Technology Support Committee
Minutes for Thursday January 16, 2013

Attendees: Aaron Barrett, Aaron Lott, Azucena Aguaya, Andrea Osborne, Ben Burke, Bobby Lott, Cameron Jarman, Dave Tobler, Dave Nielsen, Doug Hales, Duane Lee, Gary Hooper, Gerald Bunker, Jacob Oldroyd, James George, JoAnn Innes, John Berry, Jordan Kratochivil, Jynae Bird, Kim Leseberg, Landry Hawkins, Mark Stone, Mark Werner, Phil Ahyou, Robert Ward, Scott Horne, Scott Jackson, Trevor Durham,

Absent: Brett McKeachnie, David Song, Darel Hawkins, Dallas Harris, Craig Dell, Duke Heaton, Gordon Hayes, KC Rucker, Jermey Mecham, Michael Taylor, Peter Larson, Preston Stewart, Karl Eiche, Teancum Clark, Shawna Taylor,

Action Items:

- Review minutes & assignments from last month’s meeting:
  - TSC and AD Standards were accepted and updated in the web.

- Agenda:

  Service Disruption: The System Outage Request has been replaced with a Service Outage Notification called “Service Disruption System”. If you would like anything posted, there are 3 criteria’s that have to be met before being able to post anything. If you want more information about the outages, you can go to: http://www.uvu.edu/oit/infra/outages/index.html

  Wireless Outages: Due to too many users and devices being logged on at the same time, we have run out of space on the servers. They are acquiring a new wireless server so that we can accommodate all the users and devices.

  Security: Dave Nielsen discussed the passwords in Group Policy being easily decrypted. It was suggested to use SCCM to set the passwords. The SCCM committee will discuss and get back with the TSC committee with any changes next month. The workstation password needs to be changed again, so as soon as we have the new solution, we will change it.

  Software: Outlook Quota; You no longer need to call the Help Desk to increase your email quota. Users can go to http://www.uvu.edu/email/outlook/using.html and with a manager's approval can increase it themselves.

As of April 8th, Microsoft will no longer support XP, Office 2003, and Server 2003.

Uvuonthehub.com has the Adobe software available for personal machines for Students and Employees at a discounted rate. For Employee’s it is $9.75 a year and students it will cost $19.95 a month. Office365 is coming very soon. As soon as the Directory Sync is set up it will be free for all students. They are hoping for that to be available around February 15. Office365 for Mac’s is not available as of yet. They will try to get more information by next month to see if it will be available.

SCCM: No Items for Discussion
Computer Shop: The new configurations are here for the most part. They will be on the website by the end of the month. In February, the twist is going away and the YOGO will replace it. If you have a special configuration you would like, email John Berry.

Apple Accessories are now available on the website. If you order a single item, the warehouse has a hard time tagging and shipping it, so you may have to pick it up at the Help Desk.

• Non-Agenda Items:

Next meeting will be held on Thursday February 13, 2014 at 10:00 AM in LI 323

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Informational – Black Text

Assignments & Follow-up Items – Red Text

Decisions – Green Text