



Staff Meeting  
January 20, 2011

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

Absent: Scott Thede (sick)

### Start of Semester Reports - All

- Applications department reported no incidents for start of semester.
- Telecomm/STS reported no incidents for start of semester. One service issue was that the wireless certification was not working properly. The wireless worked but users were getting a warning message and could be confused. There were limited calls to the TAC and it appeared not to be a major issue.
- MCO infrastructure work project was closed out. The existing minor issues were turned into work orders. The PC desktop portion for MCO still needs documentation on the server and training for it. A final sign-off should happen this week or by end of next. John asked Jim Maat to make sure that HEAT tickets get entered so they are not forgotten since project is closed.
  - John said again that the IT team has gotten praise for the MCO project and John asked the managers to pass that on to staff. The semester start-up has been a success overall and all staff should be proud.
- Classroom readiness 96.7% classrooms ready for semester start. 4 classrooms in MCO weren't ready but that was due to issues beyond IT's control.

### Information Technology Service Management - Susan/All

- Strategies, Documents, Lunch and Learn, Training, Product Selection, etc
  - Susan shared a document that the managers can read and send feedback. Denise said there are improvements she and her staff would like to make with internal processes. But they want to see when the ITIL practices will be implemented so as not to redo work.
  - Susan said incident management is pretty mature but problem and change management aren't as developed. We need to look to see which one would be best to implement first; it can't all be done at once. John said some of the ITIL categories can be worked on at the same time b/c certain logical groupings go together.
  - John would like the document finalized and shared with staff, do a lunch & learn, do ITIL training, then product selection. John will have timelines and expectations for each phase.
  - Free training will be provided to 25 IT staff from a prize package Susan won at a conference last year.

### IT Policies - Susan/All

- New Policy Web Site
  - Thanks to Terri Aldrich, Jackie Warner, and Susan, there is a new business policies site that will be launched soon; it was designed in the new content management system.
- Update Plan/Schedule
  - Susan shared the schedule for updating existing IT policies. John said that policies should be generic enough so we don't have to revisit frequently.

### Lotus Notes Survey - Susan

- Managers will be given one last chance to send improvements for the survey. The survey will be sent to faculty and staff next week via notes and other communications channels.

### GR Temporary Infrastructure Support Strategy – Jim Maat

- A couple of ideas were discussed on how best to provide support for Grand Rapids but the decision was to reassign a student tech for trouble-shooting network issues. Dave Coleman is the student who will help with that. Dave will report in GR three days a week starting Jan. 31 on MWF primarily focused on documentation and troubleshooting network issues with Bob and Steve back at the BR campus. This is temporary solution through June 30. Over the next few months we will work on a long-term solution for support in GR and other remote sites. Denise said that her staff is still feeling the burden of the PT position that hasn't been filled.

### Round Table

- Denise said it is maintenance night but it is routine work. Denise wondered if there was an update on the strategic planning cycle and John said that there wasn't.
- Jim Cook mentioned that the T2, CCCT, Concur projects are ready for the tech review. The strategy on technology review is to put a document together to get to the customer before hand and then get together with a limited group to review it before bringing to the entire group. Then we can get more tech reviews completed per month. Jim commented that a new Dell consultant is coming on Jan. 31 to help with the AD migration since the previous consultant didn't deliver as much as we expected. Jim is looking for a lunch & learn topic for March and John felt it should be Active Directory and then Incident Management in April and Documentation in May.
- Jennifer reported on the MLK week activities that IT staff were encouraged to participate in. Tunnel of Oppression: two IT staff, Terri Aldrich and Scott Randle, participated in the tunnel's creation. About 17 IT staff went through the tunnel and about 12 participated in the Jim Crow Museum tours facilitated by Jennifer Thede.
- Jim Maat said the move to Rankin Center seems to be on track. How many people and who moves to Rankin is up in the air b/c exact space hasn't been decided. We have requested enough staff to move Telecomm and STS staff, cable TV, carding, fiber, the radio station, and more. As far as other IT staff moving over, that does not appear to be happening. Denise asked if some services should come to the West building server room rather than move over to Rankin. John commented that there may be a service like the replacement carding system which is IP base that could be considered.