

Technology Department Report

Desktop Systems:

While many of the student classroom computers were upgraded this summer, there have been a few reports of software packages and applications not working correctly. We are working through these issues and creating the necessary documentation.

Server Systems:

Application installation and migration has begun on the new servers that were installed last month. The cafeteria point of sale system, Food Service, has been migrated successfully.

Telephone Systems:

Reports of inbound call issues, and a couple of service requests for the Skills Center elevated the priority for the telephone system to be better understood. The relationship with the Skills Center was unclear in the documentation, as well as the interconnection with the service provider. The system installation was inventoried, reverse engineered, and documentation is being updated to reflect our findings.

Quality:

Continual improvements have been made to documentation of work instructions and training guides. The digital file system is being inventoried and organized in preparations of a more interactive online knowledge base of information.

Professional Development:

The technology staff has focused on better internal communication when providing problem resolutions and solutions. By discussing the technical details and providing analysis of solutions the staff is then empowered with the necessary knowledge to actually implement the solutions, provide better documentation in the request system, and in some cases create new work instructions.