

Technology Board Report

Desktop Systems

Networking Lab equipment arrived, and the students assembled everything. There was some ordering issues, but they are slight, and we are working through them.

Continue to work with our Dell account team to improve the service they offer ECTS.

Setup Room 18 for NOCTI testing with an additional 12 computers. Worked with the Computer Networking students to help test each computer before testing began.

Help Desk *(last 30 days)*

Closed	New	Carryover
45	52	39

Applications and Database

This month I overcame significant logic issues I had been encountering, resolving my inability to create reports in Infinite Campus that could replicate processes we've grown accustomed to in SchoolDESX. While I had previously developed our SchoolDESX reports, learning the new development language and reverse engineering the Infinite Campus data structure and workflow is a challenge. While no more than what was encountered with SchoolDESX we largely started with a blank slate, and over years evolved the data and reports as organization ideas progressed. The inability for Infinite Campus to develop these reports without additional costs has been unexpected, and not consistent with the commitments we anticipated during our vendor selection process. They repeatedly stand behind the fact that CTE is a very small segment of their installation base, and therefore very low priority, offering the only other option of purchasing dedicated developer time. I appreciate the support, patience, and understanding of the Faculty, Administration, and Operating Committee exhibited toward me in working through these challenges over the last several months. I'm confident we are making the necessary progress to be successful with Infinite Campus.

Network and Server Systems

Anti-SPAM analysis and improvements is ongoing, some day's is better than others.

After upgrading AppAssure Backup software, bugs in the previous version became evident. One by one I have been resolving the issue across all of our servers; with a guide provided by the vendor. It is not something they resolve on their own in the software.