**SOP**

**MINUTES  
12/1/16**

**Attendees:** *Birdy, Adrian, Andy Chander, Roger Robles, Ken Han, Dustin Gray*

1. **Minutes reviewed by attendees**; approved by Dustin and Ken.
2. **Software Standards on all desktops:** IT Governance asked that this topic be brought to the SOP committee. Faculty are using computer labs that are outside of their department, for example when they visit another computer lab on campus, they are finding that sometimes the lab they are using does not have the software they need installed in it. Therefore IT Governance is requesting that our group comes up with a baseline of the software that should/ should not be available to all computer labs across campus.

***Dustin***- Techs maintain their own labs and not every lab needs the same software that SBS may need.

The team recommends that we take out 1, 2, 4, 6, 8, & 13. It is also being requested to add Silverlight and VLC Player. For public machines, office 2016 will be our standard.

***Ken-*** Only a few faculty in arts and letter request SPSS.

This is a list provided by ATI, struck items are items the entire group decided should not be standard:

1. ~~Adobe Reader~~
2. ~~Adobe Air~~
3. Adobe Acrobat?
4. Adobe Flash Player
5. ~~Adobe Shockwave~~
6. SPSS 23
7. ~~iTunes~~
8. Java
9. ~~Office 2013~~
10. VLC
11. Adobe Reader
12. Chrome
13. Firefox
14. ~~Google Earth~~
15. Silverlight
16. BLC Player

***Ken-*** *A*sked that if we can communicate with the techs on what is needed. Public facing on TSC labs

***Roger-*** This list is already being installed on the TSC labs.

***?-***The best way to proceed is for the college techs to proceed in case basis- if Roger and ATI are ok with it.

***Adrian Piceno-*** Mirage is a centralized desktop management.

-Automated backup and full System recovery

-Migrate windows desktop from windows 7, 8 and 10.

-Manage one image (base layer windows 7, 8, 10) for all windows desktop

-Mirage failed hardware to another desktop keeping user profiles.

-Restore files

***Ken*** asked if Mirage works with Macs. Adrian said it does not work with Macs.

CNS is really interested in this.

***Birdy*** -CNS is really interested in this. She will run it by Dr. Chao to see if they are interested in running this product on two machines. She will be reporting back to us.

***David-*** Stickie’s are finally here. The idea is to please leave it there when you go to provide service to faculty. Stickie’s were distributed to the group.