Division Steering Committee Meeting

July 24 @ 1:30PM
(SUB 168)

AGENDA

Attendees: Rita, Naomi, Mercy, Cheryl, Betsy, Jim, Dave, Brenda, Mike, Alanna, Eric, Tammie, Carina, Aaron, Tonya, Jerry, Chris, Jen, Josh

Informational

* Division IT Needs – Jerry Sheehan (20 min)

IT Needs for DSS - Jerry and Josh Turner

Talk about general IT services and services we may not be getting.

There has been a staffing and decentralization processes, if you want any serious IT support you need to get your own people.

We know that support is not where it needs to be, how do we move to provide the services that we need.

Do we have to keep that model or can we change the technologies we use to get past or beyond those people that provide that service? This does not mean we get rid of people currently doing these services.

We want to think differently on what we are doing, we have to think of a better way of supporting desk tops. There has always been an underlying issue of machines not being kept up to date.

We have some technologies that we want to build off of and try to work to pilot in DSS to get the performance up to speed. If it is not working, work with us and give ITC the opportunity to fine tune.

LANDesk - this software reports back to ITC that reports the versions of software you are running.

We want to automate the patching. It also allows us to remotely fix the majority of issues.

It allows us to automate the updates.

IdentityFinder - scans the machine and lets you know if you have personally identifying information. You can do four options: Ignore, Move the Software/Document, Shred the document,  or Redact.

We want to more clearly define what a user should do if the program find somethings, more suggested best practices. ITC is working on better oversight administratively, better follow through. If you purchase through ITC, the software is installed.

Purchased outside of ITC, there will be requirements of software for any machine purchased.

The goal is to send out a unit level report card, this would show us if we need to ask questions.

Automatic Anti-Virus Updates - working to add this.

Knox is really an ugly way to store sensitive data.

- users are going out to find other ways to store data. (i.e. G-Drive, DropBox)

- Box will be used in the fall for file sharing.

        - this is not a good place to store medical, socials, or credit card information.

        - licensed to the Bozeman campus.

        - you can share by using a link to a web based folder (non-sensitive data).

        - you can send the link and require a password.

Video Teleconferencing Tool - WebEx.

This allows you to invite a large number of people into a meeting.

- Video conference

- Share slide

- Audio

We can now share this with anyone on campus. Are there opportunities to use video conferencing to enhance tutoring, advising, others?

- Universal to all four campuses.

Spark

This is a team room. Instant messaging. It is set up a room and invite people into the room

You can do document sharing in the room. Works on all mobile devices, my not work on a Windows device. Persistent across the devices.

- Universal to all four campuses.

Office 365

Link - there is no persistent link between devices.

Benefits: it's a less spammy environment, files size attachments change, mailbox size is unlimited.

Changes: retrieving mail after thirty days is not an option. Stored on the desktop are retrievable.

- Universal to all campuses.

- Early spring communications to students will go out to new students, they will go into Office 365 and current students will roll into Office 365 in shifts. The advantage to students is that all of the students are covered under our license, students will be able to in and download versions of Word, Excel, and PowerPoint.

As ITC moves forward it is invaluable to them to give them feedback, help them understand what worked and what doesn't.

Chris - we don't really have a great way to manage the technology that we have currently.

If we can tap Jerry's side to ensure that we have protected.

Open (15 min)

Kick-Off

Student Pathways to Success

CatCourse Scheduler

Partnerships across campus

Service Excellence Plans - how are we are doing? can we improve?