Home

This is the home page for the Tech Support Provider (TSP) Community space.

The idea of this site is to create a shared community for the exchange of information within the community of technology support professionals (TSP) at Cornell University. This site is maintained by Cornell Information Technologies as part of its effort to create a dedicated support channel for TSPs.

The contact information for the dedicated TSP support channel is:

Hours of Operation: 8:00 a.m. - 5:00 p.m. Monday - Friday
Telephone: 607-255-8690
E-mail: tsphelp@cornell.edu

TSP Forum

February 20, 2013

To watch the recorded session via WebEx - click here

Agenda

- Brief Announcements/Agenda (5 minutes - Donna Taber)
- Data Preservation for Lawsuits -- When the University gets sued, campus IT has a role to play in preserving information related to any particular lawsuit. In this presentation, we will describe the process of notifying affected parties, documenting their information, and preserving any data (in whatever format) they may have that is relevant to a lawsuit (Dan Adinolfi – 25 minutes)
- Office 365 update (Chuck Boeheim - 25 minutes)
- Q&A (5 minutes)

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January 16, 2013

To watch the recorded session via WebEx - click here

Agenda

- Brief Announcements/Agenda (5 minutes - Donna Taber)
- Meet the IT Security Office - which will include who we are, our mission, services offered to campus, and goals for this coming year (Wyman Miles - 25 minutes)
- Office 365 update (Joanne Button, Todd Olson, and Bill Holmes - 25 minutes)
- Q&A (5 minutes)

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December 19, 2012

To watch the recorded session via WebEx - click here

Agenda

- Brief Announcements/Agenda (5 minutes - Donna Taber)
- RightAnswers discussion (25 minutes - Ellen Hartman)
- Office 365 update (25 minutes - Chuck Boeheim)

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November 21, 2012

To watch the recorded session via WebEx - [click here]

Agenda

- **Brief Announcements/Agenda** (5 minutes - Donna Taber)
- **WorkDay** (30 minutes - Lyman Flahive)
  - Answer to questions from meeting - shared by Lyman Flahive - [click here]
- **Office 365 update** (20 minutes - Joanne Button)

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September 19, 2012

To watch the recorded session via WebEx - [click here]

Agenda

- **Brief Announcements** (5 minutes - Donna Taber)
- **Office 365 update** (50 minutes - Chuck Boeheim)
  - More concrete details on the implementation
  - Migration plans
- **Q&A** (5 minutes - Donna Taber)

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August 31, 2012

To watch the recorded session via WebEx - [click here]

Agenda

- **Brief Announcements** (5 minutes - Donna Taber)
- **EAM (Exchange Account Manager) demo** (20 minutes - Bill Holmes)
- **Outlook 2011 (Mac) issues with duplicating messages** (15 minutes - Chuck Boeheim)
- **Office 365 update** (15 minutes - Chuck Boeheim)
- **Q&A** (5 minutes - Donna Taber)

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July 18, 2012

To watch the recorded session via WebEx - [click here]

Agenda

- **Brief Announcements** (Donna Taber)
- **Office 365 update** (45 minutes - Chuck Boeheim)
- **Q&A** (5 minutes)

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June 20, 2012

To watch the recorded session via WebEx - [click here]
Agenda

- Brief Announcements (Donna Taber)
- Office 365 (Chuck Boeheim) - click here for presentation
- IT Service Desk (Ron Seccia)
- Q&A

April 18, 2012

To watch the recorded session of the forum - click here

Agenda

- Brief Announcements (Donna Taber)
- Box.com (previously Box.Net) - update, time-line, Q&A (Benoit McNicoll)
- This discussion, that began with questions about the Google Privacy Policy and in the last TSP Forum covered security and technology, will continue with the focus on lw and policy of information management in cloud computing (Tracy Mitrano)

March 21, 2012 226

To watch the recorded session of the forum - click here

- Agenda (Donna Taber)
- Google Apps (Chuch Boeheim/Wyman Miles)
- Colts to Kronos Project (Wes Buchanan/Chris O'Brien)

