**SOP Working Group Meeting**

**MINUTES**

**2/25/16**

***Gerard-*** Welcomed all the attendees for attending the 1st meeting. The purpose of the SOP working group is for the colleges together, form an alliance, share their knowledge and discuss the best practices they have developed in their college. The division of Information Technology Services wants to know what your thoughts are on how we can all collaborate together in order to provide a seamless experience for all users. College techs are the closest support person for many of the users in the colleges. We want to unify some of the tasks, and that is where the Standard Operating Procedure group will help. We are not here to dictate to anyone how you should be doing things. In fact, on the contrary, give us your thoughts and opinions on how we can improve together and what you feel is the best way to do things on campus. Think globally and empowerment. We would like to have more synergy among colleges. How can the ITS staff know the different levels of support that is offered to the colleges. We are looking at your expertise on how to fully develop best techniques and methods on handling techniques and tasks.

***David-*** Firmly believes that the college techs should drive IT on our campus and is very committed to making this transition happen. David is here to represent colleges for ITS. As his previous role working as an ITC for the college of SBS for more than 10 years, he understands the decision that are made affect users. This is the reason that David is working in this role Information Technology Services to ensure that all decisions are vetted by ITC’s first. Colleges have the best skills, practices, and procedures that ITS will implement. David has already talked to Jim O’Linger, Director of Enterprise Applications & Tech Support and Jim supports this decision and the TSC will adapt any SOP decided upon by the group. With everyone’s collaboration we can accomplish great things! Everything we do will be documented. The SOP group is formed form the colleges for the colleges This is a college allegiance. Jim has asked that one of his ITC attend this meeting because TSC supports the College of Extended Learning and so that TSC can have information about the SOP for implementation all over campus.

The attendees were asked if they mind a TSC member to participate in this group:

Ian Jacobs- **On board**

Ken- **On board**

Dustin **On board*, but with reservations***

John- **On board**

Thin- **On board**

Birdy- **On board, *but with reservations***

It has been noted that everyone is on board, so someone from TSC will be invited to participate in the meetings.

***Gerard***- Please think about what other resources you would like invited to this working group and let David know. For example if we need to invite Dave Hatch to explain firewall, etc. Gerard named an example of how working collaboratively on ESET was successful. We do not need duplication.

***Ken***-suggested that this group create a central repository for SOP so that everything can be stored there. It would be an easier way to follow policies and procedures.

SOP documentation should be good. In order for colleges to be able to reference it.

The Documentation can be from every college or ITS can make it as a guideline.

***David***- If we get Team Dynamics or Service Now we can use that service to store SOP policies and procedures.

At our next meeting we can take a repository so we can put our knowledgebase

***David*** Suggested looking at Delve, which is what he uses in his college.

***Gerard***- In the next 15 years we are going to grow from 20,000 to 30,000 students. This growth will help with professional development for our staff.

***David***- discussed number 3 on the agenda which is Open Discussion and Brainstorming. What are the things that drive us crazy and need to be standardized on our campus?

* Improve online meetings standards
* Group policies
* POC Communication
* Naming Conventions
* Printer naming conventions
* Mobile Device Management
* Software & cloud service repository
* AOR
* Testing
* Procedure when purchasing anything new, to let everyone else know. For example doing a*, Did you know?* Another suggestion is usingTechs mail list.

David discussed # 4 on the agenda, Communication Tools.

* 2 way Radios
* Cell phones
* Emergency
* BB Connect/Alertus
* GroupME or slack

***David***- over the next week bombard me with your ideas.

***Dustin-*** uses Slack for the college of SBS. He demonstrated how it is used and its effectiveness. Slack is team based, and you can have an account for each team. You can also link Google hangout in Slack.

***Ken-*** google hangout

***David***- Dustin and Ken using similar communication tools but using a different channel.

Is everyone open to using a similar method? For example Slack? All techs are open to it.

***Birdy*** –will take it back to the NSCI College to see if they are open to using it.

***Ian***- will take it back to the SBS College to see if they are open to using it.

***David***- At our next meeting we will discuss #5 on the agenda, Naming Conventions will be worked on via emails.