

# IT Services Staff Meeting

## March 7, 2013

John Urbanick, Jim Maat, Jennifer Thede, Susan Cherry, Scott Thede, Ralph Williams, Jim Cook

### A&F Communications

- Goings On: Memo from VP Scoby. Feedback from the group: the communication is appreciated but could be more developed; seemed like there were just previews on topics and more info would be helpful - perhaps fewer topics with more data. Perhaps a contact person for each topic so audience members could reach out if they had questions. Concern about some of the language in the technical topics and that it may be confusing. John did confirm that he had seen and approved the IT topics. The PC replacement section had a negative tone so care/consideration should be given to that in the future. The framing was what is going on that the University would like to know about. Susan asked how this fits in with the IT Communications web page. John suggested that there be a website with the goings on and more information. Any ideas for a new title are welcomed.
- Grant Program: Three people that are direct reports to Jerry that will evaluate. If ideas get funded, how does that work fit into the projects we are already trying to accomplish? Funds must be used by June 1, 2014.
- Heads Up on Small Cap Process: Formerly the minor capital improvement process has a new name called Small Capital Improvement with the major difference being that all funding needs to come through the division. Give some thought to requests that might be needed. John will provide more info as it comes to him.

### Power Outage Follow Up

- Any Event Improvements/Process Suggestions: West bldg: emergency lights for server room that work; these lights are not on the generator and batteries for emergency lights were dead. Need gauges to check humidity and temperature. Need to have phys plant tell us the gas levels as they do their monthly check so we don't have to check when an emergency is happening; maybe we could get a gauge for the diesel level? John did suggest that A&F utilize the secondary EOC in Rankin because it's fully powered and ready. There were a fair amount of work orders generated for IT from the power outage. Switching over to Ellucian outsource tickets during a power outage so calls can get logged.
- Post Event Issues: Some of the older network switches needed to be manually restored and some older equipment was lost. What is the strategy when power comes back up? John suggested that as soon as power was up the website would be updated.
- John said that some staff on Jim Maat's team have been looking at emergency communication tools and evaluating products that have social media, web updates, text messaging in SMS format, and more. Will have a webinar to present for the products to select campus members.

### University Center Topics

- Pending Space Issues: Inventory had to move out of Center Ice because it is being reopened while the University Center is being built. Jim Maat's storage area and Instrument Repair have to move because of the remodel. John looked at a spot for inventory/disposal at the backside of Knollcrest (west side). It does have two large doors but no heat. This will work temporarily, but Inventory really needs a loading

dock; the loading dock use on campus should be evaluated - maybe there are areas who don't utilize their loading docks very much? John will let Mike Hughes know that IT does want the Knollcrest space. There will likely be storage and space in Swan for the Telecomm displacement.

- Potential Change in Razing: Moving up in timeline to April for Masselink and Carlisle.

## **IT Communications**

Feedback from group: Work needs to be done on the classroom readiness data b/c the drop down box has inconsistencies. Percentages on Cherwell pie charts are difficult to read. The looks between pages are inconsistent but that is because it is coming from different systems. The project reports out of Innotas look visually good. Total cost and time are not captured quite yet.

Wireless Update - Jim Maat: Upgrade Bradford box to a new release during spring break. FSUNETI will be shut off on Friday of spring break. FLITE had a concern but they will use FSUPUBLIC and are happy with that. Susan is going to send out some communications about it through MyFSU and UWN this Friday for next Friday. Guest users outside of FLITE and Ice Arena that use FSUPUBLIC there is a guest login procedure that generates a temporary password. The group thought that FSUNETI should be turned off and made unavailable. Susan to send an email Monday morning outside of UWN.

AD Project Schedule - TABLED. John has a meeting with Acad Affairs, Paul Blake, and the AD schedule and aggressive timetable was shared. After spring break there is a lot of time, effort, and pressure on work for graduation, and this AD schedule needs some prioritizing to complete AD project for the good of the email replacement project. Paul is going to talk with more people AA about supporting the schedule.

## **Round Table:**

Ralph: Issues with DC2 (domain controller) and anti-virus EAS has decided to bring up a new server called DC2 so it's on a Win 8, R2 platform which will hopefully resolve issues. Cherwell upgrade next week during spring break. If it's down longer term, can switch over to Ellucian to take calls and log them in their system. Another round of interviews for Applications Database Analyst. Ralph became a grandpa and his family plans on moving from Wyoming in 2 weeks.

Jim M: Working on ATC firewall installation; have 2nd Merit connection in the building. Merit engineers are struggling on how to get cabling into the building from the tunnels in GR. They are looking at the right to use policy for fiber. Long range plan is to get conduit into the building. John said he had a meeting with Don Green about year 2 of the University plan for IT.

Jim C: Meeting on video cameras for College of Business with ROK; will try to come up with a solution for support. Big Rapids Public Library will have little impact on IT when they temporarily move to the FLITE basement. No servers or firewall implications; they have their own computers, servers, networks, or phones. Starting Mar. 18th, Jim will start working 7:30-4:30. Learn & Lunch on Mar. 19 about Cherwell.

Susan is catching up from being on vacation.

Scott: AV position search is going on. Creating an Engaged Workplace is happening the first two days of spring break. It includes people from HR, Purchasing, and FCTL.

Michigan CyberRange was installed last week in the new Rankin Center Telecomm server area. IT Security Analyst, Jim Furstenberg, was instrumental in this. This will create an elevated level of attention on Ferris, even though the CyberRange is not on our network.

## **Adjournment**