

Staff Meeting  
April 14, 2011

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

### End of Semester Reminder

Be aware of exams and end of semester activities in relation to changes to our IT systems. Nothing big is scheduled. The space issue at end of semester for FerrisConnect that has been an issue in the past is now corrected. End of month processing is April 29 and exams are Monday; no changes should be made. After exams when grades go online students will be required to update their address on a screen before viewing their grades. Orientation starts on the 16<sup>th</sup> of May. Check with students on summer schedules and making sure they are submitted to their supervisors. This year a different technician, who is non-exempt, will be the primary designee for the commencement AV setup work. So, the new employee will reschedule their normal work hours to set up for commencement or John will pay for OT. Upper administration may need to be alerted that next year their budget may be expensed for the OT.

### IT Satisfaction Survey Review

Scott reviewed the IT satisfaction survey. The question on classroom technology was removed. We should ask questions in a positive light, not negatively. A question about awareness that TAC has full-time coverage past 5pm is in the survey. John to inquire about the demographics for executive leadership. John will think about

### Employee Reviews

It is difficult in the past to get employee reviews done by June 30, so John is mentioning it now so the managers have time, especially since three managers have more staff than last year. The completed reviews need to come back to the central office and the central office will deliver to HR. Also, if an employee is having performance issues and cost of living would not be endorsed for the individual, those should be done first.

### Round Table

**Susan** – will hear back from Fruition, the ITIL training, on some dates they can come to campus for ITIL readiness assessment.

**Denise** – Final interviews for Applications Database Analyst in Finance will be April 25

**Scott** – Final interviews for computer technician next week

**Jennifer** – will put together list about important things to do in the event of a emergency event like closing doors, locking computers. Denise wanted clarification roll call and what her responsibility is. In a true emergency, it will matter to have a head count.

**John** - thanked everyone for the help on the position description for IT Security Analyst. It went into PeopleAdmin and it is waiting for President Eisler to approve when he's back. We are going to advertise in GR, Detroit, and Chicago,

## **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 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 Tegridy 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.