

IT Service Workshop - A service catalog will help IT define IT's value and services.

IT's Services

VPN issues	Learning Management	Account Management
WiFi	Telecomm	Email Security
Email	System Access	Dept. Application Support
List Serve	Web Services	Data Integrations
Data Storage	Training	Event Support
Hard/Software Purchasing	Laptop/Projector Loans	One Cards
RFP Consultant	Computer Builds	Computer Labs
Portal	Lecture Cap	Image
Accessibility	Media Services	Telepresence
Security	Computer Services	WebEx
DPR	Printing	
Password Issues	Smart Classroom Support	
Firewall Ports	Internet	
Installs	Library	

- Discuss top IT Projects and IT Project Portfolio Tracking Process
 - Meeting every two weeks to meet to see where everyone stands.
 - Track and report to Leadership Team on Mondays.
 - Approx. 50 projects currently
 - What is a Project (must meet one or more of the following criteria):
 - More than 80 hours of non-meeting time
 - More than 4-8 hours of time for 2 or more groups (within IT or campus)
 - More than \$5k of cost (not including labor time)
 - Highly urgent or visible deliverables.
 - Currently in Access but will be transitioning to Cherwell for database use
- Open Discussion
 - BISON and back up link discussion regarding outages
 - Alumni accounts
 - 1988 forward – all alumni will get their email accounts
 - Academic vs Help Desk hours/support and cross merging to help provide support during off hours.
 - Skill sets are different
 - Cherwell management
 - Discussion of Help Desk Hours
 - Guest WiFi Network
 - Summer target date for rollout
 - Eduroam
 - Boulder has it and Denver and UIS are looking at it as well