard at a reasonable age (anything under 4 yrs,) it will be supported. Partially supported is a little trickier. It’s up to the Area Tech’s discretion. Since there is a lot of “Cloud” service, it was decided to add that if it is a Campus owned cloud service like Office 365 we will support that, but if it’s a personal account, it will not be supported. Unsupported is about the same. If the computer does not have a service tag, we do not support it. They are welcome to bring it down to the help desk tech bench and pay to have them service their computer. We do not service or repair printers, so we added that to the unsupported section.
• Printers: It was suggested and agreed to make a standard administration password for all approved printers. We will be adding to the standards that the Area Tech needs to be involved in any purchase for his area, otherwise there will be limited support.
• The Area Tech is responsible to communicate with their own departments to check with them before ordering anything. Dave and John will discuss to see if there is a way to have a notification sent to the techs when something has been ordered.
• Procedures: If the equipment is over 4 years, and it has been surplused, we do not want it to come back to campus. Dave is going to discuss this with Greg. We need to put a process into place for transferring equipment and also for when a new computer has been issued. It was suggested to give a refund if the computer is returned.
• Servers: We will be adding this section as well.

We will keep working on the changes and then let you know when it is completed.

• Computer Inventory List: An inventory list is being set up in sharepoint so we will have one list that can be shared. The idea is, if it is your machine, you will be able to edit it, and if it’s not, you will be able to view only. This will help assist us in being able to do an audit of what our inventory is.

• Non-Agenda Items:
Next meeting will be held on Thursday October 17, 2013 at 10:00 AM in LI 323

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Informational – Black Text

Assignments & Follow-up Items – Red Text

Decisions – Green Text