LANDesk Technical Implementation Team Charter

Team Member
Darin Boudreau, Cardiac Center
Tom Hassing, Reinert Alumni Library
Mike Hendrickson, Biomedical Sciences
Sean Millerd, DoIT
Bill Robinson, Medical Education
Joel vanBrandwijk, DoIT
Mike Lambert, DoIT – Facilitator

Team Member Responsibilities
1. Everyone participates fully.
2. Members are accountable and responsible for representing the interests of the Creighton Technology Support Community.
3. In conjunction with the Advisory Team, recommend policy for administration and security, patch management, application deployment, remote assistance, inventory management, and communication to LANDesk Support Administrators and usage training.
   - Policy recommendations will typically be developed in the following fashion:
     - Usage Policies are recommended guidelines for how to use LANDesk.
       1. Advisory Team – develops a draft of policy recommendation.
       2. Technical Team – evaluates policy and provides feedback on technical feasibility.
       3. Advisory Team – draft is finalize and published.
     - Technical Policies are recommended guidelines for technical implementation of LANDesk and can compliment Usage Policies.
       1. Technical Team – develops a draft of policy recommendation.
       2. Support Team – is consulted for feedback on the draft.
       3. Advisory Team – reviews revised draft.
       4. Technical Team – revised draft is finalized and published.
4. Recommend technical procedure for the campus-wide implementation of LANDesk technologies.
   - Technical Procedure will typically be developed in the following fashion:
     - Technical Procedure is the method for applying Technical policies and Usage policies.
       1. Technical Team develops a draft of the recommended procedure.
       2. Support Team – is consulted for feedback on the draft.
       3. Advisory Team – reviews draft.
       4. Technical Team – publishes final procedure.
5. Primary communication will be via the team email list (ldms_technical@creighton.edu).

Facilitator
Mike Lambert will:
1. Help us stay focused and on task.
2. Guide the process, asking questions to help make sure we are moving forward, considering important facets of the change process.
3. Help us look at the big picture.

Norms for the Team
We will:
1. Respect the opinion of all team members.
2. Openly share feedback and ideas.
3. Maintain the self esteem and respect of others.
4. Focus on the situation.
5. Support the group’s decisions.
6. Demonstrate commitment.

The Results of this Technical Implementation Team will be:
1. Successful LANDesk implementation to benefit the greater good of the Creighton Community.
2. Improved technical support by decreasing time to resolution.
3. Increased ability to manage and maintain devices on our.
4. Increased customer satisfaction and increased productivity across campus.