**SOP Minutes**

**3.24.16**

1. **Previous Working Group Meeting Review (David Nimri)**

* For communication tools Gerard has given his approval to move forward with requesting a trial for Slack and to test it out. Everyone at TAG will have an account so that you can test it out and if there are no reservations and everyone likes it, ITS will move forward with the purchase. If no reservation. The need thing about Slack is that it acts as a backup communication tool in case of an outage.
* Dell- Will be sending us a demo as soon as possible so we can test it out as well. If we like it, we can move forward with purchasing in bulk. Purchasing in bulk will bring down the cost.
* David stated that if the committee can decide on a naming convention today, that would be great. We need to front load on 10 to 15 characters so that key identification information for the computer can be the similar regardless of what area the computer resides in. This is key for parsing and for systems that have a NetBIOS limitation. The group went over the list that David provided.
* David has been working with Joel Fite on the documentation site. The goals for our committee is to be transparent.

1. **Finalize Naming Convention (Group Discussion)**

* The naming attachment was discussed. David state that the goal is to find a consensus on what the naming convention should be on campus. Although each department has particular set of naming convention, it is important to agree on a standardized operating procedure that we can all use. One idea is to have a Natural, delimiter after division / college / dept., state id and room number

David- are there any other ideas?

\*Convention 2 was decided upon- but we are changing to area specific.

First three characters are for college, division, dept., delimiter building, area specific. Add sub room

The first 10 characters are the same (padded if needed) and then each area can do whatever it wants.

Birdy- asked for an exception for NSCI lab. David and Birdy will discuss this offline.

Naming Convention has been decided on, David asked twice if there were any objections, there were none. The naming convention for the campus going forward will be:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College/Dep/Div | - Delimiter | Building Code | Room Number | - Delimiter | Area preference |
| 3 characters | 1 character | 2 Characters | 5 Characters | 1 character |  |
| SBS | - | SB | 00107 | - | 12345 LabExample |
| ITS | - | PL | 2107A | - | 12345 SubRoomEx. |
| COE | - | CE | 00365 | - | 12345OfficeEx. |

1. **Customer Notification Entry**- When entering at request, mass explicit or emergency, there is a lot of consideration when you are there. How do we make sure we meet that right? The techs all agreed that they have established trusting relationships with the users. Mind that they do.

-When you go in the office what do you do?

--door open

-User effect

-Private

-loss of Work

-Locked

-Process

-Comm

-After

-before

Thin stated that it does not make sense to start with new technique of doing things, since they have established relationships with the users.

David- agrees with Thin and everyone else. This isn’t desinged take away from established relationships but introduce best practices .But it’s important to come up with SOP so that all customers in all areas get the same level of support and the same set of expectations. He stated that he would write something up put it on the SOP SHARED DRIVE.

David- If we see private data what do we do? As part of SOP minimize everything first. Since we cannot come to a consensus should I talk to Sam, HR or Gerard?

David- The users deserves to be notified when a tech is in their office, when they are not in the office. This group should come up with standardized procedure for this as well. For example, the college of SBS uses post-it notes to leave information on the users computers. David asked: “If we came up with these post it notes (generic form) would you be incline to use them?

Birdy- if it’s a simple task I can use it, but if not then I can’t.

Nabeel and Ian- Maybes?

The rest of the group would use them.

David- The college of SBS uses post it notes when they render services. Is this something that you might be open to using?

Birdy- If it is something simple, yes.

Ian and Nabeel- Maybe?

The rest of the techs agreed to use it.

David- will draft something more generic for the techs to use.

David—One final announcement. If you have restricted areas, if you have specific areas that are highly sensitive can each area compile that list for the next meeting.