

Technology Department Report

Desktop Systems:

Working with our Premier Dell support team we were able to identify the cause of some very intermittent performance and video related issues with a few of our PC's. Our issue was not previously documented by Dell, which resulted in us having to replace several internal components to narrow down the cause. In the end we replaced motherboards, processor fans, and video cards in several systems.

Integrated Communication Systems:

We have requested an updated quote from Treese Communications and hope to present that next month for your consideration. We have purchased the last of the necessary network upgrades that will enable our network to facilitate a VOIP integrated communication system. These upgrades will also enable increased capabilities for our computer systems as well. This is one of the most appreciated benefits of VOIP telephones to the desktop, the need for only one infrastructure to support for both computers and telephones, and that any improvements benefit both.

Server Systems:

Our internet system has been overhauled with Microsoft ISA Server 2006 and Websense 6.3 to implement improved content filtering. The benefits are minimized risk of access to undesirable websites, improved performance, and easier access to reports. These content restrictions greatly reduce the risk of network transmitted viruses, spy-ware, and ad-ware to our internal systems, in addition to internet applications that may be inappropriate. Additionally, we have optimized performance with increased and improved content caching which reduces overall internet traffic demand, by providing content to the users with locally cached copies, increasing the availability to provide a higher level of service for other internet requests.

Our backup server was audited to ensure we were provided the necessary protection to all of our systems, given the additions and changes that have occurred in the last few months. We were able to identify several opportunities for increased backup performance, utilizing incremental backups throughout the week, and excluding data that can easily be re-produced with existing on-hand media. We also identified and corrected any areas where not enough backup protection was being provided.