

# Information Technology Team Meeting

**Date:** 9/11/2009

**Time:** 2:00 AM

**Location:** EGF 115 TRF 545

**Chair:** Stacey Hron

**Recorder:** Holly Deschene

**Next meeting date:** Sept. 18 @ 2:00 **Rooms:** EGF -115 and TRF 545

**Members Present:** Stacey Hron, Holly Deschene, Karleen Delorme, Joanne Johnson, Charles Gray, Juan Barrios

**Members not present:** David Olsen, Scott Foss, Jennifer Sundberg

## Agenda

- Tickets
- Updates

## Team Minutes

1. **Tickets:** This week, 223 tickets closed. Mathew EGF Workstudy – 66 closed. Elizabeth did 59 tickets. Rocky – 23, Karleen – 25, Holly 4, Joanne 11 Stacey pulled a report to check tickets open. Juan has 11, Rocky 7, Karleen 1, Joanne – 20, Wyndle – 23, Dave – 9, Jennifer-6, 34 tickets are in Ticket pool. It has been brought to Stacey's attention, that people are concerned that there are no comments on their tickets or that they are not getting done in a timely fasion. **Action Item:** Make sure we are commenting and resolve it and close it out. **Action Item:** Double check and close what you can.
2. **Status updates:** Joanne – pretty busy this week and findiing out who the reps are for the companies to order from. Still no purchasing rights in ISRS. Employee computers are still being worked on. All are imaged just need user accounts. She will set up Nerissa to help with. Lap Link PC question – Joanne will look for it to help with the employee machines. **Action Item:** Joanne -8-10 machines left to transfer. Paulo will start on Monday in EGF. Karleen: Still getting students and faculty up and running in D2L. COI stuff is done on the web from what she can tell. Wyndle: Running around installing special software, redo cyber zone, installing wireless. Financial aid came out the other day and the front is busy again with students with new laptops. Joane is keeping track of the rented laptops. Charles: Still learning about our network. Reload is ready to go once the server is in. Onsite back up is about 5 hours for daily, full back up is about 30 hours across the network. Need to test the time it takes to do a backup both directions. He noticed some latency on the network. Something is slowing it down a bit. Action Item: Charles will get with Scott to determin when the best time is to open windows of time up for backup. Couple big projects: Zenworks, and possibly Sharepoint. Both projects will possibly need additional hardware. Zenworks can run on both a Windows or a Novell Network. **Action Item:** Charles would like to visit with Juan and get a feel for how things are done on the Thief River Falls Campus. Juan: Aviation is pleased. Juan spoke with Dave a little this week regarding projectors in aviation. More projectors will need to be purchased to replace the one used to do a quick fix at aviation. Got all the infected computers cleaned up and reimaged with Rocky. Gene finished installing the keyboarding software in the library. Scott puled out Kyle and put Gene in so he can now use GroupLink. President Tempte mentioned to Juan that she will be sending a memo out to employees about IT priorities over the last week in regards to Aviation. Criminal Justice computer 01 is infected as well. Juan will pull it off today. **Action Item:** Juan - employee computers should be starting to be dispersed. Holly: Testing has been quite busy over the course of this past week. Have discussed a program called Dim Dimm as an alternative to Webex with Julie Fenning – will get together with her to test it out. **Action Item:** Holly contact Julie to try out DimDim – Will be starting to create training videos via Jing to be recorded and put on the web. Also considering using a web meeting tool to record presentations that others can watch via their office computers. These would be recorded and be accessible via the training center website. **Action Item:** Holly needs to order 7 privacy screens for the Testing Center. The room is too small to have students turn around when passwords are entered without the possibility of them looking across the isle. Also Holly said that the new testing center is not as sound proof as the old one. **Action Item:** Server Certificates need to be updated. **Action item:** Dave needs to get Juan a list of what employees receive new computers.
3. **Mandatory Staff Meeting:** Warren MN, from 9-3 on Thursday, Sept. 17<sup>th</sup>.

Adjourn: 3:00 PM