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

EC2-111

1. Approval of minutes from last meeting
	* approved
2. Anything to add to today's agenda?
	* no
3. Various projects/initiatives in Information Systems & Technology (IST)
	* SCCM/Software Centre (John Mayall)
		+ [SCCM Presentation March 13, 2015](http://tcs.uwaterloo.ca/tcs/#page:recordingList&pageNumber:1&id:18B9F1AD-CA09-46AA-89C2-A4817D89485A)
			- Thanks John this is great information
			- Important things for users to know – available they can install when they want, scheduled will happen on the date mentioned, they can choose to install now if they want.
			- Talk to your users about a scheduled reboot of machines on a regular basis
			- Lawrence will talk to John about the possibility of CS using SCCM
	* Software update (Sandra Laughlin)
		+ Adobe – is moving to a subscription service for CS6 products, we will sell what we have until our supply runs out, then clients will have to go to Adobe
		+ Mathematica – no longer selling through our Service Desk
		+ More stuff being put on our web store
	* *PDAG – Lynda.com courses, does this group want to receive notifications about new course YES*
	* Questions/concerns re: CIO Dave leaving UW (Bob)
		+ Bob has nothing to report
	* *IST Communication Officer – Natasha has a new twitter account @uwaterloo\_IT*
		+ *If you have anything you would like send out let her know*
	* IT pop up booth (promoting IST Service Desk and Faculty Service/help desks) (Lisa)
		+ May 11 – 11-4:30 SLC will be the first one. 2 students SCC’s
		+ General feedback welcome, want to host a future popup in your area
	* RT4 Update and metrics (Lisa)
		+ Metrics
		+ Knowledge Base
		+ Account Issues
		+ RT ticket sharing: collaborating on tickets
			- To view a ticket and receive replies/correspondence
				* request to be added as CC of the ticket
		+ Change Management
	* Lync update (Peggy)
		+ Lync has been deployed throughout IST since we have moved to the new building. There are some growing pains, how to do things on the new phones that were easily done on a regular desk set.
		+ We on the service desk have had some issues with who answers the call when type of things but are getting our act together but it has been somewhat frustrating
	* Orientation for new TA's especially around examproc (Peggy)
		+ Send Lowell our 7 easy steps to marking your exam
		+ Talk to the GSA about how we might be able to train incoming TA’s
		+ Talk to the faculty association about new faculty members knowing about our process.
4. Endpoint concerns/questions/statements (Lowell, 10-15 minutes)
	* Symantec Endpoint is coming up for renewal $90,000 plus
	* What are you currently doing when someone come in for virus removal
	* What are you telling them about what resources are available
	* Lowell will send the survey to this group to see what everyone is doing, please reply to his email
	* Carl asks about what we would do for virtual desktops?
5. Review minutes from last HD Initiatives meeting. (Peggy)
	* <https://uwaterloo.ca/faculty-computing-user-support-group/sites/ca.faculty-computing-user-support-group/files/uploads/files/service_desk_initiatives_meetingminutes_november_5_2014.pdf>
6. Account Rep role responsibilities in the faculties (discussion/share information) (Lisa)
	* Would you be interested in seeing what other account reps do in their area?
7. Review of FACCUS SharePoint site (if time) (<https://sharepoint.uwaterloo.ca/sites/FACCUS/default.aspx>) (Lisa)
8. Faculty/area updates (all)
	* Science - Nothing new in Science
	* CSCF - Own cloud server, had a password issue for users when changing their password
	* Engineering –nothing, Steph got caught with a drive by virus and is just now finally getting back to normal, took about a month
	* CECA – office 2013 deployment, SCCM not on all machines as was thought
	* AHS - SCCM used to deploy Office 2013 plus a few applications; purchased some space from TIS for Researchers; working on an exchange
	OLA, this could be used as a template for other OLA’s
	* Arts – moving, losing their windows, but the offices will be together instead of in alcoves down a hall. ACO Help Desk will remain in Pas1077; using SCCM for all common apps, they would like a deployment server in Arts (budget?); they have a new service catalogue they copied AHS’s with the WCMS template for service catalogue
	* IST-Bomgar rep will be here April 1st for an information session, this group will get an invitation; Hackathon for student portal, 37 students showed up and winner created a club widget and an appointment widget
	* Math – Mac mail and connect issues, will is working on this trying to find out what the issue is
	* Library – 60 virtual desktop deployment, student really like the speed; really like that they can reimage within minutes; Memo of agreement with FED for backup and virtual servers; SLA for WCMS with IST; popups on computers have been an issues for some users, to many of them; uPrint for the Library, not an easy process, due to the kiosk environment; 11 new laser printers purchased for using with uPrint so up and running for the new term
	* Math – replacing all Grad Mac mini’s with newer mini’s; uPrint in 3 labs so things are working well. Center for education in Math will be moving to our old space on the 6th floor of MC
	* Env – uPrint for all student has been in place for some time, all staff printer will be moved to IST’s printsrv; install dual monitors for labs; moving to wireless projectors
9. Who to host next FACCUS meeting?
	* Lisa will send a note to let us know where and who will host
10. (Tour EC2)

In attendance: Lawrence F (CSCF), Stephen M (IST-Science), Gord B (CSCF), Steve C (IST-Eng), Shad L (CECA), Cassie B (IST-AHS), Reg L (IST-CECA), Allan F (Science), Steph S (Eng), Scott P (Arts), Will L (IST-Math), Bob H (IST), Peggy (IST- minutes), Carl N (Library), Chris R (Math), Lowell W (AHS), Berrnie R (Env), Jennifer K (IST-Env), Lisa T (IST- Arts – Chair), Sandy L (IST)