Help Desk Round Table
December 10, 2008, 10:00-11:30AM

Agenda

1. Welcome – Robert Prior, SCS
2. Introductions
3. Meeting Time / Process – Robert Prior, SCS
   • More but shorter duration or a few longer ones?
   • Share hosting duties?
4. Holiday Coverage / Escalation Process - Robert Prior, SCS
   Would it be helpful to know or let others know your institutions holiday schedule and escalation process?
5. SWAMI Changes – Mike Smith, SCS
6. Software Licensing – Stephanie Brown, SCS
7. Products List - Robert Prior, SCS
   Would it be helpful to the group to know what kinds of hardware and software we all use? Note: Does not have to be everything.
8. Identity Management – Tina Lundstrom, UNR
   Topics for discussion:
   • What identity management systems do the different campuses use?
   • Who/what dept manages identities? What role does the Help Desk at different campus have in identity management?
   • Where do the users go to get an identity (automatic from enrollment, Help Desk application form, etc.) and how is it activated and expired?
   • How are non-affiliates, visitors and other exceptions managed?
   • What identity management policies are in place and how are they made public?
9. Schedule Next Meeting – Robert Prior, SCS