

# Information Technology Team Meeting

**Date:** 3/20/2009

**Time:** 10:00 AM

**Location:** EGF 306B TRF 545

**Chair:** Stacey Hron

**Recorder:** Holly Deschene

**Next meeting date:** 3/20/09 EGF 306B and TRF 545

**Members Present:** Holly Deschene, Stacey Hron, David Olson, Juan Barrios, Jennifer Sundberg, Wyndle Kinney, Scott Foss, and Karleen Delorme

**Members not present:** Sue Dalager, Joanne Johnson

## Agenda

1. New members added to the Technology Solutions group
2. Tickets
3. Email regarding GL
4. Strength Quest and VTC
5. Webex for official ITS tech support
6. Employee computers infected with viruses

## Team Minutes

- Technology Solutions new member: Karleen and Scott
- Good job closing tickets this week. Joanne had the highest.
- Next week is Jon's last week and Rocky will take his place as student worker in EGG.
- Hours in EGF are going to be changed to 8:00-5:00 Monday-Friday.
- Becky Lindseth sent out an email to the whole college about using GroupLink and which departments are using the system. She also set up generic email that can be sent out when request come in via email and not GL.
- Facilities in TRF will be changing their GL set up to all tickets going to ticket pool. **Action Item: Jennifer will talk with Bob Gooden about getting EGF Facilities to do the same thing.**
- Strength Quest next session April 9<sup>th</sup> in TRF. This one is much more detailed and more team focused.
- Reminder: VTC courses are do to be completed by May 1<sup>st</sup>. 2 for each team member
- Jennifer mentioned making WebEx be part of IT's protocol of troubleshooting. **Action Item: Holly will get Webex accounts setup for all IT employees.**
- There was a lot of discussion regarding employee computers and unauthorized programs being installed and consistent virus infections. It was agreed that when infected computers are brought in; infections will be documented in GroupLink. This will increase employee accountability for their own machines. **Action Item: All IT staff-when an infected computer comes in, make sure to note if any unauthorized programs have been loaded on the machine and the physical condition of the machine when it was received.**