

Computer Team Agenda

Thursday, April 25th, 2024, at
1:00p.m.

Introductions

Please state your name and your Computer Position

Chairperson: Youa Thao

Secretary/Notetaker: Melissa Pappas

Attendees: Melissa Pappas, Youa Thao, Aado Perandi, Keri Levin, James Mueller, Michelle Newell, Jason Bruce, Andrew Ward, Joe Furst, Alicia Huckleby

Updates from Administrators:

- Cleveland: Computers are working fine. No problems to report.
- Hamline: No admin in attendance.
- Montreal: No problems to report. All computers are working fine.
- Dunedin: Computers are working fine. There is a question about the accounts on the office computer. There was an issue with someone going to explicit sites n the computers.
- Wabasha: One computer is working now. They need Word and Faronics installed on the donated computers.
- Ravoux: All computers are working fine. The router is having issues with maintaining an Internet connection. Andrew is going to try directly connecting the computers by Ethernet.
- Seal: Everything is working fine. Two donated computers were installed. One has Windows 11, and one has Windows 10. There was one issue with someone viewing porn on one of the computers. (They left the computer with the browser open and the porn running. I discovered this when I went down to lock up.)
- Front: No admin in attendance. The previous admin stepped down.
- Wilson: No admin in attendance.
- Exchange: No problems with the computers or printer.

Update from Computer Peers:

- **Closed Helpdesk Tickets**
 - Michelle Newell: No tickets done lately. She will be going to the family site labs soon.
 - Jason Bruce: No problems to report.

- **New Tickets**

No new tickets recently.

Updates from IT Contractor and PHA IT

Joe Furst: Let Youa know if any of the donated computers don't work. You shouldn't need to download many drivers except possibly for the wi-if adapter.

Computers only come with a basic Windows installation.

Melissa Pappas:

I have been checking Faronics and Freshdesk regularly. I am still working on a schedule for site visits. When checking Faronics I note if a site's computers haven't checked in for a few days and might visit that site to check things out.

I checked Cleveland and Hamline hi-rise computers. Hamline needed a new keyboard and mouse on one computer. I went back to Hamline to check the computers after being informed by the manager that there might be an issue with them after someone had been reported to be messing with them.

Checked the computers at Valley. One computer was giving error messages at first. It hasn't checked in with Faronics all month, so I'll check that computer when I go to Valley on May 3rd.

Checked computers and updated router firmware at Neill. (I've been updating router firmware at every site I go to.)

Checked the computers at Iowa. Hooked up new keyboard and mouse.

Updated computers and checked printer.

Went to Wilson and checked computers. Reset router and made sure printer was working.

Helped troubleshoot an Internet issue at Cleveland over the phone.

Went to Wabasha to check computers. Updated computer 3. Checked computer 2. Attempting to update Faronics. That computer works but it appears the hard drive has bad sectors. Was unable to get disk repair to work.

Updates

Youa Thao:

It is necessary to complete the log sheet each month and give it to your board when you get your stipend each month.

A reminder was given to the Peers to close tickets after they finish working on them. It is important to submit tickets whenever you need work done by the IT Contractor.

It was also mentioned that this is a busy time of year for Councils and documenting work you do is very important. Things can fall through the cracks or get missed with everything that is going on.

Computer Admins can keep their positions. Stipends are figured into the new budget each year. (The position is not voted in each year.)

A replacement for Beth Pacunas will be starting next month. (Beth is no longer with the PHA.)

Next Meeting: May 23rd at 1:00p.m.

