Lane Community College

Technology Council

Meeting Notes from June 7, 2005

ATTENDANCE:

☑ ALEN BAHRET   ☐ SANDIN RIDDLE
☑ PAM DANE   ☑ JUSTIN TITTELFITZ
☑ JOE ESCOBAR   ☑ MARK WILLIAMS
☐ HELEN GARRETT   ☐
☐ PATRICK LANNING   ☐
☑ DON PATTON   ☐
☑ STEPHEN PRUCH   ☐ _____

OUTCOMES:	DISCUSSION:
	1. Guests Rodger Gamblin and Dale DuVall joined the Council for a consultative visit on the IT procedure on network logins. Patrick Lanning emailed a conflict but hoped to join us in progress. Helen Garrett is on sick leave.

DISCUSSION:

1. Guests Rodger Gamblin and Dale DuVall joined the Council for a consultative visit on the IT procedure on network logins. Patrick Lanning emailed a conflict but hoped to join us in progress. Helen Garrett is on sick leave.
2. Minutes of the May 17 meeting were reviewed and approved.
3. Council reviewed an outline of reasons for using network logins that was prepared by Todd Lutz. Rodger Gamblin and Dale DuVall added perspective from the viewpoint of technicians responsible for maintaining college workstations. Discussion with Council followed. Council made these points/asked questions:
   a. **Are the programs I need installed when I get my workstation?** All standard college supported software is installed at configuration time. Special programs can be added as needed.
   b. **Why is this issue coming to the council?** For discussion, feedback and input on an operational procedure.
   c. You guys are doing a great job taking care of the average user. We need to have policies that take care of the non-average user.
   d. Help Desk turnaround times have not been that great, you are working on being more efficient. But what happens when a faculty member can't get into their machine when they really need to?
   e. The Help Desk is seeing two classes of users: the ones logged into the network that we can help immediately and those not logged in that have to wait until we can someone in the field to address the problem.
   f. Moving everyone to Novell logins is creating some frustrations in my department because all the coordination is not yet in place.
   g. I support allowing local control of configurations.
   h. The problem is in the transition, not the actual work using the PC.
   i. Discussion of how to provide the benefits of standardization, regular updates, patches, remote management, etc. and balance against the need of users to install special software at any time.
   j. I would like to see a philosophy where we save time standardizing 97% of the users and use the time to support the 3% of users.
   k. "We fully support legitimate non-standard users" is the advice of the Council to the Help Desk.
4. Input from IT department on VPN and Modem policies: reviewed by two key IT staff and they had no comments.
5. There was a consensus "thumbs up" vote on the two policies (with minor editing changes to substitute "dial-up" for "modem").
6. Discussion of the Technology Council policy format. The Chair will pass this format along to College Council along with the two policies approved in (5).
7. Discussion of returning council members for next year. Thanks to Justin Tittelfitz and recognition of the many positive contributions he made consistently throughout the year (not to mention perfect attendance).
8. Consensus vote to continue with Joe Escobar as Chair and Stephen Pruch as Vice-Chair (and note taker).
9. Announcements: (1) Governance system feedback forms; (2) Luminis webinar with PCC next Tuesday; (3) Pruch mentioned that some Luminis webinars have been recorded and can be found on the SCT website.

OUTCOMES:	DISCUSSION:
	10. Discussion of the "access" policy. Most of it is procedure. Discussion of the "policy" component. Council sentiment that there is some policy here but most of it is procedure.
	11. Adjourn at 5:00 PM.