Staff Meeting
January 6, 2011

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

Semester Start Report - All

- General update for your areas
  - Denise – FerrisConnect disk expansion went smoothly and accessing the space is seemingly faster than before. Lotus Notes had some outages because the log files got too big. Will look into archiving the log files more frequently.
  - Jim Maat – Internal firewall went back online 12/22 and was stable during break but it had issues yesterday and again today. Sequris is looking at it, but we might need someone to come in. Fewer calls came into TAC today vs. yesterday but events are still occurring that aren't as severe. Several customers added that there has been poor performance copying files in the new Omni content management system which is stored on campus and is behind the firewall. If we can't get both internal firewalls working now, we will have to commit to single firewall again until spring break or another less busy time than start of semester. It will be decided before start of semester. F5 hard drive failure but since there was redundancy, it will be OK until the new hard drive arrives. Orientation went well 149 in BR and 123 at Kendall. MCO is going fine. Front desk machines in res. halls and labs were upgraded. Students in res halls will need to request if they want a voicemail service
  - Scott – shared a graph showing classroom readiness for spring semester. MCO vendor just completed work in building earlier today and the classroom readiness checks can happen now. Some rooms haven't been checked yet because they are always being used; Jim M said Telecomm has that problem, too. Scott said he thought there was an internal communication void and TAC is not being informed in a timely manner of the server/network issues. Denise said that it's hard to know if it is servers or network sometimes and so it's hard for an area to own the issue and communicate something out to the rest of the IT people. John cautioned that too much formality and worrying about what are the exact issues will make communication untimely.
  - Susan – nothing to report
  - Jim Cook – nothing to report but commented that when the phone system was down on Tuesday and it took some initiative and prompting to get a UWN out. This is part of the communication puzzle and making sure customers know what's going on.

IT Surveys, Discuss Schedule and Need

- Notes Survey Review – Susan
  - Susan shared the Lotus Notes survey Scott created and she modified that will evaluate how much people use/like Lotus Notes. The group provided input on the survey that Susan captured and will edit. If anyone would like to see a question on the survey, email Susan. Susan and John will talk and share with the group the next version and get the survey out in late January. Evaluating an alternative is a major initiative for IT and is part of our annual plans.
- IT Satisfaction, MyFSU, FerrisConnect – All
  - Is there a need to do these surveys this year and when would they be. If we do surveys, the data needs to be assessed and shared; this didn't happen last time. Denise said the FC survey might be useful to see a before and after the FerrisConnect 2.0 project for comparison. Scott said a FC survey is important because we've moved a resource to it and added 2nd shift coverage and we'll need to know if those decisions are working. MyFSU will be last one to be given out. LN in Jan., FC in Feb, IT in Mar, MyFSU in April. John would also like an attempt to correlate and publish the survey data from the last survey.

Discuss One Time Funding from Academic Affairs

- John shared the proposed items for one-time funding from Acad. Affairs. Scott said the list seemed helpful and fairly typical of the work computer support does throughout the year. John wants to figure out how we capture the projects and schedule it so people can track the work, but he doesn't want to over—burden staff with project "paperwork". Jim C. said he's happy to work with anyone to get the projects in Innotas.

Potential One Time Funding via Central Funding

- Targeting Student Employment
- The President has allocated $200,000 in one-time funds for all divisions. John said proposed that he ask for dollars for ITAP, possibly expanding hours in the TAC to 24x7 and for student help to work on the Acad Affairs project list. Susan said she would like students for web conversion and other things. Denise would like a high-end student to help with FerrisConnect issues and Jim Maat said STS could use iConnect help in summer. If anyone thinks of something else, let John know. He will be looking to managers to figure out how many hours are needed and then we'll work on prioritization. John will email on request requirements for students.

Student Fees Reminder - Feb 1, 2011