

Computer Team Meeting

10/28/21

Attendees: Melissa Pappas, Diane Anastos, Youa Thao, Gary Laskowski, Terry Hogan, Andrew Ward, Aado Perandi, Michelle Newell

PHA updates

The Neill computer admin has resigned.

There should be some new admins starting in the next couple months.

Recruiting a new IT contractor

Aaron might not want to renew his contract. He will continue through the end of the year or through March.

The position has been posted. There have been several responses but none of them was acceptable.

Faronics software purchase

The purchase is in process now. It will probably be done in the next week or two.

The cost will be around \$11,000 for a five year license. Citywide will have a different cost.

The purchase will likely be made with the PC debit card.

Help desk flyers

Admins can make up their own flyers if more instructions for residents are wanted. (Such as contact the Admin before submitting a help desk ticket.)

Whether or not Admins should be handling problems was discussed.

There was some confusion about where the Admin role ends and the Computer Peer role starts.

Admins really shouldn't be fixing computer issues it seems.

Knowledge base on PC Website

Having a Knowledgebase was suggested.

Freshdesk might have that option built in. Putting one on the PC website is another idea.

Whether or not that might confuse residents was brought up. (This could especially be an issue for people who aren't tech savvy.)

Getting people to submit detailed tickets is still a problem. (There is a Google form people can use when submitting tickets.)

Residents should be encouraged to use that form or at least give details when submitting a help desk ticket.

Computer rep updates

Ravoux computers are working well now.

No problems at Cleveland.

Hamline had an unauthorized person messing with the computers. The computers are working fine otherwise.

Wabasha is still having Internet issues. They may need a new modem.

Seal's computers are working fine.

Wilson is still having computer issues.

McDonough lab should be all taken care of now.

Ravoux, Neill, Edgerton, Wabasha tickets have been taken care of. (Wabasha still needs to get a new modem.)

Next Meeting: November 18th by Zoom