Flip Chart Topics + Responses - [U]Tech New Employee Orientation August 10, 2016

Common Inventory
- Systems
- Skills
- Responsibilities
- Applications

Consistent Formats
- Video standards
- Do an inventory of these

Assess Staffing Gaps
- Start cross training

Skills/experience/knowledge
- DB-Portal
- Leverage single-school tools like license server or image server
- Developing contact points for specific skills/solutions
- Flexible time to use for learning opportunities, sharing common problems, research and professional development, and exploration of interests

IT Survey
- Staff member is area of expertise and responsibilities
- Improve collaboration and productivity

Help.case.edu
- Woefully out of date
- KB
- Resolver groups
- Help desk scripts

Birds of a Feather Group
- Establish, getting started, more needed

IT Skills DB
- Find people who have the expertise

Getting People Access to Resources
- Ex. Tvae, set of "shortcuts" for staff
- More Satellite Care Centers

Open Houses of Tech Offices on Campus
- New IT building
- Closer parking

Stats - HW, SW, AD, Policies, Procedures
- Shared decision making

Get to Know Your Events - Potlucks
- Birthdays/anniversaries
- Directories with photos

Service Management 2.0
- Reduce Response
- Reduce response ticket
- Put a tab "info for you"

[U]Tech
- Cological vs Adversenal

Sharing of Tools
- IP/Identity
- USer lookup tool
- Change MAC address for an IP

Data Center Access
- Project kick off awareness
- Sharing of tools

Service Catalog
- Continuing sync of asset issues/service issues

Latent Service Desk
- Need to export data
- Some additional heads to help desk
- Service catalogs