

Desktop Systems

We had a couple of hardware failures with out of warranty desktop computers this past month. We were able to buy spare parts and resolve the issues quickly; but in the process problems in our desktop deployment system became evident. Apparently changes that were made to update our deployment systems to support Windows 7 caused adverse effects on Windows XP deployment processes. These 'bugs' have been identified by Microsoft; and we're working to implement a 'long-term' solution. In the interim; we have identified a viable 'work-around'.

Network and Server Systems

We have deployed AVG Anti-Virus Version 9; as our license for our previous version was due to expire on October 31st. The new version has introduced new functionality; and along with it; new challenges interoperating in our complex computing environment. Issues have occurred between AVG and Websense. We are working to resolve these issues.

I attended the Regional Technology Services Group (RTSG) meeting this month, which included several web-content filtering provider presentations; as the Websense Consortium contract is due to expire. The consortium participants are entertaining alternate solutions to content-filtering; in effort to ensure zero cost increase for this service. We are also discussing alternate ways to deploy content filtering that could more easily benefit the participants.

SchoolDEX, our teacher grading and attendance program, has been a very high priority again in October. A software bug that was introduced late last school year became increasingly disruptive to our daily operations. We reached out to Larry Poor, the original developer of the software, but he was without a fix since the software is no longer actively being supported. We began attempting our own manipulation of the program code. Several changes were attempted. On October 18, 2010 an update was applied and to date the issue has not recurred.

Application Development

A few small program bugs have been identified in eDesx, our internally developed online student portal. They are recorded in the HelpDesx and are being worked on. They include minor grade book presentation inconsistencies, MAC OSX compatibility, and a backend fundamental data dependency weakness. However, all in all, it is working out very well for ECTS.

Documentation and Planning

We have been finalizing our documentation of what we've done in the last 6 months with regard to Windows 7, MAC OSX, and our MAC X-Server. These milestone changes to our desktop infrastructure deserve thorough documentation.

I have been working on updating our inventory database; and revising our maintenance plans for all of our technology assets.