Staff Meeting
March 31, 2011

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

EAS Phone Listing

Denise raised a concern over IT web page with staff names and phone numbers being a public page; this page is different from the campus directory. Should staff names/photos/office phones be listed for public viewing? Scott thought the name and picture should remain so customers can see who is working on computers, and phone #'s are bonus. Should phone and office #'s be available on the external site? There were security concerns and solicitation concerns. Should it be on an intranet, not internet? There would still be an issue of people contacting technicians directly vs. contacting TAC. No Change at this time.

West Building 2nd floor utilization

WES 206 conference room is currently blocked 11-1 for lunch for EAS staff. John said no blocking out 11-1 for lunch on the calendar. If nothing is going on, people can have lunch in the room, but not as a standing calendar entry. The two upstairs offices to receive funds for remodels need to be decided soon and submitted as a project to Plant.

IT Service MGT

Susan would like to send a survey to IT staff who participated in the ITIL. John asked how will the survey help us move forward? It will help Susan see what seemed relevant for staff and who is interested in what. It would help determine the order of things to work on. Scott said the survey is important and so is referring to ITIL consistently and often so staff gets comfortable with it.

Best Practices: How does a work order get documented enough so any tech could pick up the work order and assist the customers. Regular training would be helpful. Share best practices with the managers before sending them to everyone.

ITIL Process Mapping: Are we moving forward with mapping processes? Denise said we need to assess needs and find a tool to manage them, not use a tool to get us to ITIL management. John and Scott thought we didn't need to map every process to move forward with a plan; that would be virtually impossible. Incident management process will be put in the templates Susan has. The other tools we use like Change Management and Request Management have process built in.

Department Concerns

This is on the agenda with Jerry. How do we handle unique requests for additional services? If IT says no to a request we need to have valid process, standards and policies. A drafted memo was shared based on the current policy. Second topic was saying no to applications administration support request for new or existing departmental application. Approach is to utilize the Service Level Agreement to clearly define responsibilities. We should also offer alternatives such as cloud computing or Hosting versus interanal hosting. What has happened so far is the user have picked the least expensive option which ends up being some form of IT support service. Departments are struggling with adding support burdens with reduced staff.

Open Position Updates
1. Scott said there are four qualified candidates to do first interviews with for the open computer technician position.
2. Denise said there are two qualified and maybe three qualified for the Applications Database Analyst position.
3. John said the position recently allocated to IT will be an IT Security Analyst with some network technician duties. John will share the draft job description with the managers.

Telecom and STS support call response to a customer location. The steps a Telecomm and STS technician does related to customer contact.
Scott said there is a college where computer support needs to get a key to access the office/building. There is a type of security clearance. Now it is being asked to have a scheduled meeting or send an email that techs are coming. Jim Matt shared that the student support team has to do the same thing in support of residence halls. Alternatives solutions and options were discussed to aid in efficient support and met the customers' requests.

Opinion on the non-support of hardware and software purchased w/o IT consultation
Scott drafted a note that would be sent to customers who purchased items outside of the standards. There needs to be VP support. Susan said the letter is good but a service catalog should be in place first, but Scott thought this letter is more urgent. Scott would like to see the policy revamped and tied into Purchasing policy, too. We have to find a way to deal with purchases that people make outside of IT but want IT to support. It is unsustainable to keep adding servers, hardware, software, and applications and decrease staff. Need to get upper admin buy-in.

Round Table
Vacation leave reminder: managers remind their staff to use up their vacation time in excess of 160 hrs. There will not be requests made on an employee's behalf to carry over their vacation.

Jim Cook said there have been a lot of requests to put projects into Innotas. Jim will help the managers get the projects approved in the system. There is a lot of coordination happening. IT is working with Plant on the combined initiative projects.

Jennifer said Student Appreciation Week is coming up. The group agreed to do events by location, not an all IT event.

John said Dell is realigning customer accounts and are creating a west Michigan customer zone so we will have a new regional account rep.

Denise said the Tegrity outage is a production problem and IT is working with Microsoft on a solution. There were camera problems where IT had to uninstall and reinstall the application and the vendor, ROK, does not know why it happened or how it can be prevented.   Denise and Vicky are talking about the next phase of Active Directory. There is a list of topics that Denise will share.

Jim Maat said the Telecomm move to Rankin was approved and moving forward at the March 25, 2011 board meeting. The move-in target is summer 2012.