

January Technology Board Report

January 24, 2008

Desktop Systems

We completed the Drafting Lab 3D printer installation.

10 of the donated PC's from First Energy have been deployed to new and existing locations.

We provided repair service for a few faculty members for their personal computers.

Network Systems

The old digital telephone system has been de-installed and allocated to surplus for the auction.

To accommodate the printer counter concept in Drafting and Design, we rewired the entire lab with new cable runs to the rear network closet. The switch that was in the classroom servicing all the computers was saturated, and installing additional networking equipment in the classroom would not be stable or cost effective. The in place switch was already fairly unsightly, and very dusty. With the network equipment moved into the network closet it will be protected environmentally and with power fault protection. It took approximately 5000 feet of cable, and 40 man hours over Christmas break. With in-house staff labor costs included, we completed the project 50% cheaper than an outsourced solution would have cost.

Server Systems

We decommissioned several old servers, for allocation to surplus, including several that were previous donations from Steris Corporation that are no longer valuable for our operations. Our oldest production server, that has provided email, website, and authentication services since 2000 was also decommissioned from production use, but will continue to be used as a development and test server.

HelpDesk

We continue to receive, and complete approximately 100 work requests each month. This is an increase in documented requests from last year. I attribute this to the new web-based helpdesk application which has improved many aspects of the technology work request system for both the end users, and the technology team. However, with several sections of the Request Forms not rewritten to the web there have been several requests to have everything in the web-interface to minimize confusion. We hope to do this by next school year. Given the success, I am confident it will be valuable to the maintenance work request system and the remaining processes in the system.