Information Resource Committee
Summary for May 13, 2014 Meeting
BHG 240
11:00 am - 12:00 pm

2013-2014 IRC Report
- Reviewed the full report and made necessary changes.

Technology Services Automated Attendant (old business)
- The script for the Technology Services Automated Attendant (TSAA) was reviewed and approved for implementation.
- The decision was made to promote the new phone number in general settings where it is not known what specific technology support the audience would be seeking. In situations and locations where specific technology support was likely, such as the classroom podium or a sticker affixed to faculty and staff computers, the direct number for support would be promoted, and not the TSAA number.