



SCCs joined by CHIP & Faculty Help Desk staff

Thursday, August 29th, 2013 (MC 2060)	
8:00 am to 8:45 am	BREAKFAST (REV Caf)
9 am to 10 am	Welcome to IST Help Desks Bob Hicks (Director, IST Client Services), Peggy Day (Manager, CHIP), Nitish Khiria (Supervisor, Residence & Library Help Desks)
10 am to 10:30 am	WatIAM Presentation + Workshop Peggy Day (Manager, CHIP desk)
10:30 am to 10:45 am	BREAK
10:45 am to 11 am	Bomgar Presentation Peggy Day (Manager, CHIP desk)
11 am to 11:30 am	PHP Live Chat Presentation + Workshop Nitish
11:30 am to 12 pm	IST's Request Tracker (RT) Presentation Lisa Tomalty (Arts Computing)
12 pm to 1 pm	LUNCH (Brubakers)
1 pm to 1:30 pm	Meet IST Security Mike Patterson (System Integration Specialist, IST Security)
1:30 pm to 2:30 pm	Technical Troubleshooting + The Power of Questions Nitish
2:30 pm to 3:30 pm	Malware Removal (Tools + Tips) Nitish, Bryan Olive
3:30 pm to 4:30 pm	Windows 8 + Windows 7 Jason Yi, Hubert Cheng
4:30 pm to 4:45 pm	BREAK
4:45 pm to 5:15 pm	Mac OS X Matt Harford
5:15 pm to 5:45 pm	Linux Oliver Oxtton
5:45 pm to 6 pm	Group Activity: Quiz from Summary of Day Nitish + All Attendees
6:00 pm to 7:00 pm	DINNER (REV Caf) – SCCs move out of Conference Center!



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Friday, August 30th, 2013 (MKV MPR)	
8:00 am to 9 am	BREAKFAST (Catered to MKV MPR)
9 am to 9:30 am	Meet Dave Wallace (Chief Information Officer, IST)
9:30 am to 10:30 am	Faculty Helpdesk Panel: Q & A + Info Session Lisa (Arts), (CS), (Math), (Environment), (Science), (Engineering), (AHS)
10:30 am to 10:45 am	BREAK
10:45 am to 11 am	Troubleshooting the Blackberry Mike Huynh
11 am to 11:15 am	Troubleshooting iOS devices (iPhones, iPads, iPods) Matt Harford
11:15 am to 11:30 am	Troubleshooting Android devices Jason Yi
11:30 am to 11:45 am	Troubleshooting Windows phones Matt Harford, Nitish
11:45 am to 1pm	LUNCH (Catered to MKV MPR)
1 pm to 4 pm	Customer Service Training – OHD Alannah Robinson, OHD
4 pm to 4:15 pm	BREAK
4:15 pm to 4:45 pm	Mapping Emails on Campus – Mailservices + Exchange Oliver Oxtton, Bryan Olive
4:45 pm to 5:15 pm	Remote Desktop at Waterloo Varun Batta, Nitish
5:15 pm to 6 pm	Group Activity: Quiz from Summary of Day Nitish + All Attendees
6 pm	DINNER (Hog Tails)
7 pm onwards	SCC Team Bowling Event