Mac Access to Shared Infrastructure – Saira Hasnain

Stems from a question Wendy Williams posed at a recent IT@UF meeting

The proposition:

- UFIT does good job of providing documentation for Microsoft platform users to access services; Mac support more hit and miss.
- Broad variety of endpoint platforms. We can’t support every one of them, but should be able to handle top “x” endpoint platforms – the specific platforms will change over time.

Proposed solution:

- Form a “Support Gaps” task force (for example Macs); Wendy Williams as chair; they will identify areas where we’re currently lacking and work to address those gaps (by creating appropriate documentation, future updating of that documentation and hosting location/repository)
- Long-term – UFIT effort

Discussion:

- Shawn – problem is lack of shared, central documentation; solutions exist in silos, but not available generally – need to solve that problem
- Saira – interested in having full documentation for how to access UFIT solutions from the multiple platforms – put it in the same place as the Windows access documentation is currently located
- Ken Sallot made a motion to form the task force → Unanimously approved by SIAC.
- Saira is looking for Task Force membership from a broad range of groups to include BUT NOT LIMITED TO: TSS, HelpDesk, Enterprise Systems, Infrastructure and Communications

Members asked to please email suggestions for task force members to Saira.
UFEM Governance Committee Update – Ken Sallot

Data retention period is being established for the UFEM system’s database – there’s a lot of old data, not displayed, slowing console quite a bit. Looking to enforce data retention period for objects older than 45 days and on computers to those that have not checked in past 90 days.

Ayola will work on integration of Cherwell as CMDB for UFEM. It was noted that the Cherwell CMDB has the same access control characteristics as the ticketing system – if you can edit your own inventory items, you can access anybody’s inventory.

CrashPlan endpoint backup – Eric Olson

Warrington College of Business pursuing possible deployment of CrashPlan to backup endpoint devices for faculty and other users with particularly high-value data. Cloud-based system. UF Risk Assessment underway. I2 contract available. Licensed on a per user basis; 4 devices backed up per user with unlimited backup capacity. 250 user minimum for UF to join. Annual usage fee is just under $100 per user. There is a roughly $16000 implementation fee. Eric looking for potential partners with sufficiently large user bases to share the cost.