**Standard Operating Procedures Working Group Meeting**

Monday, 27 Jan, 2017

3 PM- 4:00 PM, PL-2107

**AGENDA**

1. Pervious Working Group Meeting Review (David Nimri)
   1. Updates
      1. Wrapping up Communication (Sticky delivery)
      2. Inventory
2. Current Topics (group)
   * 1. BIOS Passwords
        1. UEFI/Bios Password on new machines
     2. Software standards on all desktops (Brandon):
        1. ~~Adobe Reader~~
        2. ~~Adobe Air~~
        3. Adobe Acrobat if possible instead of reader
        4. Adobe Flash Player
        5. ~~Adobe Shockwave~~
        6. SPSS 23
        7. ~~iTunes~~
        8. Java
        9. ~~Office 2013~~
        10. Office 2016
        11. VLC
        12. Adobe Reader
        13. Chrome
        14. Firefox
        15. ~~Google Earth~~
        16. Silverlight
        17. BLC Player
     3. Spinning UP VM’s (Abhishek / Gerard)
     4. Backups
        1. Campus wide: Methods, software
        2. repository
3. Upcoming Topics (group)
   * 1. Faculty web Pages
        1. One apache & one IIS for campus use?
     2. Patching cycle at colleges
     3. Getting to know each other
        1. College document (services, systems, SLA’s, etc) at TSC
        2. Walking a mile
     4. Work Order Flow/Communication
        1. Echelons of Care
        2. Communication procedures
        3. Request Prioritization / Areas of Responsibilities
     5. Feedback Loop
        1. Customer Satisfaction
        2. Processes
        3. Service Calls
     6. Documentation Entry
     7. Naming/Re-Naming Network Objects (laptops, mobile devices, printers, etc)
     8. Securing Systems Standards
        1. Physical
        2. Digital
     9. Lab Management/Standards
     10. Locking Down Kiosks or Test Stations
     11. Break Labs availability Schedule
     12. Standard Forms
     13. Revisit Computer Standards
     14. Other