MEETING AGENDA AND MINUTES
October 14th, 2015
5:00 PM - 7:00 PM
TLC 215

Action Items *(To mark an Action Item completed, select the checkbox (double-click), right-click, and select checkmark.)*

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Attendees

Present:

- Chris Bell - OIT, Non-voting Member, Coordinator
- Jack Pierce - OIT, Head of General Desktop Support, Non-voting Guest
- Andy Sayler - 5th year CS grad student, goals: Internet, security, privacy
- Bharadwaj Thirumal - 1st year CS MS student, goal = security
- Katey Haas - Advertising Undergrad, CUSG
- Brendon Lewien - ECE Undergrad, CUSG
- Soham Shah - CS Undergrad
- Falcon Taylor-Carter - CS Undergrad
- Bill - 2nd year CS grad student, goals = accessibility

Agenda

1. **Jack on General Desktop Support:**
   a. Two walk-in centers
      i. TLC (8 AM to 5 PM)
      ii. Norlin (1 PM to 9 PM)
   b. On-call support
   c. Faculty, Staff, and Students
   d. Trying to reduce support of Faculty and Staff (transition to dedicated support over 3-5 years)
   e. GDS will be all about Supporting Students in the future
   f. Scope of desktop support:
      i. Reimaging
      ii. Hardware diagnostics
      iii. Network issues
      iv. Application installs
         1. Limited support for application how-to
   g. ~280 cases per week
      i. ~180 per week in summer
      ii. ~280 to 300 per week during semester
   h. Phone and mobile devices supported
   i. Student Printing and Scanning: What should the future
      i. $400K/year OIT printing and scanning budget

2. **Items for Updates and Discussion:**
    a. Student IT Survey
        i. Chris shared the survey with you last night - but it was messed up via Qualtrics!
            1. Action Item: Chris will fix and resend review by Monday evening
        ii. We'll ask ITSGB members to review and suggest changes within a week or two (deadline yet to be determined)
        iii. Review and add -- suggest caution to maintain consistency.
        iv. This year's survey
            1. Everyone sign-in: http://www.colorado.edu/oit/qualtrics
            2. ToDo: Fix Qualtrics sharing - Andy + Chris
            3. ToDo: Bill - Old Report
            4. Finalize by next meeting
            5. Goal: Collect data by end of October (?)
    b. OIT strategic plan
        i. Three year plan
            1. ToDo: Chris will send to the group previous OIT strategic plans
            2. This group should file our opinion with OIT
    c. Transparency
        i. LEO/Government Data Requests
        ii. Berkeley started publishing transparency reports
        iii. CU should do the same
        iv. Draft at https://docs.google.com/document/d/1OXwdqsuQD7KbiC2ZL-4J-jQnO6FvHT5vDESLO_I4Ees/edit
        v. ToDo: Who to send it to?
        vi. ToDo: Review and edit draft
        vii. Andy on point
3. **For a future Meeting:**
    a. Open Internet Access/Eduroam Follow Up
        i. Tabled until a later meeting.
        ii. When should we have Dan Jones and crew in to our meeting?
        iii. Draft a list of questions
    b. Student computer access – follow up and/or actions – Chris discuss
        i. Chris on point
        ii. Give a few months (discuss in November or December -- choose?)
    c. Software Licensing
        i. Chris on point - will bring in Justin Suzuki - software strategy program manager.
        ii. When? TBD
        iii. Delayed for now
    d. OIT Communication
        i. Revisit previous discussion
        ii. Follow up? TBD
        iii. Katey on point