Technology Support Committee
Minutes for Thursday February 20, 2014

Attendees: Aaron Barrett, Aaron Lott, Azucena Aguaya, Ben Burke, Bobby Lott, Cameron Jarman, Darel Hawkins, Dallas Harris, Dave Tobler, Dave Nielsen, Doug Hales, Duane Lee, Gary Hooper, Gerald Bunker, Jacob Oldroyd, James George, JoAnn Innes, John Berry, Jordan Kratochivil, Jynae Bird, KC Rucker, Landry Hawkins, Mark Stone, Mark Werner, Phil Ahyou, Robert Ward, Scott Horne, Shawna Taylor, Skyler Jeppson

Absent: Brett McKeachnie, David Song, Andrea Osborne, Kim Leseberg, Craig Dell, Duke Heaton, Gordon Hayes, Jermeay Mecham, Michael Taylor, Peter Larson, Preston Stewart, Karl Eiche, Teancum Clark, Scott Jackson, Trevor Durham,

Action Items:

- Review minutes & assignments from last month’s meeting:
  - TSC and AD Standards are now posted on the web.
  - Service Disruption system is now being used.

- Agenda:

  TSC Standards: The format is a little bit different. You can now expand and contract the sections. The Active Directory Standards have been posted. The link is: http://www.uvu.edu/oit/tsp/committee/index.html

  Lab Stats: We get request from time to time on how many lab computers we have on campus, so we have posted Stats on the web. They will be updated monthly. If you have any questions, or suggestions or need anything changed, reach out to Kim Leseberg. http://www.uvu.edu/oit/tsp/about/statistics.html

  Computer Shop: For those that are interested in the computer shop inventory we have posted that information on the web. The link is http://www.uvu.edu/computershop/statistics.html

  Windows Admin Password: It was suggested to change the password to one that is not so complex for those who are having to type it in all day long. JoAnn and her staff will come up with 3 or 4 different options and present them to Gerald and Duane.

  Software: Envivo has 20 concurrent licences issued to the campus. If you are using this program, your machine must have the SCCM client on there so they can get reports of how many are using it. There is a knowledge article on how to do it. Adobe at home is available at uvu.onthehub.com. You do need to create an account. This available for personal machine’s only. Microsoft office 365 is still not available quite yet. They are working on that. There will be a web page with all the information. That will be available soon.

  Passwords: March 11 will be the one year mark for password changes. An issue to be aware of is that the user’s will need to make sure they change the passwords on ALL their devices.

  Adobe Packages: There are 3 pkgs available right now. 32 bit, 64 bit, and a Mac. There has been talk that people would like to create smaller packages, but the drawback to that is, if you put a partial package on someone’s machine, desktop application or the application manager from one of those application when opened, will have all the programs listed, but if not serialized, it will ask if you want a free trial. If someone wants to try it, they can for 30 days and then after the 30 days it will stop
working. The reason for doing packages is not to scale down and make it more affordable, it is for the size of the install when imaging machines. It was suggested and decided to form an Adobe testing group for installing and managing Adobe. James George will be taking charge of this group with Ben Burke, Jordan Kratochivil, Mark Werner, Phil Ahyou and Kim Leseberg being on that committee.

**AD/SCCM:** In the AD standards they have listed items that need to input under the note section the GPO’s. It was approved that the drop dead date is going to be April 1st. If it has not been updated they will be deleted. Gerald will send out a list of the targeted ones. The information they are looking for needs to be in the note fields with; Responsible party, the Department, and the purpose and who its being used by.

**MAK Keys:** We have 3000 MAK keys. There are already 2,441 being used. The decision has been made by Microsoft that they will not issue any more keys once they are gone. It was decided that the MAK’s would be taken off the download list, and you would need an exception form to be filled out before a MAK key would be issued.

**SCCM:** The MAC Client is now working so you can connect your MAC’s to SCCM. They are hoping to push software out through that.

**Computer Shop:** If you want a Mac Pro, they are back logged for at least 6-8 weeks. Custom Lenovo’s and anything that is a non stock item is back logged at least 2-4 weeks. The new Yoga’s are available on the website, but we will not be keeping any in stock. There are 2 new configurations and they are working on a third. Those are also backed logged. The new Performance desktops are available now and they are working on a new Premium desktop which will have a SDD. If you want anything that we are not stocking, you can special order them.

**Inventory/Surplus:** A proposal for a system to be in place to help make it easier to get surplus machines in your area, and know what is available was discussed. It was proposed to make changes on the back end of the system in place. John Berry and Dave Tobler will take the proposal to the Warehouse/Surplus and present the procedure to them for their approval.

**Overview of the procedure is as follows:**

- Units are retired to Surplus from various areas on campus
- Units are marked as received by Surplus in SharePoint
- Computer Shop will note the computers that have been marked as received by Surplus for reporting purposes
- Retired machines would be checked by Surplus for compliance with minimum University system requirements for possible redeployment
- Retired units that are older than 4 years are retained by Surplus
- Units meeting requirements are retained by the Computer Shop for possible redeployment across the University as needed. If excess units are determined to be present then inventory would be reduced by approved methods
- Computer Shop will inspect received computers and place units available for redeployment on the Computer Shop website under a new section for pre-owned equipment.
- Area technicians would be able to use this new section similarly to the order section for new computers and view available units and at no cost request these units.
- Delivery/pickup would be up to the Area Technician/Department to coordinate
- Computer Shop would update SharePoint to note where machines had been relocated to and that they were ineligible for infrastructure fee waiver in the future.
Additional details of proposed new retirement procedures

- Computer Shop website pre-owned equipment section would be updated to include machines that are available for going back on campus. This would include desktop and laptops. Could also include tablets or monitors
- Inventory numbers would remain the same for the life of the machine, changes would be made based on location if the unit was redeployed. When the unit reaches end of life the inventory number would be flagged as retired and not to be reused.

Results of that meeting will be discussed in our next TSC meeting.

- **Non-Agenda Items:**

  No items for discussion

Next meeting will be held on Thursday March 20, 2014 at 10:00 AM in LI 323

**Document Key:**

Informational – Black Text

Assignments & Follow-up Items – Red Text

Decisions – Green Text