

ChemIT monthly and annual tasks

ChemIT's "Monitoring schedule". By month, reminders regarding ChemIT actions not to forget.

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Weekly meetings Oliver has with staff (one-on-one's; 1-on-1's)

- 1st wk: Ticket review. Numbers, how's, etc. Time-tracking.
- 2nd wk: Where are we going? (Future state) Diff? What to change?
- 3rd wk: Reflect: In past month, what did or change to get to desired future state?
- 4th wk: Project review (as a group; not in 1-on-1?)
- 5th wk: Nothing assigned.

Monthly review and/ or do

Task	Notes
Review reminders for the specific month. <ul style="list-style-type: none">• And complete any left over from previous month(s).	See below section, "Annual actions or reminders, by month".
Invoicing to department groups, including faculty.	ChemIT's billing to faculty
Remedy ticket counts	Remedy snapshot of current tickets
Review ticket-related reminders	See below section, "Ticket-related reminders with future dates/ triggers".
Look over every ticket a month old and older and ensure there is a pertinent "next step" written in the Work Detail tab. <ul style="list-style-type: none">• Ask client for status report if awaiting their action, as appropriate.	For more complete instructions and motivations, see section "Review & Additional follow up" at Remedy . Review at the Thursday Group meeting, first one of the month. (Started 4 /9/15.)
Review loaned items.	See paper record, on ChemIT's bulletin board.
ChemIT newsletter OR: Specify months, if not monthly	ChemIT newsletter
Stockroom: Verify backups are happening	\\files.cornell.edu\as\chm\DEPT\Dept\Stockroom\QBBackup Files generated by QuickBooks, on exit. Check for recent date-stamps.
Quarterly (which months?): Review training and certification progress, accomplishments, and intentions. <ul style="list-style-type: none">• Refresh plan, as appropriate.	CompTIA certification, training, and related

Reflect: Track accomplishments, for both group and individually.	<p>Accomplishments tracking</p> <p>Challenge, Action, Result.</p> <p>http://www.prepary.com/tracking-your-accomplishments/</p> <p>Example: April 2015: Ticket cleaned up such that count went to 48 (or whatever) from a high of 150 (or whatever). Resulted in (elaborate on positive effect on service and us).</p>
Grow: Track individual goals, progress, and next steps.	Use form within each person's Performance Dialogue goals section. Do at least quarterly?
<p>Server updates & patching</p> <ul style="list-style-type: none"> Microsoft Patch Tuesday - Most updates released 2nd Tuesday of each month. Updates may be: <ul style="list-style-type: none"> Auto-installed overnight (most systems) Manual install - Hyper-V Host servers Additional updates are released at other times, and will be installed during monthly updates unless critical. Synology updates are not released on a fixed schedule. They are assessed when released. Critical patches are installed during the next MS server patch cycle. Non-critical patches are installed within 3 months of release. 	<ul style="list-style-type: none"> Manual install & reboot on Hyper-V host servers is usually performed within 2 days of release. <ul style="list-style-type: none"> Auto-install systems will install & reboot either same day (Win 2008 and below) or within 3 days (Win 2012 and above). Systems involving the stockroom system are either patched after close of business (4 PM), or scheduled daytime periods Synology updates require turning off the primary Hyper-V server (SERV-05), and ChemIT file server (VSRV-02) during updates. As this causes a longer down time, non-critical updates may be held for later install.

Annual actions or reminders, by month

Month	Task	Notes
July	Add any new research group to ChemIT's billing.	Fiscal year begins. CCB's Incoming Faculty procedures and reminders
August	(n/a)	Fall semester begins.
August	Renew Dreamspark subscription (vs. enrollees!), when due every 3 years.	Expires on 8/31/2016 (as of 12/2014)
September	Physics: Get list of current Teaching Associates	3/2/16: John Miner recommended having Craig Wiggers send us this info each semester.
September	Update Dreamspark CCB user list, to expire 10/15 (8:00AM) of each year (our choice). <ul style="list-style-type: none"> Requires getting current people data from Kevin Ashman (new grads, PostDocs, RA's, etc.) and Joyce (new faculty). 	<p>Include Faculty, Students (grads only), and Staff (PDA's, but not most CCB staff)</p> <ul style="list-style-type: none"> https://e5.onthehub.com/WebStore/Security/Signin.aspx?ws=00096070-810a-e311-93f3-b8ca3a5db7a1&vsro=8&action=signout&JSEnabled=1
September	Review which email lists we are on. Clarify any designated responsibilities to each other, if any. What are expectations regarding whose reading what?	<p>Our lists are parked in a MS Excel file, "ChemIT staff and email lists", located on ChemIT's file server:</p> <p>R:\Chem IT\IT Support</p> <p>http://www.it.cornell.edu/services/elist/howto/user/whichlists.cfm</p>
October	Change batteries in 248 Baker door lock (C batteries)	<p>Schedule per Dave and Larry, 10/2015.</p> <p>Chemistry IT's notes, as of 10/2017: The lock on the 248 Baker cluster room takes 4 C batteries and they are NOT sold at the Chemistry stockroom. C batteries are sold at the LASSP stockroom in Clark/PSB.</p>
November	ACL exceptions review ID Finder (if not this month, when?)	ACL: Martin (Hoffmann, Sol), done 6/14 and 11/14.
Dec-Jan	Lab & Classroom updates	Review needs and pending updates to faculties, complete during break when possible.

