Computer Team Meeting
6/24/21

Attendees: Melissa Pappas, Diane Anastos, Keri Levin, Youa Thao, Gary Laskowski, Aado Perandi, Michelle Newell, Gy Chajili, Richard Castonguay

PHA updates
Faronics
The Faronics subscription is coming to an end on November 28, 2021.
The Presidents Council purchases Faronics in November of 2016.
Aaron advised that we wait for Rahom's reply for the best deal on Faronics purchase.
Aaron will provide us with a quote of how much we will be paying for the renewal of a Faronics subscription by the end of June.
Going back to just Deepfreeze was suggested. That can be discussed when we have more information. (Hopefully in July.)

Computer Modem Update
Aaron mentioned that it may had been over 5 years since the purchase of the modems with a $30,000 grant. This means that the modem may need to be upgraded.
There are some funds to assist with the purchase of NEW modems. These modems would be kept in the Presidents Council's office and will be given to Computer Peers to replace broken modem at the sites. This will eliminate the wait time for a NEW modem while the residents wait for the purchase to be approved by the councils.
o Aaron will make recommendations of "best modems to purchase" for us to consider by the end of June.
This will be discussed more in July.

Computer Peer Training
Aaron will schedule a training of the Computer Peers and create forms to go over with them at the training. After the training, the Computer Peers will be able to use the forms to assist them when they respond to Helpdesk tickets.
o This training will occur sometime in July.

Faronics Training
We will work with the Computer Team to schedule a time on a Saturday for Aaron to provide a walkthrough of the Faronics software with the Computer Team This training will occur in July.
Propose Training date and time with IT Contractor Aaron Smoothers:
Saturday, July 24 at 10:00AM – 11:30AM Faronics Training (All members of the Computer Team) Saturday, July 31 at 10:00AM – 11:30AM Computer Peer Training (Only Computer Peers)

Helpdesk Tickets
Aaron will email PHA Coordinators at least 2 times per a month (beginning and end of month) to provide updates on helpdesk tickets and concerns with duties that are not completed correctly or done only half way.

Aaron suggested that we use a FREE helpdesk ticket software to track helpdesk tickets. We have selected the FreshDesk software.

They have a Free Plan along with one that will be for $19 per a month which will allow us to track helpdesk tickets.

Using another solution such as Spiceworks was suggested.

Will the Free Plan be able to accommodate our proposal below requirements:

Helpdesk ticket response

☐ Computer Peers need to have access to writing on the helpdesk History – to provide update on ticket that Diane/Youa/Aaron and Sender/Resident can view

☐ PHA, Computer Peers assigned, and the helpdesk ticket Sender need to have access to view the helpdesk history to track its completion from open to closed

☐ Response to helpdesk ticket should be between 1-3 business day

If we use "Fresh Desk" software moving forward. Youa and Diane (PHA) will be Main Admin but

Aaron and assigned Computer Peer will need to have access to the Fresh Desk software and make necessary comments if needed

1. After a Helpdesk ticket is put in

2. PHA will respond in 1-3 business day to the helpdesk ticket to confirm the name of the Computer Peers that the helpdesk ticket has been assigned to

3. The Computer Peer will arranged for a time to meet someone at the building that will provide them access to the building.

4. After confirming, a Date and Time will be entered into the helpdesk history to inform the sender when the work is scheduled to be done

5. After each assignment is completed, the Computer Peer will record what has been done on the history of the helpdesk ticket on the same day

6. PHA will monitor the Helpdesk ticket history and close the ticket

Propose using the Free 21 Day Trial offer by HelpDesk starting on JULY 1st and decide afterwards if the software is worth investing in?

Remember to fill out your log sheet every month, even in the summer.

Please provide as much detail as possible when submitting a help desk ticket.

Computer rep updates

Seal computers are fine. Updates and cleaning are done regularly.

Hamline computers are having a couple issues. The admin account isn't showing on one computer. Two computers have monitors that might not be working. (The computers do have power lights on. The monitor will not stay on.)

Montreal computers are working fine. No problems.

Wabasha computers don't seem to have any issues.

There is still an open Ticket for Mt. Airy.

Dunedin is in the process of replacing their printer and one keyboard.

Next Meeting: July 22nd by Zoom