IT-UNM Meeting 9/18/2013

Notes Taken by Andrew Yoder

Opening Announcements

LoboMail concerns (Latest Upgrade)

• Window displaying issue? Firefox (Mac and PC) There is a temporary solution to this.
• Microsoft has said they will fix the problem within 4-6 weeks
• What kind of notice will people be given about user interface (major) upgrades?
• Forward the message so we can look at the headers
• Training available at Lynda.unm.edu search for “office365”
• More upgrades are coming. Communication will be important.

Q&A Session with Gil Gonzales CIO

Wireless Dead Spots. Who is responsible for fixing those?

• Building manager is mainly responsible for upgrades to the wireless coverage. IT has been going through and cleaning up the worst closets on campus. IT has also identified some of the “problem” buildings mainly in academic areas that need addressing.

Whats going on with LoboCloud?

• UNMIT Platforms has been working on developing an “On demand” Virtual Machine system. Less than 20 minutes to stand up a new VM based on templates. Looking at rolling it out at the end of the summer. One challenge will be how to make sure tenants are in compliance with UNM Policies regarding data handling.

What is going on with Myreports? Not seeing how to build a report.

• All the tools necessary to use MyReports should be there. Trainings are available however if you are having issues with something inside MyReports, submit a ticket to let us know about the issue. The delays in response are from short staffing from the enrollment office.

Please send feedback about the service desk. How it works? How it doesn’t? Suggestions for improvements? TJ Martinez is the best contact for feedback. (tjm@unm.edu)

Can we reopen tickets anymore? For tickets that were closed prematurely.

• IT is currently in the process of reinstalling Help.
Why doesn’t Kronos display “Kronos Time”? It is important for our users to be able to see what time it is according to Kronos.

- Lets talk to the Kronos team and ask them about this issue. There is an official time within the Kronos system which is pushed out to all devices. There is no need for a department to have their own Kronos server for this purpose.

Electronic Signatures. Jeff Gassaway promised them in January of 2013. When will we see these? For submitting inventory, there is a place to submit an e-signature but no signature to put in there.

- Gil would like to see e-signatures implemented. Currently, the status of implementing e-signatures is not known.

Wireless & LTE across campus?

- We are looking at LTE as a potential companion wireless service. It’s going to be working with the national cell phone providers or building our own private LTE network on campus. We are at the early stages of discovery and no proposal or decision has been reached.