

Minutes of Meeting
Technical Services Committee
September 17, 1999

Convened: 1:13 p.m.

Present: Subir Chakrabarti, David Zaiser, Julie E. Freeman, Ain E. Haas, William Schneider, Mike Scott, Robert Sutton, Rosalie A. Vermette, Jeffrey S. Wilson, Kim White-Mills

- I. Bill Schneider asked that his title in the last minutes be amended to "Tech Dean" instead of "Dean of Technologies". With that amendment, the minutes were approved.
- II. Mike Scott presented the draft for "Software/Hardware Support Policy" (available at <http://www.iupui.edu/~techserv>).
 - A. Mike explained that the policy doesn't say someone can't install unsupported software, but if it causes problems with printing or other supported software the Technical Services will remove it. This was followed with a discussion by the committee who made some suggestions.
 - 1. Send copies of the "Software/Hardware Support Policy" to department chairs for their input.
 - 2. Include a provision for change.
 - 3. Give users an option to go to UITs if they support a needed software.
 - 4. Include a statement that the University owns the hardware.
 - B. Web training/support does not come under the "Software/Hardware Support Policy". An informal policy has been implemented through MLRC with the assistance of Michelle Simmons. She will help an SLA user start and activate the web page. The user then takes over the responsibilities.
 - C. Mike Scott will work on the draft of the policy, making it clearer and more informative before resubmitting it to the committee.
- III. Revising the computer replacement schedule.
 - A. The current policy is to update 1/3 of the 240 computers in the inventory every year. The grant from UITs will replace 2/3 of the computers. To date, about 110 computers have been replaced, 30 more than 1/3 of the inventory. The question is whether to continue and replace the rest of the computers funded by the UITs grant or wait until next summer, which would be closer to the 1/3 replacement each year.

- B. The committee discussed options and recommended contacting the remaining 50 faculty whose computers are scheduled for upgrade to see if they would be able to wait until Summer.
- IV. Computer Lab CA231: The committee discussed whether to allow the lab to be used as a classroom. By a unanimous vote the committee recommended that the computer lab be a public cluster not to be used as a classroom, effective Summer 2000.
- V. The next meeting will be October 8, 1999 at 2:00 p.m.
- VI. Questions or suggestions for the next meeting's agenda can be sent to:
sla-tsc@listserv.iupui.edu