

Liaison Meeting Notes- May 4, 2006

Daniel began the meeting at 10:10 and turned the meeting over to Doug

Agenda

- Information Resources
- TCS Employees
- TCS Video Services
- Midland/Odessa Rooms
- Conference Center Improvements
- Dell computer purchases
- WebCT 6 Migration Plans
- Spyware Protection

Information Resources

Bill Hargrove has retired. Dr. Larry Terry is the interim Executive Director
The Consultants are evaluating IR and delivering their report to the President on May 8th.
There will be recommendations for how IR should be run/organized in the future.

TCS Employees

Departures

- Cristina Herrera (Desktop Support)
- Michelle Findley (Desktop Support)
- Ryan Richard (Classroom Media)

Arrivals

- Chaney Edwards (Back Office Group)
- Shoaib Rasool (Back Office Group)
- Hugo Huerta starts Monday, May 8 (Back Office Group)

Doug introduced Chaney and Shoaib.

TCS Video Services

Office relocation, renovation

Drew Wallace (video services manager) is on extended medical leave.

We appreciate your patience!

Video services is hoping to be back to full services June 15.

SharePoint Services

TCS Internal Use

Now- the service is only available to internal TCS right now so that we can learn to use and support it effectively

For the Campus Audience
Coming soon
New Production Server

SharePoint is where Exchange was about 4-5 yrs ago. It will allow users to create a web page very quickly. It will also help with document management. Web pages can be easily created and updated without knowledge of HTML. You can also include libraries, lists, and pictures. You can easily set document control permissions. Galaxy is going to handle external sites. SharePoint is intended to be an internal solution.

Doug also reminded the liaisons about the upcoming power outage.

Question: Do you have an estimation about when SharePoint will be available to the campus?

Answer: Possibly fall

We will talk about SharePoint again at the next Liaisons meeting

Midland/Odessa Rooms

JO 3.209 and 3.210

New lab/training rooms

Each room seats 15. Both labs can be opened up into one room. Parts are on order to make both screens project the same image.

We lost the MP lab to HR but have gained Midland and Odessa.

Cathy Setinsek is responsible for scheduling of Midland and Jacob Abraham is responsible for scheduling Odessa.

Conference Center Upgrades

Committee is working to make Conference Center into a showplace. All rooms will have the same technology and media equipment in them, matching current TCS design standards.

See PowerPoint for details about upgrades

Dell Computer Purchases

Talking with purchasing and Pete Bond to better coordinate purchasing issues related to technology. There appears to be a lot of commonality that could be leveraged to save money and improve functionality of technology on campus. We are trying to work out an arrangement that allows departments to get some advice about purchasing new technology.

Technology store is doing pretty well. Traffic in the store has gotten better. There is a rumor that it will be expanding. Dell university purchases will begin coming through the

Technology Store next month. Department orders can be made through the Technology Store.

Doug is strongly recommending notebooks instead of desktop machines. Dell has a new line of notebooks coming out.

Paul Schmehl announced that Dell D620s have a problem that does not allow McAfee Antivirus to be installed normally. Techs should not use normal procedures to install it on this machine. If they do, they will have to do a format and reinstall. We are working on getting a custom install image for Dell D620.

WebCT 6 Migration

Voluntary migration for summer and fall semesters

Training is being offered for faculty on the new version. The first class is next Thursday afternoon.

WebCT 4.1 will be retired in January.

Spyware Protection

Spybot Search and Destroy and AdAware can NOT be used on campus due to licensing issues.

Instead, we should be using Windows Defender.

Formerly known as AntiSpyware Beta
Will ship bundled with Windows Vista

We are now blocking 120,000 phishing and mail scams. In the last two days we have blocked over 10,000 just at the mail server.

Questions and Answers

Is there a problem with Exchange that is causing strange problems like Contacts disappearing and reappearing?

If that happens, we need to know about it so we can troubleshoot it.

What about the error message that keeps popping up about losing connection to the Exchange server?

We have been trying to troubleshoot the issue. However, it is not consistent. People who are in the same area may or may not be affected equally. Daniel suggested running Outlook in cached mode to eliminate many of the error pop ups.

Discussion about difficulties experienced due to multiple email systems on campus.

Is there a problem with renewing digital and signing certificates?

Yes. We are working with Verisign to get the problem resolved. If you need your certificates renewed, email Information Security.

Are we moving toward an Intranet?

Yes, we are trying to do more of that. SharePoint is a part of that. The Galaxy portal is also part of this.

When using iHEAT, why do techs have to log into the server and HEAT separately?

This allows you to save your own configurations to HEAT.

Hss.utdallas.edu- allows end users to look at their HEAT tickets. You can also create a new ticket from this site.

The suggestion was made to put this link on the TCS website.

The next meeting will probably be in July.