



## February 13, 2013 – FLITE Technology Meeting Agenda

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**Chairperson:** Scott Garrison

**Present:** Scott Garrison, Josie VanAvery, Sharon Hamel, Kristy Motz, Kriss Tessin, Leeann O’Neal, Jody Gardei, Steve Dockham, Randall Schroeder, Mike Johnson, Rick Bearden, Leah Monger, Emily Mitchell.

### Topics for Discussion

#### Skyping Service for Student Use – USB Webcam

Leah noted that there were questions addressing the need for skyping by the students for interview sessions.

Mike recommended that we submit a work order to TAC and process an eHSARF to purchase a camera to use with our laptops. We would then need to add Skype to our laptop image.

Jody noted a Logitech camera would be best. Scott inquired as to whether our current laptops are adaptable to a Skype camera.

**Action:** Leah will take the initiative to submit a ticket to TAC for the purchase of a web-camera to be used for skyping.

Randall will speak to Rod about adding Skype to the laptop image.

#### Guest Wireless Access

Steve Dockhman noted FSUNetI is going away by the end of March. Due to the difficulties for guest access with the Bradford wireless he recommends a kiosk for walk-up guest users. He also distributed a spreadsheet that defines the users, access areas, requirements for access and timelines of using the wireless, and how to get started with the wireless using the kiosk, (spreadsheet on the next page).

Template Label	Definition	Areas They have access to	Requirements	Length of access	Days of Week	Hours	From Where Enforced
Basic Guest	This guest is a someone here for few hours and they just need access to the internet. Vendors doing presentations, Personal visitor for Staff or Student, People who just needs Internet access. This is intended to be used by Sponsors and FLS to create guest accounts.	Internet Ferris.edu MyFSU (no Ferris Connect)	Up to date OS Patches Up to date AV	4 hours	All	8am - 5pm	Wireless - All Student Residences
General Vendor Support	This guest is a vendor on campus here for repair of service. They need access to more than just the internet. Example, HVAC and Electrical Contractors	Internet, HVAC Network, and Select servers	Up to date OS Patches Up to date AV	10 hours	All	7am - 7pm	Wireless
IT Vendor Support	This guest is a vendor on campus here for repair of IT hardware or software. They need access to more than just the internet. Example, Dell Service, AV Repair, Software Vendors, etc..	Internet, AV networks, Non-subnet 5 servers.	Up to date OS Patches Up to date AV	10 hours	All	7am - 7pm	Wireless
FLT Kiosk	Same as "Basic Guest" but with expanded hours to reflect the operating hours of the FLT Building. These guest accounts will work any where on campus but are intended for use in FLT.	Internet Ferris.edu MyFSU (no Ferris Connect)	Up to date OS Patches Up to date AV	15 hours	All	7am - 10pm	Wireless - All Student Residences
Visiting Lecturer	These guests are here to teach. They don't have LDAP credentials but will be on campus for an extended time. The length of the access can be extended to 2 weeks. We also anticipate the visitor may be staying in one of the residences on campus so the access S-S and 24 hours.	Internet, Ferris.edu, MyFSU, and as yet to be identified networks or servers.	Up to date OS Patches Up to date AV	14 days	All	All	Wireless - All Student Residences
Camps	For use by the summer camps. They can be individual accounts or one big single user name and password.	Internet Ferris.edu MyFSU (no Ferris Connect)	Up to date OS Patches Up to date AV	7 days	All	All	Wireless - All Student Residences
Summer Masters	Each Summer we have Students come to FSU to take high paced Masters Classes. They normally stay in a dorm and are here for a number of weeks. This template is intended for their stay.	Internet Ferris.edu MyFSU (no Ferris Connect)	Up to date OS Patches Up to date AV	As long as the Masters Class is in Session	All	All	Wireless - All Student Residences

The Bradford wireless automatically inspects the computers for antivirus and anti-spyware before allowing a user on the wireless. After the patron sets up his/her account he/she would proceed as follows:

- Log into Kiosk
- Go to network access control set-up
- Start Button/Email /Name address/phone-carrier (optional #)
- Ready to go
- Password / time to start / time expired / day of week are highlighted.
- He/she may indicate whether the info should be sent to phone or email

Steve suggested that FLITE staff, especially Rod and Bill, should set-up accounts with Bradford.

After spring break, there may be a possibility for users to register for the wireless at FLITE through the web rather than use the Kiosk but Steve needs to explore that potential.

Sharon inquired as to whether the master's class users would have access to the wireless when using their own Ferris ID or did they need to register on the kiosk.

Steve noted that they would not have any problems if using their Ferris ID.

