

# Information Technology Team Meeting

**Date:** 4/10/2009

**Time:** 10:00 AM

**Location:** EGF 306B TRF 545

**Chair:** Stacey Hron

**Recorder:** Holly Deschene

**Next meeting date:** 4/17/09 EGF 401 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. Tickets
2. Webex account update

## Team Minutes

- Closed 142 tickets this week. Sue was the top ticket closer this week.
- GroupLink- Stacey watched the GL webinar this week and the new version will be coming with ticket templates, recurring tickets, workflow tickets
- Webex- Karleen and Dave's accounts are deactivated, but can easily be reactivated by sending an email to Karen B. at MNSCU.
- GL Asset tracker- Sue has been adding general assets and Stacey has added the servers. Sue has also been adding vendors. There are some concerns regarding importing existing data. Scott will look into it.
- GroupWise server is still having problems. A drive array replacement is scheduled for tonight.
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