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| **TESS Technical Committee Meeting**  **Attendees: Jeremy sims, Rick Hrdlicka, Osman Parada, Wayne Bogh, Anthony White, Andy Chang, Arlene Mcgowen** | | **May 4, 2017, 2017**  **Minutes**  **9:30 p.m. – 10:30 p.m.**  **TESS Conference Room 3** |
| **TOPIC** | **DISCUSSION** | |
| Review and Approve Minutes | 1st Rick, 2nd Osman | |
| Helpdesk Update | Jeremy discussed the status of the in-house helpdesk with the group. Jeremy will be hiring 2 new employees to man the phones for the helpdesk. 2 internal canidates will be interviewed by TESS managers next week. Helpdesk is set to go live on September 1st. The new ticketing system and IT tracking system will be SchoolDude. Insight is live but have to wait until June for ticket system. Jeremy has reached out to SchoolDude for planning documents to be completed prior to setup. A contract is in place with Converge-One to implent a UCCX contact center for the helpdesk calls. This system will allow any IT member to login and take calls. Arlene asked if the old tickets will be imported into the new system. Jeremy stated the open tickets would be but further investigation on what historical ticket types need to be imported due to a majority of our tikets being PW resets. Jeremy stated that students will no longer be able to call the helpdesk for anything other than Canvas. Password resets will no longer be handled by helpdesk and students will be directed to use the self service PW reset. Osman stated that this may cause an issue with students not having an option to call in and place a ticket. | |
| Governance group technology issues\feedback | Rick stated that Intellus Learning OER will be piloted with a upfront cost of $5k and a yearly renewal of even more. Initial funds will come from AP798 grant. Rick raised concerns about long term funding of the product when the grant funds are no longer available. Rick also brought up the MOU in the board book concerning audio and visual (A/V) recording device use on campus. The way the MOU is written would call for the removal of any district owned A/V device including anything used for lecture capture and DE. | |
| Recraft focus for fall | The group discussed the need for a standardized network documentation system that is easily accessable and updateable. Not Viso! This will be the main focus for fall. | |
| Schedule for the year | Last meeting until fall | |
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