**SOP**

**MINUTES**

**10/27/16**

Attendees**: *Ian, Dustin, Roger Thin, Ken, David***

**mirage**

Andy Chander- he got VMware mirage working and they are making it available for testing.

**Admin Privileges**

 Problems for off campus:

* off campus admin, lack of mgmt.
* Local admin for techs. Password expiration
* Limiting Admin rights for all laptops

Ian suggested proactive maintenance and that way to get the updates that are needed. This is for maintenance update.

Dustin asked if the TSC has the resources to support faculty and to do remote connect to help out faculty?

Our faculty hate to bring their laptop in to the feasibility to be able to do so that would be more than likely impossible. Possibly creating establish a username and password for TSC in case they are contacted when their tech cant.

David: True, but for off campus computers we don’t want to change anything. We will continue with business as usual until an MDM solution is found, today I we should focus on network connected systems

Campus supplied owned device-

ISET recommendation- 2nd AD account for admin users

Dustin- is this going to be compatible across all the domains?

Tech sends firewall request to AD admins

AD admins route to ISET for approval

ISET verifies and then give thumbs up or down

Then approves and AD admins can execute the change

Ian can it be revoked? The tech will then make a request to the Dean and ISET MPP.

We have the framework for the solution so on campus machines.

What is the question? Admin access form needs to be completed for access computer for on campus, on network, wifi, but we don’t know that network? So Dustin is asking the question?
Any domain account can authenticate on eudoroam

Ideas? Dustin knows that pseudo name act work on campus?

Ken suggested to mobile labs to on campus

Dustin, would like a definition of scope. David does not know and we are asking to work as a group

Will do draft to get SOP group

Flow chart of discussion will be posted on SOP website.

**Outage/service Communications**

David- every meeting that we go to they ask for the group

Maintenance for window they find a window which is less impactful. The standard they want us to come up with: preplan window. Or put it on calendar out in advance.

* Preplan (4 hour window)
* Scheduled
* Athawk
* ALL

How amicable is your idea to do BIOS password- the group is all open to it except CBPA wanted to talk to rob/bill first.

Public facing? Are you open to it? Ian would have to talk to his coworker to see

What is our standard procedure for public facing? Ian will get back to you

Ken- tool for bios once we can