

September 21, 2011 FLITE Technology Meeting Minutes

CHAIRPERSON: Leah Monger

Present: Leah Monger, Emily Mitchell, Josie VanAvery, Kristen Motz, Randall Schroeder, Scott Claerhout, Mike Johnson, Sharon Hamel.

Any update on login problem associated with Windows 7 and public workstations?

Scott Claerhout stated the background was changed to address the issue of login problems. Fewer problems have been reported and it is suggested that the same procedure should be done to the Studio computers.

Clean Slate and deleting files on reboot

Scott Claerhout has stated that he knows the symptoms and will work on the solution.

Anecdotal update on planning for the end of VHS and VCR's

Leah Monger informed the group that although VHS tapes seem to be on their way out, one of the instructors needed to check out a VHS tape for his class so there are still some users. Netflix Streamers are being explored.

Playback access to security camera system

Lori Rendel emailed Leah asking for clarification on FLITE's need for playback with the security cameras. Randall suggested the front desk as a priority. FLITE needs the cameras for daily surveillance but not necessarily for criminal activity. Scott suggested we inquire about the process if there were criminal activity as to who is responsible for looking through tape footage.

Action: Leah thought she would ask that playback access be authorized at three computers.

Update on purchase of additional Mac Book

Product has been delivered and is in the possession of Lyle Mourer. A case needs to be ordered and Creative Suite software installed. Mike Johnson indicated a work order needs to be issued with details of the equipment. Scott looked up the details and provided Josie with the information needed for the work order.

Action: Helen will search for the proper case and Josie will issue a work order.

Purchase of new laptop/notebook computer for instruction

The new laptop has been ordered but not received at this time.

Discussion of ITS Campus Technology Plan

Leah was invited to a meeting held by John Urbanick to discuss the current IT plan. This meeting will also be held for a variety of groups followed by a survey to address needs, likes and dislikes. Discussions were on the new model, where computers would be consolidated from across campus to FLITE. Scott discussed Sky-tap potential for "Virtual" and that there is less of a problem with hardware. This approach will be used for instruction, not labs. Investigation is needed on the licensing. Leah inquired about the Satellite Campus possibility as well as which classroom renovations would be needed, including equipment and the funding strategy.

Scott stated that ITIL-Information Technology Infrastructure Library is the thought for the future within the IT department. Mike explained that it is a specific service management methodology

for technology that is considered a “Best Practice” idea. The Faculty Smart Phone Pilot option was briefly discussed by Scott. He noted that some faculty members have replaced their office phones with the cell phones. Eligible Ferris employees may have a Ferris cell phone but their responsibility to the costs is 25% of the bill per IRS regulation. The Campus Print Pilot was mentioned but no details were provided.

Scott noted that FLITE wireless effectiveness is a part of the IT update plan. It is not known if wireless is considered as part of the campus infrastructure and thus funded centrally.

Other business/roundtable

Melinda Isler sent an email with concerns about the security issues of the records management system regarding future updates.

There was discussion on the lack of awareness regarding the (24/7) support hours offered by TAC.

Sharon mentioned the DocuCam wouldn't work in Room 108 nor did the audio. Scott Claerhout stated that if possible he would check all rooms to be sure there is not any equipment failure. He also indicated that during the summer all rooms were checked and ready to go.

During the time lapse between the Technology meeting and the draft of these minutes, it was reported that the DocuCam is now working as well as the audio in room 108.

Leah stated before adjourning that she would like to discuss the IT Campus Technology Plan at the next Librarians meeting.

Next FLITE Technology Meeting

October 19, 2011, 10:00-11:00 a.m.

Submitted by Josie VanAvery