

# ITCC Meeting Minutes, November 10, 4:00 – 5:30, Faculty Lounge, ECE Dept

**Meeting called to order at 4:00**

**Attending:**

Don Wunsch, Fred Reineke, Margaret Cline, Irina Ivliyeva, Daniel Tauritz, Al Crosbie, Christopher Dew, John Bax, Mark Bookout, Frank Liu, Thomas Vojta, Ben Payne, Fred Stone, Matthew Pickens

**Approval of September Minutes**

Vojta, Payne 2<sup>nd</sup> passed unanimously.

**What We Support**

The draft document was discussed. It is appended again to these minutes. Please make any suggestions using track changes and/or comments and forward them to Mark Bookout.

This discussion is needed because we're perennially in a situation of having more demands than resources. The ensuing need for prioritization is an appropriate activity of ITCC. Some items that take a lot of time include: rebuilds due to malware, old computers, department-provided off-campus computers, old printers. One clear metric for prioritization on both computers and printers is standard vs. nonstandard build. Age is another clear metric. Somewhere near six or slightly more years may be appropriate for computers, whereas printers might be kept around a bit longer. Reasonable replacement cycles and warranty coverage might give a good return on investment in the form of controlling support costs.

Daniel Tauritz attended the meeting as a guest and discussed a concern about the amount of free space allocated to him on the S: drive. He reported an issue regarding response times to his query, and the process for determining appropriate levels of support as two concerns in addition to the specific question about the space quota. The current quota is 2 GB and he had waited several weeks for a response regarding increasing it, and what the costs, if any, might be.

Discussion about helpdesk response time centered on lack of personnel. We're about 40 FTE short of what a comparable university would have in IT headcount. However, IT also has goals of helpdesk ticket response times that were not met in this case and IT will follow up. The decision process for service points is budget driven but ITCC input is welcomed.

In dealing with the space quota issue, the following motion was raised:

Motion (Crosbie, second Liu):

For Faculty and Staff, the S: drive quota will be increased to 8 GB without charge with possible increases upon request up to 25 GB without charge. These quotas will be annually reviewed by the ITCC.

Motion passed unanimously.

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### **Student Email Services**

Margaret Cline reported that students will need to choose between Outlook Live or Gmail before new licensing fees become due for current email support. These licensing fees are charged for all students, regardless of whether they use the service. Therefore, it is important to move them to their choice of the above plans. If they do not choose, they will be moved to Gmail because IT can more easily (i.e., automatically) move all their email records. Margaret proposed the date of December 20. After discussion, the date of December 22 was agreed upon. Announcements will go out to students soon.

### **Shared Services Update**

The attached documents were provided by Margaret as an information update regarding the implementation of shared services. The Research Computing and Instructional Computing portions were added by the CIO's, not by the consultants.

**Adjourned at 5:30**

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