**CTAB Applications & Equipment Committee**

**Minutes of Meeting – 5/07/2014**

**Attending:** Matt Brooks, Marcia Burrell, Nicole Decker, Brenda Farnham, Sadig Gulaghayev, Chris Hebblethwaite, John Kane, Sean Moriarty, Linda Paris, Doug Pippin, Natalie Sturr, Abby Wiertzema

1. **Tech Tips**

A number of Tech Tips were published this semester. They appeared to be well received. They were published in oswegodaily and are also posted on the CTS blog, which resulted in them appearing the Facebook feed. Many thanks to CTS for their help with this.

1. **Campus Images**

Many thanks to all who reviewed and commented on the images. CTS continues to review the comments and updates the images. Locating the test computers in the Help Desk area worked really well.

1. **Service Now – beta testing of self-service module**

Nicole Decker updated us on the beta testing. 39 invitations were sent and 11 people participated in the testing. The results of the testing are being used to improve the end result. Testers did find some of the ITLL terminology confusing, but did not seem to impair functionality.

Testers at the meeting commented on how easy it is to use and are looking forward to it going live. CTS is hoping to grow the offerings of the Service Catalog. Plans are to have the self-service module in place by the start of Fall.

1. **Thank You to …..**

* Doug Pippin was congratulated for being the chair of next year’s committee
* Natalie Sturr was recognized for her many of years of service to this committee and to CTAB
* The Committee for all their work this year

Natalie Sturr

Library, x3565

[natalie.sturr@oswego.edu](mailto:natalie.sturr@oswego.edu)