Technology Support Committee
Minutes for Thursday November 21, 2013

Attendees:  Ben Burke,  Bobby Lott,  Brett McKeachnie,  Dave Tobler,  Dave Nielsen,  Dallas Harris,  Doug Hales,  Duane Lee,  Gerald Bunker,  James George,  JoAnn Innes,  John Berry,  Jordan Kratochivil,  Jynae Bird,  Kim Leseberg,  Mark Stone,  Mark Werner,  Phil Ahyou,  Scott Horne,  Scott Jackson,  Trevor Durham,

Absent:  Aaron Barrett ,  Azucena Aguaya,  Andrea Osborne,  David Song,  Cameron Jarman,  Darel Hawkins,  Craig Dell,  Duke Heaton,  Gordon Hayes,  Jacob Oldroyd ,  KC Rucker,  Gary Hooper,  Jermy Mecham,  Landry Hawkins,  Michael Taylor,  Peter Larson,  Preston Stewart,  Karl Eiche,  Robert Ward,  Teancum Clark,  Shawna Taylor,

Action Items:

- **Review minutes & assignments from last month’s meeting:**
  - Inventory Control is still a work in a process.  We are continuing to look at our options.
  - Virus Products are still in the testing process and is moving forward.

- **Agenda:**

  **TSC Standards:** The updated TSC Standards were accepted, a vote was taken and they have been approved.  The next step is to present it to the EIP Committee for their approval.

  **AD Standards:** The Standards for AD were voted on, and has been accepted and approved.  They used to be included with the TSC Standard document but will now be a separate document.  There will be a new place where the AD Standards document will be available and once we know where that is, we will send an email out with the link.

  The stale computer process will now be once a month.  It will be on the first working Monday of each month.  The way that the licensing of our software is, the computers need to connect to campus within 17 weeks or it will be considered a stale computer, and moved to the deleted file.  After 17 weeks, the computer will be moved to the “To be Deleted Folder” and after 26 weeks it will be deleted.

  Any GPO’s that are not documented will be removed.  A date has not yet been set, but be aware it is coming up, so please document your GPO’s.

  **SCCM:** There will be a training on 11/22 about Imaging.  There has been discussion on whether to convert to a caz and have multiple primaries, or have distributions.  Scott has taken the assignment to get Pro’s and Con’s on the structure.  They are also coming up with a document of what is the best practice for SCCM.  There are too many people doing their own thing and we need to have it under control before it gets too messy.

  **Computer Shop:** The new configuration should be available in the beginning of December.  In January, we will be deleting the x230 and going with an Ultra book.  Lenovo is also discontinuing the Twist line, and replacing it with a Yoga line.  That will also take place in the beginning of the year.  You can still order a Twist, but they are very expensive.  The new configurations will be posted as soon as they become available.  The Mac
accessories are going to be added to the order system. Once they have the details worked out, it will be available on the ordering system.

Returns Policy: Apple systems and Ipads, cannot be returned once the box has been opened. This is a Bookstore policy and we have to go by their policy. The Area Tech’s are strongly encouraged to let their people know what the policy is, and advise them of what they are buying before ordering. A reference to the return policy will be placed on the ordering screen so everybody will be aware of the policy.

Software: Identity Finder can be deployed thru SCCM or you can download it from UVlink. It is being discussed whether or not to put it on the standard load. Labs are exempt.

A new Adobe package was available as of the Dec. 18. Please get rid of your old package. If you are going to get the package from Gerald, be sure to bring a drive that is partitioned. You will need 50 gig hard drive for Windows and at least a 25 gig hard drive for Mac’s. Mark Werner suggested to give yourself at least 20% extra space. Updates will be controlled by the desktop application. It is expected to be on the internet for 99 days.

Adobe has given the University “Work at Home Rights”. The cost will be $9.75 a year for Faculty/Staff, and $19.95 a month for Students. In the near future, Microsoft Office 365 will also be available.

MAK Keys are out of control. We have used 700 more of Office 2103 since we ran out at 1000. If you are running the script, it does not seem to be working. Starting January, please reinstall with KMS install for on campus, not MAK. MAK keys will not be needed with the new portal “Work at home” for windows anymore.

Security: There have been a few people who have been testing Kaspersky and Sophos. We need more people to be testing so we may need to create a group. If you have been testing, please give your feedback to Dave Nielsen.

Help Desk: If a campus computer is under the Lenovo warranty, the Help Desk has drafted a policy which they are putting into place immediately. The policy will be: If a campus owned computer is brought to the tech bench, it will not be touched until the area tech has physically come down to the tech bench, looked at it and signs off on having the repair done. Repairs will not be done until an index number has been given to the help desk. If there is an out of warranty repair, the tech bench will make a ticket and give the area tech a call, and ask them to come pick it up. All repairs must be brought to the tech bench by the Area Tech and returned to the End User by the Area Tech. End Users will not be able to pick them up. IF you have any questions about the policy please contact Bobby Lott.

Non-Agenda Items:

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

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Informational – Black Text
Assignments & Follow-up Items – Red Text