Jan	Review cluster accounts. Archive user data, if appropriate.	Lulu to review that sponsored NetIDs match the users on each clusters. And that those match the cluster AD groups.
Jan (~mid)	Get current people data from Kevin Ashman (new grads assigned to groups), for billing. <ul style="list-style-type: none"> Confirm first with PatH that grads are in groups. 	CCB people lists
Feb	Physics: Get list of current Teaching Associates	3/2/16: John Miner recommended having Craig Wiggers send us this info each semester.
Feb	Annual staff performance dialogue (review) process begins. <ul style="list-style-type: none"> For February YR1 - January YR2 	
Mid-Feb	Faculty hires. Determine if any, and investigate so as to prepare for their arrival, as appropriate.	
Spring. Specify months (per cluster, if more than one month total)	Cluster and other HPC computers: Planning, learn of anticipated changes.	
March	Clusters and other HPC computers: Verify accounts on cluster and other HPC computers.	Ensure folks need access accounts on each system.
March 2016	Cluster updates, every ~3 months.	Lulu and others doing them Nov/ Dec 2015.
March	If needed, buy more plastic wired twist-tie dispensers, at Agway (garden supply)	By October, this garden supply item is no longer available. Cheaper than via Amazon.
March, end of	Complete staff performance dialogue (review) process.	Staff performance dialogues process
Late March or early April	Summer student employee recruitment	Student hiring
May/ June	Start review of almost all license renewal counts and reminders. <ul style="list-style-type: none"> Coordinate with CIT's announcements? Get from them cost estimates and share with CCB. Specify licenses and expiration dates. Ex: MATLAB, Mathematica, LabView. ChemDraw expires each July: <ul style="list-style-type: none"> Expect info from Library by late April. Data-point: They got info from vendor around mid-April in 2015. 	Process idea: Use web form; compile info centrally. http://it.chem.cornell.edu/chemdraw/ Non-issue, due to site-licensing: Most MS (ex Office), most Adobe (Acrobat), AutoDesk

May, into the summer	<p>Inventory check-up (do every other year? Last started Summer 2014, and took ~9 mos!)</p> <ul style="list-style-type: none"> • For billing true-up • For h/w lifecycles <p>Hardware lifecycle reviews: (how orchestrate, if not done ad hoc?)</p> <ul style="list-style-type: none"> • Dept (CCB, Physics) • Research groups? 	
June	Physics: Get list of current Teaching Associates (for summer courses)	3/2/16: John Miner recommended having Craig Wiggers send us this info each semester.
June	Intel software renewal	4/22/15. from MH: We are under software maintenance for the Intel compiler 2-seat floating license we have until August 17, 2015. Before that date, we need to purchase the renewal (SKU PCE999LFAM02ZZZ) for approximately \$1000 split costing between Scheraga, Hoffmann, and Ananth. Probably purchase from CDWG.

Ticket-related reminders with future dates/ triggers

Month	Service or ticket information	Who
May, middle	<p>PhysIT Instruction: Testing center refresh.</p> <p>Was: Incident Number INC000001186777</p> <p>"We aim to do this refresh after this semester, during the early summer. Thus, we can touch base mid-May to coordinate starting into this project."</p>	OH
May, end	<p>Physics Instruction: Migrating Phil's email client from Thunderbird.</p> <p>Was: Incident Number INC000001054054</p> <p>Changing my e-mail client is best done after the semester ends, and all work for the semester is completed. This will probably take us to the last week in May or beyond. No specific plans for that time yet. Your preference?</p>	MH
Summer 2015	Student Services: Scanner computer upgrade. Consider upgrading hardware and image. From MS Office 2010 and old Acrobat (full).	OH or MH?
September 1st (Wed)	<p>PhysIT Admin: Laptop for Kacey, for annual Admissions work and more.</p> <p>Was: Incident Number INC000001280665</p> <p>"We'll plan on looking at getting a replacement laptop starting in September."</p>	Kacey, MH, OH

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