

Technology Board Report

Desktop Systems

Handful of computers are on the bench since the beginning of the year for a range of failures. Throughout the average 6 year lifecycle a computer is in our building, we see approximately 5% of them encounter a hardware failure.

Working with faculty to acclimate their new laptops to their preferences. Things like mouse responsiveness, power settings, sleep settings. Each user has different preferences, and needs the guidance on where to make the change. In some cases, different drivers have been installed to introduce additional advanced settings as needed.

Setup Room 18 for testing.

Help Desk *(last 30 days)*

Closed	New	Carryover
72	82	33

Applications and Database

Student Pictures and digital finger ids have been captured and imported to Infinite Campus and Food Service Solutions respectively.

Infinite Campus reports continues to be a concern with the software. While we are getting the day to day operational data into the system, the analysis and reporting of the information has remained difficult. As of Oct 13th, a new, more flexible reporting engine has been installed on the server by Infinite Campus to permit our ability to write custom reports.

Network and Server Systems

Dell PowerEdge VRTX Virtualization Server was placed in the rack in the server room. Since migrating to the VRTX in July, it has been on a stand until the equipment it replaced could be removed from the rack.

Forefront Protection for Exchange, our Anti-Spam system continues to deteriorate in performance, increasing the demand to move forward with our Exchange Upgrade. We've been running Exchange 2007 since the summer of 2007, upgrading to Exchange 2013 will introduce new features, and benefits. Forefront for Exchange reports it blocks approximately 2000 email messages per day due to block lists or other content related restrictions.