

INFORMATION TECHNOLOGY MANAGEMENT FORUM (ITMF)

Thursday, October 6, 2011

GA. CENTER F/G

1:30-3:00 p.m.

Attendees: Chris Adock, Melanie Bone, Wayne Crotts, Sherry Clouser, Mike Dennis, Sarah Fraker, Julie Gaines, Ilir Hasko, Brantley Hobbs, Brad Hunt, Rick Lanard, Lynn Latimer, Tammy McGarity, Christine Miller, Rachel Moorehead, Sohayl Moshtael, Tim Peacock, Kenneth Pilgrim, Sriman Ravi, Cletus Stripling, Greg Topp, Mark Walters, Chris Wilkins, Beth Woods

Approval of Minutes: Minutes from the ITMF September 1, 2011 meeting were approved.

Introductions: Round table introduction from the group.

Featured Speakers/Discussion:

Email & Calendar Update – Shawn Ellis

- Talking to Microsoft about starting Microsoft 365 at the beginning of the year.
- Still don't have pricing on Sharepoint. BOR is working on this.
- A lot of departments have migrated to the New Email system

Student Systems Update – Ilir Hasko

- UGA has chosen Banner as the new Student Information System.
- Chief Project Officer will be Dr. Timothy Chester.
- A Communication Officer will be assigned to the project.
- A contest will be held for the project name.

Active Directory Oversight – John Salguero

The Active Directory Oversight team provided an in-depth briefing on the Active Directory Consolidation Project which included information on the current environment, vision, strategy, proposed future environment, benefits to UGA, the importance of an Oversight Model, ITIL V3 Adherence/Compliance, change management, and next steps. **(See Attachment I)**

EITS Bomgar Installation – Marcus Henderson & Rachel Moorehead

Bomgar is an Enterprise Application Remote Support Solution. Bomgar is easy to use for the customer and the technician. It is completely secure and records all interactions between the technician and the customer. It also gives the administrator the abilities to run reports, have complete oversight of all interactions, and to set up surveys and team escalation paths. Bomgar is also mobile device friendly, enabling the technician to support all major brands of smart phones. EITS offers this service to departments on

campus for a charge. Please contact Marcus Henderson, marcush@uga.edu for more details. **(See Attachment II)**

Apple Purchasing & Shared Software Update – Sohayl Moshtael (Handouts)

- Working with Apple Representatives there are still a lot of issues that are unresolved. When you purchase your apple apps you can use the P-Card or purchase the apple certificates and there is also the PO option. The apps need to be installed on UGA owned devices only.
- Lynda.com testing period has been extended to October 14th.
- Starting next week the ElementK portal will have a different look and feel. Sriman Ravi is working on this.

Announcements:

- A new group has been established for promoting mobile application development. Contact Sriman Ravi (sriman@uga.edu) for more details.

Meeting Adjourned