

FACCUS meeting agenda (Mar 23, 2015, 1:30-3pm)

EC2-111

1. Approval of minutes from last meeting
2. Anything to add to today's agenda?
3. Various projects/initiatives in Information Systems & Technology (IST)
 - o SCCM/Software Centre (John Mayall)
 - [SCCM Presentation March 13, 2015](#)
 - o Software update (Sandra Laughlin)
 - o Questions/concerns re: CIO Dave leaving UW (Bob)
 - o IT pop up booth (promoting IST Service Desk and Faculty Service/help desks) (Lisa)
 - o RT4 Update and metrics (Lisa)
 - Metrics
 - Knowledge Base
 - Account Issues
 - RT ticket sharing: collaborating on tickets
 - To view a ticket and receive replies/correspondence
 - o request to be added as CC of the ticket
 - Change Management
 - o Lync update (Peggy)
 - o Orientation for new TA's especially around examproc (Peggy)
4. Endpoint concerns/questions/statements (Lowell, 10-15 minutes)
5. Review minutes from last HD Initiatives meeting. (Peggy)
6. Account Rep role responsibilities in the faculties (discussion/share information) (Lisa)
7. Review of FACCUS sharepoint site (if time)
(<https://sharepoint.uwaterloo.ca/sites/FACCUS/default.aspx>) (Lisa)
8. Faculty/area updates (all)
9. Who to host next FACCUS meeting?
10. (Tour EC2)