

LMS COMMITTEE MEETING MINUTES - OCTOBER 10, 2018

Name of Organization: Erlanger OD

Goal/Purpose of Meeting: Regular LMS Committee Meeting

Date/Time: 10/10/2018 9:00am – 10:00am

Chairperson: Jamie Howard

Members in Attendance: J. Howard, A. Johnson-Praino, P. Norman, C. Ott, T. Davenport (telecomm)

Minute Taker: P. Norman

Start time: 9:00am

(Full agenda included below.)

Meeting Objectives (Proposed):

- **Move Issues**
 - **Helpdesk**--Jamie
 - **Multimedia**—Jamie, Patrick, & Charles
- **EOL Guidelines [DRAFT] Updates**
 - Communication Kick off Document
 - Design/Branding Section – Amanda/Charles
 - Review Process- Job Aid Update Amanda
 - Technical Specs section Charles
 - Evaluation of Training Programs Jamie/Patrick/Charles
 - Reporting/Job Duties/Evaluation -- Jamie
- **New Employee Orientation/Catalog – Patrick and Amanda**
 - Y:\ID\EOLS\EOLs (in progress)\Orientation (New Employee Orientation FY2019)
- **Education Oversight Committee**--Jamie
- **LMS Usage Policy**—Jamie/Greg
- **Murphy – Tarena's role?** --Group
- **Activity Creation**—Jamie/Charles
- **Single Sign on**--Charles
- **Mandatory EOL Updates**—Jamie

MOVE ISSUES

Helpdesk:

- Late breaking news...We're all moving!
- Using the move to change how we approach help desk.
- Jamie opened ticket to Atos for us to gain access to their ticketing software.
- EOL help requests will now go first to Atos; they will provide a layer of triage (i.e. browser, network, flash issues).
- Atos is also offering to do things like password resets.
- Charles and Jamie are creating a document with guidelines for Atos.
- Moving forward, during vacations/sick days, ticketing shifts will be assigned.

- Jamie set up an Atos test user, which grants admin access to reset passwords. Risks of Atos associates altering other data is outweighed by benefits of their assistance in handling support desks tickets.

Multimedia:

- Paul was to be involved initially in moving the A/V gear here in OD; unsure if that is now the case.
- We have fine-tuned the shopping list, which is to be ordered upon Greg's return.
- Jamie will work to confirm who is to move the A/V currently in OD.
- We will need a locked cabinet for gear, place to recharge mics, etc.

EOL GUIDELINES

Kickoff Document:

- Moving forward as is.
- Latest revisions were made to the process for EOL requests at Murphy.

EOL Branding Packages:

- Standardizing the declaration at the end.
- Look in project documents folder; a sample template has been created with standard declaration.
- Amanda to add templates to the above folder.
- Compliance projects to begin in November; things like Basic Safety to be addressed in May.

Review Process:

- Job aide finalized by Amanda.

NEW EMPLOYEE ORIENTATION

- Jamie has reorganized the respective folder/files, with exception of the videos.
- AJP & PDN to meet with OD team to determine next steps with revamping the online orientation.
- The need for revamp is primarily due to changes to the mission, vision, and values.
- The go live version of the revised online orientation to be determined by Jonna
- New employee orientation revamp should involve contractor orientation and Murphy.
- Jamie is working on solutions to the catalogue issue.

EDUCATION OVERSIGHT COMMITTEE

- Committee makeup document has been pared down.
- First meeting on the 19th.
- Tarena to meet with Theresa.

LMS USAGE POLICY

- No updates here; last version can be found in the meetings folder; Greg to review.

MURPHY

Tarena's Role

- Celeste and Meredyth are still working on job analysis.
- TBD is whether or not Tarena to field both Murphy and EHS help desk questions.

ACTIVITY CREATION

- Skipped.

SINGLE SIGN-ON

- Phone conversation with Lamar at Intellum. Lamar to work with Charles to determine integration next steps. No schedule yet from Lamar.
- Atos will shoulder the bulk of the project.
- The goal: when user goes to Erlanger EOL while logged into network, she/he will be automatically authenticated for LMS.
- Plan is to keep both authentication types; ID # will still be username.
- Murphy will not have access to the feature until later.
- It will be tested on our test server.

MANDATORY EOL UPDATES

- Compliance requests for updates to start in November.
- Julie Dean implied not much is changing.

Meeting End Time: 10:15 am

MEETING AGENDA

Date: 10/10/2018

Time: 9 to 10 AM

Location: OD Conference Room

Attending: Greg Garrett, Jamie Howard, Amanda Johnson-Praino Patrick Norman, Charles Ott & Tarena Davenport

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Source Documents

[Y:\ID\LMS\Meetings](#)

https://ehsod.org/?page_id=671

Notes

Action Items:

Action	Person Responsible	Timeframe for Delivery