Information Technology Team Meeting

Date:	1/16/09
Time:	10:00 PM
Location:	EGF 401 TRF 662
Chair:	Stacey Hron
Recorder:	Holly Deschene

Next meeting date: 1/23/09 EGF 306B and TRF 545

Members Present: Sue Dallager , Holly Deschene, Stacey Hron, Scott Foss, Joanne Bachmeier, David Olson, Juan Barrios, Jennifer Sundberg, Windle Kinney

Members not present:

Agenda

1. GroupLink
2.

Team Minutes

- GroupLink Tickets: Stacey said that tickets created in GroupLink has increased steadily, and has increased quite a bit since last week. Juan is still in the lead for closing the most tickets. Too many tickets are being closed under Ticket Pool. Action Item: all employees make sure that tickets are being closed "after" being assigned. Cyle and Krystol in TRF are doing a good jobe closing tickets. **Action Item:** **EGF workstudys need to use the system a bit more**. In order to get credit for closing tickets, tickets must be closed under employee name not Ticket Pool.

- If you create a ticket to just "get it in the system" and then you are closing immediately, the survey does not work correctly. If you need the survey, change ticket to Resolved and then go back in to Close. Scott also mentioned that he has many tickets in to GroupLink regarding clitches/bugs with the system. Stacey mentioned that reports are also not working correctly.

- Group went through all open tickets by technician. **Action Item:** **Technicians need to go in and close open tickets that are complete.**

Desire 2 Learn

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