

November Technology Board Report

November 12, 2009

Desktop Systems

We have received the officially licensed Windows 7 DVD from Dell for our faculty laptops; and will begin testing. There are a few interested in making the upgrade, as well as a few computer labs that would also like to upgrade next school year.

Network and Server Systems

We repaired the internet content filter. There was a software update that caused the issue. Websense Inc. has had to rescind the update from their systems. We were the first installation they were able to completely identify the cause, and implement a solution with.

On the topic of content filtering there are some rare cases that we have been experiencing with Faculty Laptops not being properly identified by our content filter. We have identified the root cause, and intend to implement a solution over the Holiday break.

While we have resolved the networking issue with our new 'virtual server' that hosts our Exchange email system; a new issue is affecting the performance and reliability of this server. We have support cases in progress with Dell and Microsoft in attempt to address it. The impact is fairly minimal as the server remains online for several days before the symptom appears, and a quick reboot of the system is temporarily resolving the issue. Most of our servers and network systems are never rebooted unless changes are being made to the systems that require it.

Applications

SchoolDEX, LLC has maintained a separate service fee for all PIMS reporting maintenance as the PIMS requirements have evolved each reporting period. This work has historically been performed by an individual that is mostly responsible for the establishment of this software company. It has been communicated that this individual is no longer working for the company, and his service 'operationally' is solely on a consulting basis with SchoolDEX, LLC as they deem necessary. This has resulted in much slower response times as the individual is bound by a non-compete clause in working with us directly. As reported last month this relationship with this vendor has deteriorated in the last few months as they have chosen a different direction.

Training

The second employee technology training for this school year was held on Wednesday November 11, 2009. The class agenda was to overview wireless strategies while out of the school building, and some changes in the software that provide the interface for this. Additionally we focused on Microsoft Outlook skills specifically with calendaring and meeting organization. I'm very pleased with this opportunity to provide this education to our faculty, and believe we are making some terrific progress.