February 15, 2012

- Agenda and IT Support options survey results (Donna Taber)
- Bomgar update (Dan Elswit/Chuck Boeheim)
- Cornell IT News (Beth Lyons)
- Shared File Services (Paul Zarnowski)

September 21st Location A106 Corson Mudd Hall 12:15-1:15pm

- R5 Operations (Respect, Rethink, Reduce, Reuse, Recycle) 12:15-12:35pm - Mark Scannapieco
- R5_recycle_talk_for_TSP_20110921.pptx
- "The State of Mac OS X Lion support" 12:40-1:15pm - Mark H. Anbinder
- 1109 CIT TSP Forum Lion.pdf

May 25th Location 221 Weill Hall from 12:15-1:30pm

- Eduroam: A secure Wi-Fi service, 12:15- 12:30pm - Dave Barr
- eduroam20110307.pptx
- Updates to Bear Access software: 12:30-12:45pm - Joanne Button
- Recommended_Software_Bear_Access_.pdf
- GoogleDoc Presentation : http://goo.gl/I2cVN

February 16th, 2011 12:15-1:30 pm at Warren Hall Room 401

- CIT Process Improvement.ppt CIT Process Improvement 12:15pm to 12:45pm - James R. Haustein
- myCornell_TSP_2-16-11.pptx Introducing MyCornell 12:45pm-1:30 pm - Jon Atherton

Forum schedule for 2010

September 15, 2010 - Warren Hall Room 401

- Digital Signage_TSPs_20100914.ppt- CUView: Digital Signage project - Celisa Manly
- KMS.ppt- Key Management Service - Philip Halcomb
- Campus Agreement 20100915.ppt- Microsoft Campus License Agreement - Michael Ferdinando
June - IT Forum on June 16th

May 19, 2010 - Warren Hall Room 401

- Invitation to IT Forum on June 16th (Jill Henery)
- Bear Access for 2010 (Joanne Button)
- Mobile Device Migration (Philip Halcomb)
- Calendar Migration (Mark Anbinder)
- Questions about Group Accounts (Chuck Boeheim)
- Exchange accounts for graduate students (Chuck Boeheim)

Forum schedule for 2009 (At noon on each date)

Dec 16, 2009 - Warren Hall Room 401

Nov 18, 2009 - Warren Hall Room 401

Oct 21, 2009 - Warren Hall Room 401

- Windows 7 (Philip Halcomb)
- Snow Leopard Mark Anbinder
- EZ Backup with Snow Leopard and Windows 7
- Power Point Slides below
- EZ Backup with Snow Leopard and Windows 7
- Windows 7 Snow Leopard

Sep 16, 2009 - Warren Hall Room 401

Aug 19, 2009 - Warren Hall Room 401

July 15, 2009 - Warren Hall Room 401

June 17, 2009 - Warren Hall Room 401 - CANCELLED - Have fun at the IT Forum and Vendor Fair

- CU IT Forum June 10
- Cornell Preferred Vendor Show June 18

May 20, 2009 - Warren Hall Room 401

- Ensemble/Exchange Tools
- Service Retirement: EZ-Remote/Express Lane

Apr 15, 2009 - Warren Hall Room 401

- Faculty Support Service (Barbara Friedman)
- How Students Get NetIDs This Year (Andrea Beesing)

Mar 18, 2009

- Spider: The New Version (Wyman Miles)
- New Computing@Cornell Web Site (D. Sempler/S. Osburn 20 minutes)
- New IT Security Handbook

Feb 18, 2009 - Weill Hall

- Dell Demo (Chris Chodora, Dell)
Jan 21, 2009 - Biotech Room G10

- Cornell Telephone Switch Changes (Karen Miller)

**Links**

Another good place to look for TSP-related information: [Net Admin Wiki](http://spreadsheets.google.com/pub?key=p8lNF9GP-nABkP1s0rJJQNW)

"Vista Compatibility Matrix": [http://spreadsheets.google.com/pub?key=p8lNF9GP-nABkP1s0rJJQNW](http://spreadsheets.google.com/pub?key=p8lNF9GP-nABkP1s0rJJQNW)