Information Technology Team Meeting

Date:	12/04/2009
Time:	2:00 PM
Location:	EGF 214 TRF 545
Chair:	Stacey Hron
Recorder:	**Holly Deschene**

Next meeting date: 12/18

Members Present: Wyndle Kinney, Joanne Johnson, Charles Gray, Holly Deschene , Jennifer Sundberg, Stacey Hron

Members not present: Juan Barrios, Scott Foss , Karleen Delorme, David Olsen

Agenda

- Student laptop support in TRF
- Grouplink
- Brainstorming session with Julie
- Network outages SOP
- Wireless
- Time of meetings

Team Minutes

1. **GroupLink:** – Semester break projects: Joanne – install projectors in classrooms (6-7) need a lift to install Action Item: contact HP to order profiles - Wyndle – wiring to finish, moving and getting rid of profile 4s and re-imaging, wire helpdesk furniture, reorganize workstations – Holly-testing center SOP and scheduling videos, meet with instructors to help set up courses (EGF)   Charles – Get servers up and going

2. **Student Laptop Support in TRF:** Need to create an SOP for what is supported and not supported for student laptops in TRF and EGF. EGF does pretty much everything a student needs except take apart the computer. There was discussion re: different levels of support between IT in EGF and TRF (laptop campus vs. lab-based) Wyndle suggested Cisco clean-access implementation. Scott is trying to move to that point**. Action Item:** Holly create handout on access Anti-virus Malware/Adware tools via website.

3. **Brainstorming session with Julie:** Julie Fenning will be meeting with all of us on individual campuses to brainstorm pain-points.

4. **Network outages SOP:** Stacey suggested we need to broaden the current SOP. What is the communication chain when we are notified of system-wide issues. Currently there is an Alerts page on the web at www.northlandcollege.edu/alerts.

5. **Time of Meetings:** Leave the same for now. We will rethink this over break.

6. **Wireless: EGF:** lots of work on the new wireless system. Scott and Charles are thinking about going back to webpage authentication for students. Employees are a different situation due to encryption guidelines from MNSCU.

Adjourn: