Technology Support Committee
Minutes for Thursday April 17, 2014

Attendees: Aaron Barrett, Aaron Lott, Andrea Osborne, Azucena Aguaya, Ben Burke, Bobby Lott, Cameron Jarman, Chris Cox, Darel Hawkins, Dallas Harris, Dave Tobler, Dave Nielsen, Duane Lee, Gary Hooper, Gerald Bunker, Jacob Oldroyd, James George, JoAnn Innes, John Berry, Jordan Kratochivil, Jynae Bird, KC Rucker, Landry Hawkins, Mark Stone, Michael Taylor, Phil Ahyou, Shawna Taylor, Trevor Durham, Skyler Jeppson

Absent: Brett McKeachnie, David Song, Doug Hales, Kim Leseberg, Craig Dell, Duke Heaton, Gordon Hayes, Jermy Mecham, Mark Werner, Peter Larson, Preston Stewart, Karl Eiche, Teancum Clark, Scott Jackson, Robert Ward, Scott Horne,

Action Items:

- **Review minutes & assignments from last month’s meeting:**
  - Windows password was changed and has been pushed out.
  - Orphaned GPO’s have been deleted.
  - Windows 8 Campus image will be uploaded as of today.
  - Summitt Meeting did take place and they discussed where storage was at today, and where they would like to move it in the future.

- **Agenda:**

  **Software:** Wendia, the POB (Point of Business) software is being installed as of today. It is still being built so they are not ready to show it yet.

  Office 365: Andrea Osborne did a demonstration on how to login and move around in the program. The link to get to it is [https://portal.microsoftonline.com](https://portal.microsoftonline.com) The download licenses are for Students and personal machines only. It will be listed on the UVU software page at uvu.edu/software. For the Mac’s there will only be 4 basic apps. They are still going set up a test group and everybody in TSC will be on it. Darel will be the point person and will be working with JoAnn, so if you see anything or have any questions get a hold of them. We will follow up with it next with.

  Adobe: The email that was discussed last month was incorrect. It was only about licensing not about installs so Adobe will not be changing its installs.

  **AD:** The GPO’s that were not documented are now gone. So far so good, Gerald hasn’t seen any issues yet.

  **SCCM:** They have an approval process in place and are trying to get an approval to move SCCM from Vm’s to physical boxes. They also increased the rams and disk size on both servers and are hoping when we go to the new servers it will increase their capabilities. Nate is in the process of moving the Wsus server from off the SCCM virtual machine onto its own machine. They are hoping it will free up some computing power and help things out. Gerald will send out an email to TSC group to let you know if they think SCCM will be down for the upgrade. A discussion about Centralizing MACs took place. It is a direction that we want go, but there isn’t really a way to enforce that right now. A decision was made to back out of the PKI. Nate and Cameron have the ability to create distribution points, so if you want to have that in your own area, contact either one of them.
**Computer Shop:** The ordering deadlines for more than 10 systems are coming up so make sure you get your orders in. The deadlines are posted at [http://www.uvu.edu/computershop](http://www.uvu.edu/computershop/). As a reminder, if you need custom orders just send John an email. He is more than willing to help you with pricing.

**Security:** New Iron Ports will be deploying into actual physical networks in your areas after this semester. They will start with Administration first, but if you want to start earlier just let Security know. If you see any issue with anything, especially malware please let the Security Team know. Dave gets alerts telling him when there are malicious files detected. He will be sending an email to the help desk so a ticket will be created automatically. Those are currently going into the help desk queue and then being assigned to the area techs.

**Lab Stats** for the following month will start being updated regularly on the website. You can go to [http://www.uvu.edu/studentcomputing/about/statistics.html](http://www.uvu.edu/studentcomputing/about/statistics.html) for the updates.

- **Non-Agenda Items:**
  - Passwords seem to be taking too long so Gerald is going to try to refresh and see if that helps. We will follow up next month.
  - If you want play in Open Directory get with James, Mark, Jake or Duane.
  - Employees are giving away their passwords which are creating a lot of phishing attacks and a lot of grief. Please educate your people that UVU does not ever ask for their passwords. Duane monitors the mailbox so if you see any phishing emails please forward to spam@uvu.edu.

Next meeting will be held on Thursday May 15, 2014 at 10:00 AM in LI 323

**Document Key:**

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