

February Technology Board Report

February 22, 2008

Desktop Systems

Updated Facilities Maintenance Technology Lab with newer redeploy PC's and a color printer. Implemented changes in Electrical Engineering per Don Hofmeister's request; Don is becoming much more comfortable using his laptop full time.

Installed new network service to Tourism and Hospitality and Electronics in support of their classroom technology improvements.

Network Systems

Treese Communications was in to service our Phone System server to try and rectify an intermittent issue that has previously caused a minor service outage.

Our Internet content filter, Websense with Microsoft ISA Server, that was installed one year ago, has been very reliably and effective. Though our upgrade to the Regional Wide Area Network internet connection we continue to deliver a high quality of service and effective control. We receive several acknowledgements from the instructional staff, concerning their relief of what they no longer have to manually control with regard to student internet activity.

Server Systems

Our server systems are remarkably stable this winter. Our two primary production servers, that service 70% of the day to day activity, have not been rebooted or been without power in over four months. The few minor disruptions there have been has been the result of new changes being implemented that resulted in only minor negative side effects.

HelpDesk

We've begun programming the interface to enable other service areas in the web-based Helpdesk, starting with the Facilities department.

The Technology department is receiving, tracking, and closing 12 work requests per week since the addition of the web-based Help Desk system. This is a 30% increase in volume from last school year. I believe this to be very positive. It's my perception that the general nature of the average requests are also becoming more complex and implementing change and less for general repair.