



Staff Meeting  
September 17, 2010

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

Absent: Scott Thede

### **Job Opportunities in IT Services**

John sent a note out letting staff know about the IT Service Desk Specialist II in TAC. If managers have a job posting, let John know so he can send a note out or alternatively, managers can send a note to ITS. The open position in Jim's area, Network Technician, has now been filled by internal candidate, Frank Sturm. This leaves a 32 hr PT position open that Frank was in. We may fill it with the second choice candidate, but with the reorg plans that may change how we utilize the PT position. There are still two remaining open positions pending reorg approval.

### **Update on Reorganization Proposal**

John asked for any feedback from the open forum session with staff held on Tuesday; 42 people attended. There were comments about the new titles/jobs for Denise and Jim and that it was unclear on what exactly they'll do. There were some feelings that things are still up in the air and questions should have had more clear answers. John has an email into Gen Counsel to try to find out when the final approval will happen, but intentions were to start the first phase on Monday. Jim C and Denise said to keep it on schedule, but Sue thought push it back a week so nothing would have to be retracted. Jim M said keep on schedule but we need to have the meeting to discuss how customers are informed. There are a lot of little things to do still, and it's difficult without final approval, but we will keep on schedule. John will send out a note on Monday to everyone with more direction.

### **Update on Network & Application Performance**

Remaining issues? There are still some pockets of slowness with FerrisConnect intermittently and with the Judicial Services database. There are some wireless issues that will be worked on this weekend (adding subnets). Sue said CleanSlate has been a difficult PR challenge and there needs to be more signs in the classroom. Communication to campus to let people know that there have been issues, we have worked on it, we appreciate their patience, what to do if they continue to have problems. We need to have some closure to the issue. There is also a new password policy memo to go out.

### **Discussion on Start of Semester**

What went right, wrong, lessons learned. Problem: Too big of a change to implement Bradford networks. Due to lack of personnel and therefore rushing things, we violated our own policy of not making changes at start of semester. We should have focused on the needs vs the wants, but yet there is always a lot of pressure for the wants. Delays in decision making regarding wireless caused some issues. Too often on campus there are delays in decisions, delays in funding, and then a project gets blessed and IT is expected to hurry and implement and there is not always time and staff to work out all the bugs. Other ideas to help is IT staff need to learn when to ask for help and not use a project as a learning tool if things aren't going right and taking too much time. iConnect went well, there was a line at IRC but it was moving. 1800 students helped there that weekend and 2000 students helped iConnect total. Next year, might set students up during Orientation to help reduce lines. Equitrac printing solution went



well, too, for the most part. FerrisConnect upgrade and cross-listings went well, but that was overshadowed by network issues. There were little issues with Bradford but overall it went well, and there are work-arounds for those issues. Sue said the edit button in MyFSU issue is fixed and didn't cause problems. There are some Java issues in labs and with Kronos.

#### **Round Table - Issue of importance in your area**

Jim M - Res. Life is deciding on whether or not to continue to utilize Persona in East Campus Suites. IT has put a lot of time and effort into getting Persona to work. In one respect, IT would be relieved of the server and application work, but there has been significant time and money spent on Persona that would have just been a waste.

Jim C – Next week Thursday resetting core switch for the University.

#### **Adjournment**