Technology Support Committee
Minutes for Thursday October 17, 2013

Attendees:  Aaron Barrett, Azucena Aguaya, Ben Burke, Bobby Lott, Cameron Jarman, Darel Hawkins, Dave Tobler, Dave Nielsen, Doug Hales, Gordon Hayes, Jacob Oldroyd, KC Rucker, Gary Hoover, Gerald Bunker, James George, JoAnn Innes, John Berry, Jordan Kratochvil, Jynae Bird, Kim Leseberg, Landry Hawkins, Mark Stone, Mark Werner, Phil Ahyou, Robert Ward, Scott Horne, Scott Jackson, Shawna Taylor, Trevor Durham,

Absent: Andrea Osborne, Brett McKeachnie, David Song, Dell, Duane Lee, Duke Heaton, Jermey Mecham, Michael Taylor, Peter Larson, Preston Stewart, Karl Eiche, Teancum Clark,

Action Items:

- **Review minutes & assignments from last month’s meeting:**
  - Creative Suite is on the SCCM. The Help desk is now testing it. It will be an all or nothing install, and it takes a couple of hours to install it.
  - Ray and Val had a discussion on the support for any computer older than 4 years old. Dave will follow up on their discussion.

- **Agenda:**

**Computer Inventory:** Jacob Atkin and Brent Turner attended the meeting to discuss Computer Inventory Control. Their primary concerns is what our current inventory is, and getting Greg from the warehouse involved from the business side so they can have an accurate count. They are looking for our help in accumulating a list at the end of each year that will help them identify what inventory we have on hand. Once they have this, they will tie that to the Identity Finder Scan so they know what machines are out there, who is responsible for them, and who is actively maintaining data secure. Jacob mentioned that Nate James has an Inventory system that the University already has. It is a web-based program and has concurrent users. Some area’s already have a type of inventory list. SharePoint and Access are a couple programs that are being used right now. There is a possibility of integrating with the new ITSM. Jacob is going to set up a meeting with Nate, Greg and Dave to look into his software. Area Techs need to make an inventory list of their department if they do not already have one.

**Virus Products:** The contract is almost up with MacAfee. Dave Nielsen is in the process of evaluating other software such as Kaspersky, and Sophos. If there is anybody that is interested and has the time to test any virus software, please do so and let Dave know your opinion. If you do not have time to test, and you have an opinion you would like to share, Dave would like to hear you as well.

**AD Group:** An Ad Group has been formed, and the Committee members are Gerald Bunker, Scott Jackson, Cameron Jarman, Doug Hales, Jake Oldroyd, Aaron, Darel Hawkins, Joe Devaraux, Ted Blaney, and Nate Whetten. Gerald Bunker will be heading up this committee. They will be primarily responsible for owning the AD Standards. They will bring all suggestions to TSC & Eddie’s group before making the standard. In order for the new ITSM solution to work in its greatest efficiency, AD & SCCM need to be running and
cleaned. A copy of the AD Standards will be sent to the TSC committee for your review and will be discussed next meeting.

SCCM: There will be a training on October 25 on creating packages at 10 am in BA005. Imaging has been scheduled to be up and running by the third week in November.

The Mac client does not work in our environment right now. When the R2 is in place, they are hoping it will resolve this issue.

Computer Shop: Lenovo has released their new configurations. Dave is in the process of getting the pricing. We should have that information by our next meeting. The configurations will pretty much be the same, although the one difference is the desktops now have a 500 Gig Hybrid drive that has an 8 Gig SSD that is integrated. It is not a separate partition, it is all magic and the hard drive looks to see which files are accessed the most. The low-end basic laptop will no longer have an optical drive in it.

We will be adding some Mac accessories to the website to make it easier and convenient when purchasing a new machine.

- Non-Agenda Items:

Next meeting will be held on Thursday November 21, 2013 at 10:00 AM in LI 323

**Document Key:**

Informational – Black Text

Assignments & Follow-up Items – Red Text

Decisions – Green Text