

## Computer Team Minutes

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

### Introductions

Please state your name and your Computer Position

Chairperson: Khadar Osman

Secretary/Notetaker: Melissa Pappas

***Attendees: Melissa Pappas, Youa Thao, Aado Perandi, Keri Levin, Khadar Osman, Joe Furst***

### Updates from Administrators:

- Cleveland: No admin in attendance
- Hamline: No admin in attendance.
- Montreal: No problems to report. All computers are working fine.
- Dunedin: No admin at this time.
- Wabasha: The new computer is ready to be installed. The other computer is working fine.
- Ravoux: No admin in attendance
- Seal: Everything is working fine.
- Front: No admin in attendance. The previous admin stepped down.
- Wilson: No admin in attendance.
- Exchange: No admin at this time. Computers are working fine. One mouse is missing.

### Update from Computer Peers:

- **Closed Helpdesk Tickets**
- Michelle Newell: Installed two new monitors at McDonough. One is not working.
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- **New Tickets**

No new tickets except for the Wilson printer needing toner and paper.

### Updates from IT Contractor and PHA IT

Melissa Pappas:

I am still checking Faronics and Freshdesk regularly. I did site checks at Front, Neill, Exchange, Dunedin, Cleveland. Front had the mouse missing from one computer. Another computer (not working) was stolen. Dunedin had two mice and a keyboard missing. Valley had two computers stolen. They were replaced last week. I went to the Mt. Airy Community Center lab to troubleshoot an Internet issue. The router and switches appear to be working. The issue seems

to be with the modem, although Comcast said a signal was going through. A tech is coming out tomorrow.

Joe Furst:

Equipment theft was discussed. Getting cable locks and zip tying cables of keyboards and mice was suggested. This might discourage theft of those peripherals. (Zip tying the cables to the monitor would be good.)

There are still plenty of donated computers available.

Restarting the router weekly was suggested. That will help with Internet speed issues and kick extra devices off the network.

### Updates

Khadar Osman:

The new ticketing system was discussed.

Talk.to is the service being considered. A widget for the system can be added to the PC website. It has an option for FAQs and guides. There is an app for mobile devices. There is an option to have Apollo AI respond to tickets or to have an actual person respond.

Concerns about changing the email address were raised. There is an option to use a custom email address but there is a monthly charge for that.

Using the Spiceworks ticketing system was suggested as well. This is similar to Freshdesk and should be easier to use.

There should be required information given when someone submits a ticket. The location where the person is. Contact number or email address.

Youa Thao:

Let Youa know if you need cleaning equipment.

Paper is a big area of complaint. Paper should be given out if residents ask.

Limits are okay but you should be flexible at recertification time.

**Next Meeting: August 22nd at 1:00p.m.**

