January 17, 2013

Technology Board Report

Desktop Systems

Installed Windows 7 to the Auto Tech and Auto Body laptop carts, both to solve some outstanding helpdesk ticket issues; as well as provide a better service.

Addressed two virus issues on two faculty laptops that were infected while on the internet off campus. I am investigating Remote Content Filtering for these laptops and our student services iPad initiative to ensure these laptops remain protected while at home.

Help Desk *(last 30 days)*

Closed	New	Carryover
36	34	29

Applications and Database

Repaired and updated Cosmetology Hours report. Working to help instructor to have a comprehensive report that can directly be issued to the Cosmetology Board, instead of her current process of taking SchoolDESX data to update an Excel Spreadsheet.

Updated data exchange between Cafeteria Database and SchoolDESX to keep SchoolDESX up to date with Cafeteria Manager updates to Free/Reduced lunch status.

Network and Server Systems

In progress of installing a Microsoft Office Web Apps Server, a server service (ie. Software As A Service, SAAS) that enables Microsoft Office editing in a web browser (even on tablets), similar to the likes of Google Docs. This will help promote student access and editing of portions of their required work from off campus as well as on newer handheld devices on and off campus. The challenge with internet cloud services, like Google Docs, versus this "Private" cloud service is the increased consumption of daytime internet bandwidth, challenge of a single-sign-on experience, and the limitations of faculty access to student work. From an IT resource perspective outsourced vendors will dictate their upgrade and lifecycle schedules, which can often be manpower and user training demanding at unrealistic points in the school year, versus onsite, we can control those changes.

Working to improve wireless service in high density laptop areas including in the Skill Center. The addition of a laptop cart in the transition center along with some additional influences are demanding increased coverage and capacity service.

Continuing the progression of Virtualization in the Data Center to remove as many Power Supplies from our electric circuit as possible, while increasing performance with our Virtualization Servers purchased over the last two years. I continue to encounter limited storage, which we anticipated when we started the project. We anticipated with a Virtualized environment, we would add storage and memory to the servers as the build out scaled, which is the value and intended progression of a Virtualized Server environment.