

11/17/16

Computer Team Meeting

Attendees: Richard Castonguay, Melissa Pappas, Diane Anastos, Julia Hupperts, Keri Levin, Yasmine Aminou, Gerard Forys

Comcast:

A number of hi-rises have received letters from Comcast informing them that the Internet cost will be raised from \$39.95 to \$69.95 a month. So far Seal, Valley, and Dunedin have received these increases.

Originally our accounts were set up on a promotional rate. That rate has since expired. (\$69.95 is the standard rate for business class Internet.)

Getting the rate renegotiated is being looked into.

Help Desk:

Help desk cards were handed out. These should be posted by hi-rise computer stations.

There is a possible issue with the help desk in that when you submit a ticket you receive an email back inviting you to set up an account. This might be confusing for less tech savvy residents and really isn't necessary for most people to do. (Computer admins might be an exception.)

Laminated computer protocol sheets were handed out. These should be posted by your computer stations.

Computer Admin Responsibilities:

The responsibilities of computer admins were discussed.

Computers should be rebooted daily.

Computers can be set to reboot each day at a certain time using the Windows task scheduler.

There will eventually be a list of approved computer cleaning supplies and a log to keep track of computer cleaning.

Damaged equipment and rule violations should be reported to the help desk.

Ideally the computer admin should be the first contact when there is an issue.

They can determine if the problem is legitimate and if it is something they can fix themselves. This also will have the benefit of limiting frivolous reports and lightening Aaron's workload.

There should be a weekly scheduled time to handle resident concerns. Computer admin hours should be posted so residents know them.

Admins should be available at least once a week for several hours.

Having the admins' log as a Google Docs spreadsheet was mentioned. That would limit the use of paper and make it easy to track and update the log.

A reminder was given not to put yourself at risk when enforcing the computer rules. Just make note if the issue and report it to the help desk. Don't confront the person or get in an argument.

Only residents are allowed to use the computers. This means no guests or PCAs.

There was a question raised about how often computers need to be defragged. Monthly or every few months is good.

A list of programs allowed on the computers is being worked on. (All the computers should have the same programs on them.) Any additional programs that an admin wants to be installed need to be approved by Aaron or the computer team. This includes office computers.

Computer admins need to check in with Aaron monthly. Can be by email, phone call, at the monthly hi-rise visit, or at the computer team meeting. If two months go by without any form of check in the computer admin can be removed from the position.

Putting a password on the BIOS was suggested. Without that security someone could get into the BIOS and change settings and potentially mess up the computer.

Computer admin stipends are up to the individual hi-rises.

Aaron is working on a new schedule for hi-rise visits.

Issues:

Securing Central's printer is still being worked on.

There is an issue at Dunedin with someone installing the software for the office printer on one of the community room computers.

