

## Staff Meeting

March 4, 2010

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

### A&F Campus Meetings

John asked if anyone had questions from the sessions VP Scoby held. Scott said that VP Scoby was asked about wireless security in the res halls during the 1<sup>st</sup> session, and he said that it hadn't been brought to his attention. However, John did say that VP Scoby has seen it in our plans, but there is so much for him to keep track of. The current solution for Cisco Clean Access is not fully adequate but there is not a plan to address it due to budget issues. The managers did tell the coordinators that the info had been conveyed but maybe not directly and it is hard to keep things straight. Jim Maat said that CCA is more than just a residential service and said that it would not be the residence halls that would feel the pain if not addressed; administrative customers benefit as well; it is short-sighted to portray CCA as a student service only. John doesn't know where funds to implement a replacement would come from. CCA will recognize Win 7 as Win XP, but not as Win 7. It will do authentication only and not perform security checks on Win 7. CCA was originally purchased by the student budget and intended to address ramped virus issues on student machines.

### ERIP

Early retirement conversations being handled by Warren Hills. John will let managers know if there is someone in their area looking at the program as he is updated. John is going to get weekly updates from Jerry if anyone applies from IT Services. This does not mean that the application will be accepted, only that the person applied. This should help management plan for "what if" scenarios in their areas.

### Custodial Reorganization

John shared the memo from VP Scoby. A&F is trying to streamline the reporting process and organizational structure for custodial staff at Phys Plant.

### March IT Services Update

Monthly note from John will include topics like the A&F campus meetings, the early retirement program, and the PT job posting in ITS, new ITS tab in MyFSU, and other IT highlights.

## Summer U and Customer Service Training

VP Scoby is working with Student Affairs to bring in an outside consultant to do customer service training. 15-18 staff in ITS will go.

## Project Management

PPM implementation is getting close to being done. Scott and Jim M expressed concerns about the definition of a project would mean that most everything will be a project. John said we would start out with the current definition and put those into PPM. To deliver training, if you are assigned to a new project, you get assigned to training. Susan and Denise are going to write the documentation for the end-user to use PPM. Should we create a training project in Innotas and have ITS staff use it to train themselves? All new projects to go through Innotas but existing do not have to be redone. John wants the managers to list the projects that are underway and the managers to bring to the next one-on-one meeting.

## Planning Document

John has been working on the planning document and has gone through the spreadsheet of reduce, retain, and invest and put it into the new University format. John showed where there is cost savings. More work to be done. Denise said it would be nice to have system upgrades in the automatic processes. John will also include our University-wide recommendations such as academic computing lab strategy, reducing cell phones and printing solutions. Send additions to John by end of business Friday.

## Round Table

Jim Maat – finished with MCD policy push; next step is to convert from Alltel to Verizon. Will convert GR phones first and then IT and setting up a process for choosing the new phone and for getting the new phone and turning in old phone. If a staff member plans to terminate service, they will be left out of transition plan.

Jim Cook – security camera installations completed by tomorrow and server install in the next two weeks. Larry Charbonneau's (PT temp tech) last day will be Mar. 19 and Jim is dividing up his duties among the rest of his staff.

Denise – 3<sup>rd</sup> FerrisConnect node was installed today which should help consistency and stability. There are some issues with lockdown browser, but trying to figure out where that is.

## Adjournment