

Technology Department Report

Desktop Systems:

Several staff members took advantage of a promotional sale being offered by Dell to implement color laser printers in their labs and offices. The technology team is working to get them all installed as quickly as possible.

Telephone Systems:

We continue to work with Capital Telecommunications (CapTel), our telephone service provider, to resolve some line issues. We've identified some opportunities to improve how our service is used which will benefit us now, and through the transition to the new communication system implementation next year. However, there have been some recent structural changes within the organization at CapTel, delaying the completion of our work request.

Quality:

Some improvements have been made to our request system to provide better flexibility with documentation within the database, and provide the feasibility for more detailed reporting. This enables the team to have more detailed discussions about resolutions and probable root causes. This has further aided in the prevention of future issues of similar nature.

Professional Development:

The team is taking on more challenges, and working them through to solution. I am extremely impressed with Ms. Zimmerman and Ms. Eberle's initiative and ambition. They continue to share their strengths with each other, cross train each other and in general provide each other with more cohesive offline communication of their efforts within the request system. I am encouraged this has enhanced our collective efficiency and supportability.