

## Tech Council Minutes 03/13/2012

Attending: Barbara Barlow, Denise Brinkman, Dale Duvall, Jim Lindly, Bill Schuetz, Tana Stuart (admin)  
 Not Attending: Meredith Keene-Wilson, Alfonso Macias, Michael Lainoff, Danielle Brandon, Brad Hinson

Item	Notes
Approval of Minutes	<p><del>Postponed due to lack of quorum — may be approve by email</del>            Approved with changes.</p>
General Business	<ul style="list-style-type: none"> <li>• Forms: <a href="#">Technology Request forms for new employee, etc.</a> - Copies handed out for committee review. All forms (new employee, relocations, transfers, and exiting employees) will be submitted to the Tech Council for their review and feedback.</li> <li>• Storage issues           <ul style="list-style-type: none"> <li>○ Too much is stored on the servers</li> <li>○ Not audited               <ul style="list-style-type: none"> <li>▪ Could we add more storage? – <a href="#">Yes but it can be very costly</a></li> <li><del>▪ To add 1 terabyte to our array, \$46000</del></li> <li>▪ Plus additional storage is needed for back-up – approximately 2.5x the amount of space added so now close to \$200,000.</li> <li>▪ What do other places do?</li> <li>▪ Running Novell and Groupwise are not compatible with the most mainstream systems, so this increases backup costs.</li> <li>▪ Length of time for backups to run <a href="#">is becoming a real problem as well</a></li> <li><del>▪ Other issues with running these two platforms and excess data</del></li> </ul> </li> </ul> </li> <li>• Bill handed out draft forms for PC level support, and pros and cons of Fast Lane, Middle Lane and Slow Lane support for discussion.           <ul style="list-style-type: none"> <li>○ Discussion about how Groupwise caching on the server would work.               <ul style="list-style-type: none"> <li>▪ How it works on laptops</li> <li>▪ How far back the data is saved</li> <li>▪ Caching doesn't work on webmail</li> <li>▪ Own a plug in currently that manages caching</li> </ul> </li> </ul> </li> <li><del>• Minutes from last meeting on Feb 14, 2012 reviewed and updated notes</del> <ul style="list-style-type: none"> <li><del>○ Minutes approved</del> <ul style="list-style-type: none"> <li><del>▪ storage</del></li> </ul> </li> <li>○ Service Plan: Service levels based on customization discussion:               <ul style="list-style-type: none"> <li>▪ For PC's similar to current Mac plan</li> <li>▪ Can't get there currently in PC world, can't block installation</li> <li>▪ Didn't have image for Windows 7, <a href="#">but that problem is now resolved</a></li> <li>▪ Lack of drivers causes issues</li> <li>▪ Possible restrict number of options on laptops to ease issues of non-conformity</li> <li>▪ Order size to keep conformity, vs too many waiting to be deployed</li> <li>▪ locked in to tech if new developments</li> <li>▪ storage has a cost too</li> <li>▪ Does Dell do an image that could be applied before delivery?</li> <li>▪ If so, does it work?</li> <li>▪ Should there be two options instead of three?                   <ul style="list-style-type: none"> <li>• Would like most to be fast lane</li> <li>• Issues reviewed remotely</li> <li><del>• Not excessively using students</del></li> </ul> </li> </ul> </li> </ul> </li> </ul>

- Would use ~~actual~~, trained techs
- Use students in ~~lesser capacity~~ other ways, such as checking port numbers, assisting with deployments, etc.
- ~~Students mentored, go out and check connections, etc~~
- Better fits Learning College concept
- Issue of people switching because more ~~can be stored~~ freedom to do what you want to do on pc's vs Mac. Due to the lack of an SLA
- Issue of liability responsibility of damage, attacks
- Issue of not having a way of personal machines brought in and plugged in inside the firewall.
- ~~Form name perhaps should be different, service level agreement may mean different things to users~~
- ~~Has to be measurable~~
- Issue of non-standard hours repairs, ie evenings, after-hours
- Seems like what we really want is a Dropbox type program – syncs with server but still on desktop, caches when connection is not available
- Novell has product that won't be available until Fall term.
- Can share files with others outside of organization
- Authentication required
- Would give ability for workstation to be irrelevant
- Works with tablets, smart phones also
- Policies for sharing data would need to be in place
- Would remove sharing protocol away from admins
- Would have to publish so that criteria is known to all
- Still need to decide if we want to offer a slow lane
- Perhaps slow lane only for IT people
- Occasionally for a power user
- What about deep-freeze?
- Machine image would need to be adjusted so that auto updates don't interfere with turning on machines
- Virus updates every 30 days – would need to be able to thaw machine to apply updates
- CIO should perhaps be example by going first.
- What about web filtering software?

Future Agenda Items	<ul style="list-style-type: none"><li>• Continue discussion on Service Level Agreement</li><li>• New Hire Form</li><li>• Relocation Employee Form</li><li>• Transfer Employee Form</li><li>• Exiting Employee Form</li></ul>
<i>Next Meeting</i>	March 27, 2012, Location: 2/128