The BRCL temporary location may create some difficulties for IT while trying to keep security as simple as possible. Steve will need to work with Rick and Randall to figure

out exactly what access the BRCL users will have, strike a balance between simplicity and protection, and determine which computers should have access. Once provisioned, BRCL users will need to enter the Ferris WiFi password and then the system will recognize and bypass iOS and Android. Once the patron's credentials expire they will need to re-register.

Steve explained that the Bradford wireless has a list of accepted antivirus software.

Randall requested simplicity for those who are not technically savvy.

Ferris library staff will be able to access the registration and all template labels through the kiosk.

Rick suggested that he and Randall should review Steve's probable templates to be sure there is a good balance of information.

Steve noted that anything accessible to the public from the outside will be accessible by this network.

Mike noted that it would be beneficial if the patrons had printer availability to print their Ferris WiFi information to use at a later time.

Steve suggested a printer be placed next to the kiosk.

Mike suggested that there could be a problem with allowing free printing at that location so Mike recommended using half sheets.

Emily suggested that if patrons want to print, there should be a location to enter their account code and once expired, they will need a new guest access.

Scott asked as to where the kiosk should go and if it should stand alone.

Steve noted all antivirus brands are enabled and if up-to-date, the user will be able to access the wireless. He noted this plan of action will be ready to go soon.

### **Technical Education & Outreach Team Introduction-(TEO)-Jody Gardei**

Jody distributed a brochure identifying her team members, their tasks and responsibilities, and trainings that are available. She noted that this information is also available online through My Tech Support on the FSU Main Page listing the training or service which Ferris faculty and staff may choose.

A function of their Outreach Program is to meet with groups, both on and off campus, to help with Ferris-related technology training needs.

Another program mentioned was the Lynda.com Basics training video that provides help for faculty and staff.

The TEO also provides a booking system on the website to schedule demos, workshops, and trainings.

Kristy expressed thanks and compliments to the TEO department for resetting her active directory password.

Jody noted that by the end of the month all users will be able to change their own directory password and if anyone needs additional help with Active Directory, a website page provides an overview of the network.

If a department would like to work in collaboration with TEO or needs assistance developing technology training, email TEO at [teo@ferris.edu](mailto:teo@ferris.edu) or call Jody Gardei at 231-591-3025.

### **New ITS Ticketing System-Jody Gardei**

Jody noted that ITS moved to a new system. Her comments were as follows:

When you contact ITS or TAC about a technology issue, a ticket will be created and for your reference, an e-mail will be sent to you with basic information.

The new process of reporting a technology issue is now done through Cherwell Software via emails. The emails that you will receive coincide with the three stages of your work order. Technicians will be asking specific detail on location when addressing issues reported to TAC. You will receive a second email that includes the incident description and the resolution as well as a link for you to choose whether your ticket was resolved or not resolved. If you don't respond within three business days of the resolution the ticket closes. Therefore, if your issues are not satisfactorily resolved, you should click the "Ticket not completely resolved" option and then that will generate a new email where information can be updated.

Once your ticket is resolved the ticket will be closed and a brief, five question survey opportunity will be sent to you to rate the support that you received related to the particular ticket.

### **Five 200A "Special Group" computers that are still out of service pending software updates from IT.**

These five computers are located on the West end of the 2nd floor and have special software loads such as ArcGIS and Stella.

Randall inquired about functionality and Mike is addressing the issues today and all should be fixed soon.

### **Other business/roundtable**

Rick noted Bill Quigley will now be responsible for software location updates on the website and identifying new versions of software. He requests that anyone specifically responsible for new software to inform Bill so he may update the website.

Rick also noted that a new color photocopier will be available in the Dean's Office this week.

Kristy has been encouraging students to use the drop box to store files but some instructors noted that in their classrooms they were not able to access the drop box.

Jody noted it was not campus wide and that it might be an isolated issue.

Jody asked if anyone has experienced slowness issues with Omni updates. The response was negative because nobody uses it.

Kriss inquired about the BRCL because the BRCL IT manager has been corresponding with him.

Scott noted that the BRCL proposal it needs to go before the Board of Trustees and that we are still talking about the situation.

Kriss asked for updates on logistics.

Scott noted he will keep the information flowing as he knows it.

Sharon noted her computer is working more slowly.

Steve suggested that she submit a work order immediately so she is moved up the list for her computer replacement and to include the phrase "I have a virus."

Leah noted that Fran was informed that her computer will be replaced next week.

Mike noted that they are now moving well through the CRP process.

Randall noted that some of the laptops need to be replaced.

Rick noted that if he could get a list and he will get them ordered.

Scott requested a spec sheet to be sent to the technology group.

Scott mentioned that the equipment wish list was requested by Kim Wilbur. He asked for suggestions and noted that we should get the list together soon.

Adjourned at 11:06

**Next FLITE Technology Meeting**

**March 20, 2013 / 10:00-11:00 a.m.**