**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