Technology Support Committee
July 21, 2016

Attendance: Aaron Barrett, Alex Bluemel, Andrew Stewart, Ben Burk, Beth Myrer, Bobby Lott, Brett McKeachnie, Chris Cox, Dave Nielsen, Devin Raine, Gary Hooper, Gerald Bunker, Jacob Oldroyd, James George, Jermey Mecham, John Berry, Landrey Hawking, Merrill Oveson, Nathan Montgomery, Niles Wimber, Phil Ah You, Preston Steward, Riley Johnson, Skyler Jeppson, Tia Breck, Travis Skene

Conducting: John Berry
Minutes: Beth Myrer

Review of minutes – nothing to review

Box

- Have a trial enterprise set up – but wanted the administrator to be the same as the one set up for the paid business edition but there was a conflict, so have had to come up with a new way to administer – not ready yet, but are close
- Also waiting for legal to review the contract and then it need to be paid
- Canvas, Office 365, and others can be tied in
- Size is unlimited, but not unlimited users so students will have to be rotated off as they leave
- Will try to replicate the S drive structure – hopefully by December
- Will be able to create own folders similar to the U drive
- Will be able to have some sharing

Data center

- Network will be updated – not sure of when yet
- Every server will have to move from the old network to the new – will probably have some trouble and can’t guaranty that the equipment will work the same
- Each application will need to be tested – sometime during the fall

Apple care

- Bkst is taking over the Apple care (Drew Stewart)
- Can start now to learn process
- Have Stay Mobile available for glass repair on all devices
- Will be looking at “out of warranty services” options and pricing
- Will not PC repair in the bkst – will still be handled at the service desk

Software

- New packages – Corel Draw Suite is available
Faculty and Staff can have Office 2016 at home – installs available for techs
Has had some testing
There are some licensing issues that need to be reviewed
McAfee – is only for techs and not recommended for personal devices
Trying not to recommend for personal devices because then we are responsible for service
Identity finder – is a windows agent that should be available
VPN agent – there have been issues if used at home
Corel word perfect was not renewed
There are issues when opening old Corel Word Perfect documents
 Departments can purchase Corel Word Perfect on their own through purchasing
Adobe 2016 package is not out yet
Have Captivate Nine is available
Mark GIS is available, as is Respondus

Security

Have a year left on End Point contract and looking at other solutions – looking for feedback
Have received some Sophos feedback
Looking for more protection
New McAfee version that could be looked reviewed
Look at report and compare the various solutions – evaluations are usually for 3 months
Any migration will entail work and time
Should be reviewed feedback in TSC and compare the different solutions side by side

POB

Departments/people can create their own case type and can change the flow
Everything is customizable

SCCM

Done testing with hardware based distribution point – have been positive - will make a case to buy servers to put the DPs on hardware
SUS – upgrades for Windows 10 (15.11.1 and 15.11.2) – are not downloading correctly – have been told that server 2016 fixes the issue – updates work just not upgrades – upgrades need to deploy a new task sequence
Windows 8 and Windows 8.1 are not supported on campus – should be upgraded to Windows 10
Windows 2013 is not going away anytime soon
Developing issue – have been working on getting PKI to work on Macs but having trouble working through the problems – Microssoft Premier Support expired July 15 – discussion of not renewing the contract because the help needed has not be forth coming
Have been told SLCC has it working, so will contact them to try to get some help
Moving forward on the Windows side

Bradford

Going slowly – hope to have BA compliant before school starts
• Have kept records to track the process to apply to other areas

**Computer shop**

• New website is not up yet
• Change in network fee – the $100 waivable if old inventory list is given – is now unwaivable and will be $65.00 (is used for infrastructure) – fee applied to Desktops and Laptops

**Other**

• Wired is not going away
• Discussion of Windows on Macs
• Campus standard is to have only one operating system on a machine