

## STAFF MEETING

07/18/12

## Minutes - APPROVED



### ATTENDEES

**Attendees:** Susan Cherry, Jim Cook, Jim Maat, Jennifer Thede, John Urbanick

**Absent:** Scott Thede

### AGENDA ITEMS

#### **Project Management & Maintenance Projects - JC & JU**

Maintenance work is not being captured in Innotas. John wants more project time vs. maintenance time. Jim came up with a way for EAS staff to capture the maintenance time; it would be for a project for a year. Susan suggested that as we do the service catalog we name the services the same, and Jim said that he just didn't want to have a bunch of services if that's not needed to capture the maintenance time. Jim said people aren't putting their time into Innotas regularly. Jim M said what people put down for maintenance time may not be what the actual time is unless someone is really critiquing the work; he wasn't sure it would get John the data he wants. Susan mentioned that there might be some standard times we could establish for work and she wondered where the line is for what goes into Innotas and what goes into the service management tool. John is going to start this in EAS to see if it works and then tweak it to fit across the board. Susan suggested security audits on servers be included as one of these regular activities.

#### **Update on IT Director Search - JU**

Over 25 candidates applied, about a dozen qualified candidates, and nine were approved by EOO. There is a tiered search committee approach of five people to do phone interviews and then there will be a larger committee to review final candidates plus some forums. John will send a note to staff about the status.

#### **Update on eLearning Project -JU**

Through hard work and persistence of our IT employees, we were able to meet the July 15 timeline for implementing the hosted Blackboard service. Steve Costello, Kris Rasmussen, Vicky Deur, and Dave Steffens worked very hard. There are still some things that need to be done prior to start of semester. Susan is working with Mary on how to reflect the changes on MyTechSupport site. Susan's student is going to help Mary make training videos.

#### **Update on Telecom Move – JM**

Furniture should be delivered July 19 and installation should be completed in a week and can Telecomm can occupy the space then; there will be some dual occupancy. STS is planning to move Aug. 1 & 2. The vacated space in West will be utilized by TAC staff.

#### **Update on Service Desk Tool – JU**

John received the summary of information from Julie Jerome and a recommendation/review analysis from Susan which contradicted the group's recommendation. John met with Julie and talked with Gartner about what he wants to do, and he still needs to talk to Purchasing about making a conditional award, but he is going to talk with the committee members about his decision before announcing. UPDATE: Service tool selection is Cherwell.

#### **Update on University Plan for IT - JU, JT, JC**

The one-time funding for FY13 is 1.3 million and there are 12 project accounts that need to be established with that funding. Jennifer needs to fill out the account request forms and move the funds into the projects accounts.

### **AD Passwords**

John shared the notes about password policies for the two domains (student and ferris). He wanted feedback especially regarding student IDs and the student employees in TAC that would handle it. He thinks our student workers need to be treated differently than our students. If we don't require to students to have to change their password, that will reduce calls in TAC. Will move forward with the changes on July 20.

### **Preparing for Fall Semester Discussion - All**

What do we have to have ready for fall semester and how does that affect some of our projects. We need documentation and communication.

### **Round Table**

Jim M – getting ready for moving from Masselink to Rankin (packing, etc.).

Jennifer T – busy with annual maintenance contracts and position searches

Susan – working on AD communication content on web pages. Working on wireless announcement/instructions, iPad pages, and working on external communication website as part of the strategic plan. Also working on VPN policy; she will work on IT support policy that will tie in with the service management. Anti-virus policy is in process. Policy on storage needs to be discussed more.

Jim C – Jim is having frustration with Dell and how long it is taking to get the statement of work regarding VDI their response time is not what we need to execute our business properly. We need to set up a meeting with Bryan to discuss some of these frustrations. Jim would like the managers to have their employees get into Innotas on a weekly basis.