

Tech Support Group Meeting Minutes

September 5, 2008 Jed, Jean, Jeff, Chris, Jim, Joanne, Kellie, Steve

- Celebrations:
 - Four teams of teachers attended summer classes and received Elmos, iPods, voice recorders and/or Smartboards
 - Homework post on MMU website
 - Lots of laptops for teachers
- Building status:
 - Smilie shared printing a mobile lab, CHMS slow login, BRMS “coming along”, B-P out of server disk space, RES type to learn, JES user issues w/passwords, UCS reimaging, UID type to learn, CO desktops and laptops to set up, MMUHS need more image space, Lee River much work to do
- RES use Office 2003 only until next RES tech mtg discussion
- Student personal laptop wireless access options: not ready to re-implement yet. Might create VLAN at MMU, or separate system. Latter option would require \$105 Comcast line and \$750 Smoothwall license.
- Generally agreed that tech support people are overwhelmed with an increasing number of requests for new services, new software and more computers, and that increasing number of staff have a 365/24/7 expectation of district services available to them. We will discuss ways to balance expectations and tech staffing at next mtg.
- Ticketing system for tech tasks: Will arrange demo and training of new system. Date TBA.
- Do not install Win XP: SP3, but allow other updates
- Acknowledged that need upgrade Smilie Internet speed, especially upload. Will see if Comcast is now available at Smilie.
- Noted that MS updates slow computers. After discussion, decided to leave auto-updates on rather than risks consequences of not getting updates
- Major projects for this year:
 - Email Archiving
 - Back up process and resources to do it
 - Web2School trial: BRMS & MMUHS
 - HR/Finance/Purchasing software
 - Bus Software
 - Read Naturally
 - Lunch Point of Sales System
 - Increase Comcast Internet at some schools?
 - Revise AUP
 - Include a policy on cell phone usage, IM, cameras, social networking, streaming music & video?
 - New tech plan by July 2009
 - Security Policy