

Technology Board Report

Desktop Systems

We have used domain automation to deploy Google Chrome to 240 ECTS student computers to support WIN learning. WIN does not function well in Firefox or Internet Explorer. As our applications converge on the internet, browser compatibility becomes increasingly more disparate. Each one is optimized for the browser that company chooses, and no single browser is truly compatible with all. We have tried very hard at ECTS to configure Internet Explorer to handle everything we've encountered, but that ideology is no longer practical.

We encountered another projector failure this year. Many of the ceiling mounted projectors in our classrooms were installed between 2008 and 2010. Our plan is to replace them as they fail; but in some cases we may also choose to replace a projector as its bulb burns out. The single largest consumable for a projector is its bulb, it represents an opportunity to significantly offset the cost of a replacement projector, contributing to a better projected image, compatibility features, and reliability.

Help Desk *(last 60 days)*

Closed	New	Carryover
52	101	88

Applications and Database

Terri Birchard and I discussed an idea of making budgetary account access easier for faculty. With the assistance of Harris Solutions, Inc. we have developed a web-application which present individualized Prosoft Supply Account information to faculty and staff. This web applications is Windows user aware, and resides on our website adjacent the access to our maintenance & technology helpdesk portals, eClass classroom websites, many other web services our faculty and staff frequent. We hope this helps improves both our awareness of account balances, and budgetary account codes.

Updated Infinite Campus grade reports and database routines. When we finally overcame our significant challenges with Infinite Campus reports last spring; the reports built were specific for the data at that time. As we progress with Infinite Campus, we have to align reports to have more selectable criteria, and be more aware of the school calendar. This logic is tricky, and we continue to invest in ensuring reports are always accessible, and configurable without the need for IT involvement.

Network and Server Systems

Building upon last year's success aligning Infinite Campus SQL data to Active Directory user accounts, for the start of this school year we streamlined the automation process further creating student accounts in Active Directory directly from the Infinite Campus SQL database tables. Last year we still had a two-step process where we exported to Excel first. The next step will be to create the execution task to run daily to reconcile Infinite Campus changes with Active Directory.

Installed updates to our on-Premise Office365 server farm. The process for deploying updates to this farm, which hosts our D10 Skills USA collaboration portal, and our classroom eClass sites is not automatic. It requires specific routines to be run manually. The latest round of updates resolved some errors we had been seeing last year in eClass, and improves the systems efficiency on the servers.

Performed some maintenance on the Blade Center VRTX server. Last year we invested in an all in one server and storage solution to host all of our virtualized servers. We purchased the server with what we perceived as ample room for growth, and that has proven short sighted. The benefit of this server is that adding storage is simple. Before I purchase and install more storage I am fine tuning what is there.