

FETC Regular Meeting

2013-10-31 3:00 PM

I. Minutes approved from 10-October-2013 meeting.

II. Old Business

1. Deep Freeze / Classroom configuration

a. Report from subcommittee

- goal of 2-3 minute start-up time
- improved documentation and testing
- longer time to screen blank – in a new policy file, ready to deploy
- “quick ticket” link on classroom computer desktop – will be set up when Helpdesk switches to new ticket system, scheduled for April 2014

b. Slowest booting machines have apparently been replaced – as classrooms are upgraded, better machines start faster

c. Classroom computers are scheduled to apply Microsoft’s updates on Saturday night, then reboot, which sets new Deep Freeze reference state

d. Related issue: There’s a group in Active Directory, machines in that group don’t automatically update and reboot. This setting is needed for computers that control laboratory equipment.

e. Related issue: Some machines running special equipment require software that only runs on Windows XP. Sometimes updates are available, some require purchase. What to do about end-of-life in April 2014? IT doesn’t know about all of these machines and needs to be made aware of them.

f. Related issue: Can a user find out when they’re scheduled to get their computer replaced? Partial information available on the IT web site.

2. Campus communications and listservs

a. Tech Qual survey: preliminary results include comments about abuse of listserv, need for something like Skype, shared whiteboards.

b. Need to make people aware that some features that they are interested in are available and they just need to know how to get to it.

c. Subcommittee will get to work on options for campus communications as soon as the Tech Qual survey closes and these data are available.

3. Tech Qual survey

a. Survey closes for submissions in a week, about 1200 people (faculty, staff and students)

have responded thus so far.

- b. Signs of improvement in comparison to last year's survey in preliminary results, ex: classroom technology.
- c. These data need to be carefully interpreted.
- d. Mark Hurd will encourage responses at the Faculty Senate meeting next Tuesday

III. New Business

1. Faculty Senate presentation (scheduled for November 5)
 - a. Mark Hurd working on a slide show, will post on SharePoint server
2. Rita Hollings Science Center
 - a. When the building goes offline, what will wireless (Wifi) access be like for buildings on Coming St.?
 - b. These buildings currently have no Wifi access. The buildings were scheduled to have Wifi installed in August of 2013, but that installation has been rescheduled to August 2014 due to issues in Columbia.
 - c. Bob Cape cannot say what will happen to Wifi from RHSC during the its renovation, but he will look into these potential issues.
3. Hurricane disaster plans
 - a. What are the current disaster plans? We rely so much on OAKS, etc.
 - b. Monica wrote a hurricane preparedness guide:
<http://it.cofc.edu/emergency-preparedness/index.php>
 - c. Summary from Bob Cape
 - Preserving data, backups to several on-site and off-site buildings.
 - We do not have off-campus backups at this point, upper level administration working on making this possible, but no funding is available as yet.
 - Randy Beaver runs disaster drills and all departments are supposed to have disaster plans. IT is working on updating their disaster response.
 - There has not been a full simulation of IT coping with a disaster.
 - Recovery from a Sandy-level storm could potentially take months.
4. December 16 – January 2: Major equipment work will be done, many buildings will be disconnected from the network. This is planned, announced IT outage.
5. Next meeting Friday, November 22 at 2:00 PM in RSS 131.

Immediate action items:

1. Spread the word that Windows XP reaches end-of-life in April 2014. All XP machines must be either replaced, upgraded to Windows 7, or disconnected from the network at that time. Philip Paradise will arrange for Helpdesk to seek this information.
2. Encourage responses to the Tech Qual survey.
3. Alert Helpdesk that Bar Camp will be on campus in mid-November.

Near term action items:

1. Microsoft System Center: New Helpdesk ticket system, image deployment, and other infrastructure in the works, April 2014.
 - Develop “Quick Ticket” link on classroom desktop
 - Improve flexibility of image deployment – Minimize disruptive re-imaging episodes during the semester; Work on image flexibility; configure several machines the same way but without having to put everything in the base image.

Long term action items:

1. Better method for users to determine whether their machine is scheduled for replacement (PCR), or estimate when it will be replaced with a self-service website populated with this information.
2. File synchronization; improve utilization of U: drive, Dropbox, and backups
3. Listserv – improve communications so that relevant information gets to people in a timely fashion without having to dig through irrelevant information (e.g. car for sale, adopt a cat, etc.)