

Bozeman IT Council Notes

Thursday, May 19, 2016

President's Conference Room

Call to Order, Announcements, Approval of Minutes from Prior Meeting

April Minutes Approved unanimously

Communications Check-In

- Student O365 email accounts
 - Will be providing new students with O365 email accounts starting Orientation 1
 - Researching how faculty are currently using Gapps tools in the classroom and what types of support are needed to help with transitioning to O365
 - Will be still provide Gapps accounts to students if faculty are using them in the classroom this year?
 - Working with Legal to discuss options and assessment of using Gapps at this time.
 - What are continued support needs for mail servers tied to Gapps?
 - Can users decide to use Gapps (or some other mail server) if users do not like O365?
- Considering setting up individual communications regarding LanDESK with groups/departments that do not have IT representatives, non-domain users, Linux users, etc.
- Have reached out to groups making hardware purchases to request bulk purchases. Questioned if anyone has heard any response? Can we take lab update purchases, see if there are similar model purchases and buy in bulk?
 - Mostly licensing purchases for this year.
 - Music, Film and Photo doing some Mac Lab computer replacements.

Updates

Cisco Spark

- Existing users of Spark have been put into a sympa list. Outages will be sent to the sympa list. Please inform Josh if someone wants to be removed from the sympa list.
- Total of ~60 users actively using. 140 who have logged into the system.
- Attempting to get a product map from Cisco which will help define if we move Spark out of pilot mode.
- Spark licensing agreements provide Jabber client at no additional cost.
- Need to have unified communication vs. individual clients for every team, department, unit.

Discussions

Strategic Planning Input

- Receiving input from advisory groups and from central ITC
 - ITC input-completed by end of August
 1. Does ITC services map back to University strategic plan?
 2. Conversations on mission/value happening inside the unit
 3. Roadmap on where ITC services are heading
 - Advisory groups
 1. What are technology items that could be quickly fixed or made better on campus?
"low hanging fruit"/quick fixes

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2. SWOT analysis
 3. Work with advisory groups to define priorities
- Quick fixes
 - Flexibility in process for approving messages to all students
 1. Option to subscribe to getting text message vs. opt out (identify acceptable methods and practices)
 2. Is email a good communication tool? Perhaps for older students vs. younger.
 - There are many different places to request help (DBA form, Banner help form, Help Desk request, etc. Would be nice to have one request place. Have one "click for help, then "if you need help with this click here"
 - Password expiration-people are confused with expiration and then how to update all devices/cached passwords
 - One service desk vs. multiple help locations
 - Departments want mobile laptops (i.e. use in TEAL classroom)
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QuickTime Support

- QuickTime support ending. Please contact Josh with questions.

MS Direct Access

- Is there access in direct access vs VPN?
- Are there use cases that show the challenges?
- Is DA appropriate for all devices used on campus?
- There is a meeting in the future with Higher Ed Microsoft Rep in the next two weeks to discuss various upcoming services (Lync vs. Skype, Office Pro Plus, etc.) can bring Direct Access to Microsoft meeting and discuss. Will share any thoughts with the group.

Technology use in the classroom

- Do not have a good understanding of what exactly faculty are using in the classroom (podiums Gapps, other tools integrated into their classes (ITC provided OR just tools they have found and use)
- Could appeal to faculty and request information on what they are using-let them know that technology is changing-ITC needs to understand what they are using in order to continue to support them
- Could use class roster request or Banner class roles location to notify faculty/request information
- Could potentially discuss with department heads
- Instructional Technology Advisory Committee meets next week, will discuss this with that group. Potential research on innovative use of technology in the classroom.

Action Items

- Consider the quick items that could be addressed on campus and email to Lindsey and Jerry. Will review in June.

Previous action items:

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- Chris DeShazo will share CAA's student computer recommendations with the council.
- Jerry Sheehan will discuss the ability of departments to make student computer recommendations and the possible consequences of doing so with the Executive Council.
- Share technical requirements for Research storage application meeting time with group (Jerry) and the individuals currently invited to the meetings in case others need to be invited.
- Share CFAC/EFAC page electronically (Adam)
- Talk to users about their opinions, concerns or questions on teleconferencing (informal survey)
(All)