Computer Team Meeting
1/18/17

Attendees: Aaron Smothers, Diane Anastos, Julia Hupperts, William Hughe, Gerard Forys, David Owens, Melissa Pappas, Laurie Wrycza, Ron Sexton

Report backs:
Bill Hughes has increased the memory on Iowa's computers. He also installed solid state drives on them.
Valley has issues with people unplugging computers and messing with things. The renovations are causing problems as well.
Seal had someone reset one of the computers. Everything is reinstalled on that one except Faronics.
Mt. Airy only has two computers. They need Quickbooks installed.
The computer room at Exchange got flooded recently. The computers appear to be okay. They are in storage at the moment. New computer desks are needed.

Computer peer team:
The computer peer Time was discussed. The "job description" for Peers was handed out. Peers would likely be paid $15 per hour with a half hour minimum. Someone from the hi-rise board would sign off on the Peer timesheet.
The computer Peer Team would function somewhat like the Quickbooks peer team.
Those who would like to be computer peers would need to fill out an application and be interviewed.
Preventing abuse of stipends is a concern. Setting an upper stipend limit would be one option. Bringing the computers to a central location was another suggestion.
Having a limited Peer Team was suggested. (Four or five people, maybe.)
Giving a monthly stipend might simplify things.
Keeping a log for each computer would be good. (What the problem was. What was done and when, etc.)
Remote access was discussed. Right now the computers have TeamViewer installed on them. Aaron uses that to remotely work on computers.
Letting Peers remote in for simple things might be helpful.
The computer Peers could check in with their hi-rises monthly and see if there are any issues that need to be addressed. (Kind of like the QB Peers do.)
Hi-rises would pay for any needed computer parts. Peers would advise what part is needed and where it could be purchased. (They could provide bids if needed too.)
A hybrid computer team would be good. Some sites would need to be visited once a quarter or when there is a problem. Sites without admins would need monthly visits.
Another idea is to have the Peer Team to handle major issues. Hi-rises would then pay a stipend for a Peer computer admin if they don't have a resident to fill that position.

Comcast:
Cleveland has set up a new contract with Comcast. Other hi-rises are encouraged to do the same.
They have a three year agreement with a rate of $64.95 per month.