

Staff Meeting January 7, 2010

Present: John Urbanick, Jim Cook, Susan Cherry, Jim Maat, Scott Thede, Jennifer Thede

Report on work over break and any residual issues

Jim Maat – power issues over break. Consultants visited Masselink 1/6 to try to review. Getting UPS up and running. UPS for VFS died when VFS lost power, so that is getting fixed on the 15th. Many devices and UPS's in Masselink were ruined by contractor.

Denise Grinnell – FerrisConnect node went down Christmas Eve when restoring a backup; this did not affect users. It was up by Saturday and things were fine. Banner upgrade and Xtender and WebFOCUS had small upgrades. The WebFOCUS upgrade did not perform as expected but that was fixed 1/6. It did affect Orientation operations somewhat b/c they didn't have the blue sheets the usual way. There were payroll issues where a patch was needed and there is a work-around but it will be implemented by next payroll.

Susan Cherry – password resets over break were an issue, generating about 50 calls. Call volume 250 on Monday with about 90% being password related.

Jim Cook – FLITE switches upgraded; NEC and one in COB to do. DS repairs executed with no known issues.

Scott Thede – Call came in for Pub Saf but customer took care of it themselves. Aceware issue for conference registration but Steve Costello responded quickly from home.

Report on Semester Readiness

Scott – 9 rooms to check and 6 rooms have an issue. Rooms were checked but some used by DECA conference so will attempt to revisit those rooms. Scott confirmed that fall and spring semesters should be no vacation requests for the week prior to classes and the 1st week of classes. This applies to vacation only and not sick time. 91.9% ready now and should be 100% by 3pm Friday.

Jim Cook – Emergency change management for Cisco Clean Access SSL.

Susan Cherry – Determining student schedule for next week. Susan said it would be good to know if Phys Plant could notify us if they are taking power down or something that would bring services down.

Denise Grinnell – MyFSU outage to get OrgSync single sign-on to MyFSU tonight.

Jim Maat – Loads for meal plans and building access into BlackBoard fine. STS staff assisted with Orientation.

Common Themes Review

John shared the common themes sheet and wondered if there is a better way to maintain the data. This sheet could have input from the coordinators group. John reviewed the list of tasks with the managers for status updates which were provided and will be posted on the ITS channel in MyFSU.

Surveys

FerrisConnect, MyFSU, Banner, Student Satisfaction (done through Housing), IT Satisfaction. John would like the surveys to be sent out one at a time this semester. This year, the Banner survey won't be conducted. MyFSU in Feb., FerrisConnect in March, then IT Satisfaction in April.

Adjournment