Technology Support Committee

September 17, 2015

Attendance: Alex Bluemel, Andrea Osborn, Azucena Aguayo, Beth Myrer, Bobby Lott, Brenlie Bagley, Brett McKeachnie, Chris Cox, Dave Nielsen, David Tobler, Doug Hales, Gerald Bunker, Jason Hill, Jermy Mecham, Jim Condie, JoAnn Innes, Joe Devereaux, John Berry, Jordan Kratochvil, Kim Lesberg, Mark Stone, Merrill Oveson, Niles Wimber, Phil Ah You, Riley Johnson, Robert Ward, Skyler Jeppson, Tony Nwabuba, Travis Skene

Conducting: David Tobler

Minutes: Beth Myrer

Review of last month’s minutes

- Still working on the MAC client imaging on I Notify
- First time for Niles Wimber – area tech for Classroom Building

Software

- Office 2016 for MAC is available on UVLink
- 365 is working – issues resolved – portal issues are not affecting users
- Working on consolidating licenses

Security

- McAfee and Windows 10 patches should work fine – just a matter of deploying them which should be in the next month or two
- Ironports working well – large reduction in malware on campus especially on wireless in labs – should get that completed for those areas not moved yet
- Need to reevaluate sensitive information on network shares (S drives)
- One solution may be to delete old information that is no longer relevant
- Identity finder reviews information that is already in the system – does not review data being input
- Input encryption – have been licensed – there is not an option for not using the system – will be getting the help desk involved installed

Computer shop

- Are current
- Skylake – is being introduced slowly (new processor for Intel, coupled with new chip sets) – will be in a new line refresh from Lenovo in November – will have more information at next TSC meeting – will affect desktops, laptop, etc.
- Have added 4K monitors
SCCM

- Update installed last week – if you want to use magic consult need to do the update, if you need the link let Doug know
- Consultants will be on campus next week – may have some interruptions during the process
- Have a scoping call today – to identify the primary concerns
- Discussion of default passwords
- Will be sending update to TSC regarding things being down, stating that testing needs to be done, etc.
- Imaging is a secondary issue – not agent dependent – new clients work will, but some problems with older clients having access
- Active directory (AD) – flatten one level of AD – academic affairs OU – question contact Doug or Nate

POB

- OIT project is live – on Ray’s page to input projects
- Assignments coming through POB – should receive an email – if templates need to be created contact JoAnn
- Suggestions need to go to Ray as JoAnn cannot affect the flow of projects
- Cases are worked on currently
- One problem – symptom memo does not have a key stroke to do a time stamp
- If having problems, should come to the POB users group – October 1 – Q & A 10-12, training 4-5 – POB is a fluid thing and changes and grows

Canvas

- ATSC (Academic Technology Steering Committee) – working on enabling faculty to share files with each other – looking at using google drive, microsoft one drive, etc. – may need help from TSC to accomplish this
- Canvas is getting aggressive with UI change – will be within the next year – some changes are coming out in users guides on forms – may change spring semester – should be a smooth change
- Qualtrics – changing their UI also, but not sure when – if you notice a change, please let Jason know
- Kaltura – online video content management repository – have 12 terra bits during the academic year – very versatile – if interested contact Jason – integrates with Canvas well

MyUVU

- Dates have been adjusted – google email accounts provisioned
- Will have more accurate timeline at next TSC meeting
- URL’s not widely available – but can be used to login
- Will have some introduction to certain groups in October – open to students to look at by end of semester
- May have issues with FERPA – faculty and staff can only email students through UVLink because it is a private server – need to be taken up the line – Dave to talk with Ray
• MyUVU is a UVU domain – not hosted here, but on the cloud – emails need to go through official channels

MailMarshal
• MailMarshal licensing ends September 30 will replace with Barracuda (should be a simple transition)
• No training has been developed yet, and servers have not been installed yet
• Want feedback – and there may be more/less mail than usual during the transition
• May be some mail delays as records changes
• Will be moving servers on the public networks inside UVU (224, 100, and 20 networks) to ushi cloud (is a virtual server installation at the University of Utah in Salt Lake) – we will run them and have full control of them – there may be outages, IP address changes
• Moving because of aging equipment - moving VM to a new infrastructure

Virtual Labs
• Banner INB is accessible
• Printing from MAC's – can do web print for now
• For questions – ask Darel

Other
• In 1 to 2 years Banner INB will no longer be in use
• Micah working with Darel on new Kiosk hardware and software – looking very good
• Citrix-wise terminals

Next meeting October 15

Assignments
Dave to talk with Ray regarding the FERPA regulations concerning emails