

CCITP - Meeting Notes

Date: Thursday 10/4/2018

Time: 2:00-3:30

Location: TLC 215

Zoom: <https://cuboulder.zoom.us/j/945880316>

Next meeting is Thursday, November 8, 2018

Attendees (9): Chris Bell, Cheryl Graham, Deborah Hamrick, David Cavalieri, Charles Fischer, Jill Ibeck, Shawn Pease, Karl Hansel, Ben Mandel

Attending remotely (8): Dan Herrick, Dave Kohnka, David Panish, Dustin Rumsey, Greg Hoppes, Patrice Thoresen, Joey LaConte, Rob Narhi

Action / Follow-Up Items for next meeting:

- Discuss setting up roadshow to see different computer models

Agenda:

	Topic	Time	Speaker(s)
1	Introductions / Agenda Review / Announcements / Follow-up	10 min	Chris Bell
2	End User Computers: <ul style="list-style-type: none">● Recommended Hardware/Software● Supported Hardware/Software● Adapters	40 min	David Cavalieri and Dan Herrick
3	ITP Spotlight: Chuck Fischer, CU Bookstore Tech Department	10 min	Chuck Fischer
4	Discussion of today's topics	25 min	Chris Bell

5	Decision & Action Item Review	5 min	Chris Bell/Cheryl Graham
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Agenda 1: Introductions and Announcements

(led by Chris)

Previous action items/concerns/issues:

- Jill will ask if there are plans to support Linux for Teams moving forward and get back to the group.
- Chris will pull data on WIFI connections and share with the group.

Reminder: Here is how OIT Communicates with IT Practitioners:

OIT Weekly email

To get on the list, click “Submit your Information” on this page:

<https://oit.colorado.edu/about-oit/oit-campus-outreach>

OIT News

To see the main headlines go to the OIT news page:

<https://oit.colorado.edu/news>

OIT Service Alerts

<https://oit.colorado.edu/service-alerts>

To subscribe to OIT Service Alerts and News, go to

<https://oit.colorado.edu/subscriptions>

OIT Home

<https://oit.colorado.edu/>

Agenda 2: End User Computers

(Led by David Cavalieri and Dan Herrick)

- Software Lifecycle page display: Changes that have recently happened:
 - Windows 10 added
 - Windows 1809 added
 - Extended support of window to 18 months from 12 to get everyone up to date.
The release cycle may still be faster, but the support will go for 18 months.
 - More to come as we find out what is broken in 1809 that affects campus

- DDS does have some issues that affect campus. A new component that allows users to technology like our phones that allow access from one application to another.
- Google suite/microsoft/skype/etc. are all working fine as long as the user accepts the prompt
- The issue with Zoom - has been fixed with the last data version release
- Office 2019 is out - working on testing. Essentially there will be two versions of click to run so new features will roll out to your system. Last week at Ignite Microsoft announced that there would be a volume license version. We are working with Microsoft because our version seems to be corrupt. The MAC version seems to be working.
- Web Browser Page
 - There is not a browser on the mac platform that works with all the plugins anymore.
 - On windows - all but Edge continue to support plugins
 - Apple has moved past Safari version 11. Apple patched Safari 12. As a user it will be best to update to 12.
- Supported Software and Hardware page (for when you inherit an older system)
 - We have decided to up to 4gs of RAM for minimum needed to be successful on campus.
 - We tend to update the generation of Intel software - currently at a 4th Gen of processor to be successful
 - Requirements for mobile devices: going off what the vendor suggests.
- Recommended Software and Hardware List page (for when you are buying something new)
 - This page is very student orientated
 - Discussion of 5290 (two in one) a convertible to a tablet or detachable or somewhere in between.
 - Microsoft Surface is harder to support. Dell now has gotten to the point that they are competitive. The Dell 5290 is the new model answer to the Surface Pro
 - 7390 is the Dell comparison to the Surface Book is like a traditional laptop but flips all the way around to convert to at tablet.
 - There is a Docks and Adapters reference page (Chris will comment)
 - Charles to work with XXX as far as what they provide at the Bookstore to make sure it is compatible with the campus
 - Dell USB-C Mobile Adapter - AD300 is recommended for MAC users
 - Could we get a roadshow to see the different models? Set up as an action item to take offline.
 - Purchasing more IPADS - is there a special purchase agreement? NO - we get the standard discount. When buying in bulk contact our representative, Aaron Grider, to maybe get a better price.
 - Example: "*How to Buy Apple Computers*" reference page will show who the reps are for purchasing.

Agenda 3: ITP Spotlight: Chuck Fischer, CU Bookstore Tech Department

(Led by Chuck Fischer)

- Not selling computers anymore. Partner with Dell, etc. to sell through their site.
- The Bookstore technology department is also now supporting what we see on the floor to advise for purchasing.
- Services Page:
 - 3D printing, Device trade-Ins, Laser Cutting and crafting, Warranties, Device Rentals
 - Have been doing 3D printing for 5 years now. Working about 20% of the time :)
 - Have a brand new laser cutter
 - **Tech Experience** - A place to go and just unwind. Often have a 4K moving (movie?) playing. Calendar shows events on the schedule from noon to 2:00pm
- Rental Agreements: Device rentals
 - Will also rent to the community.
 - Apples, Lenovo, Dells, Older Computers (standard and premium laptops)
 - Most recent add is the Chromebook.
 - First serve is to students. But are happy to provide as much as we can to fit your needs.
 - Rotating high end demos into the rental pool.
- Free Popcorn is also provided :) most often

Agenda 4: Open Discussion with IT Practitioners

(Led by Chris Bell)

- OIT Weekly :
 - Suggestions as to what to add to a weekly newsletter: What do you want to know/read/hear that you are not currently getting from us.
 - The intent of the weekly is for you to get information. Only has a 46% open rate.
 - Maybe add the calendar week? ZOOM link is included
- Pretty soon we will be switching to “Teams” and so we are trying to match with the IT Practitioners and the Buildings where they work
 - ITSUPPCOM listproc may be going away.
 - Continue discussion to be done in ITSUPPCOM but ITSUPPCOM will feed to Teams -- maybe
 - Don't pull the plug on ITSUPPCOM right away - need to have some overlap
 - Keep it a more natural transition

Agenda 5: Decision & Action Item Review

(Led by Chris Bell and Cheryl Graham)

- “CU on Friday” - design your own cookies this week at 4:00 to CU Connection
 - Typically have fun things for students - but staff are welcome

- Request for roadshow to see different computer models