

Computer Team Meeting 8/26/21

Attendees: Melissa Pappas, Diane Anastos, Youa Thao, Gary Laskowski, Terry Hogan, Keri Levin, Aado Perandi, Michelle Newell

PHA updates

Faronics:

Our subscription expires this November. Rahim from Faronics was at the meeting this month to give us information and answer questions. He is the enterprise account manager and has been managing our account for the past few years.

The Family sites have Deepfreeze Enterprise. That is a perpetual license that doesn't expire. The maintenance package is what expires. The Presidents Council has Deepfreeze Cloud.

We need to decide whether or not to keep Faronics Cloud as we have now or possibly switch back to just Deepfreeze. (The Deepfreeze capability is the big thing we need. The antivirus and Winselect programs are nice adding but not absolutely essential. The same is true about the cloud capability. It's nice to have but we can manage without it.

We could renew as we have or re-do the licensing with Citywide managed on the cloud as well. The licenses for the family sites have expired already. The Presidents Council licenses haven't yet. For antivirus and Deepfreeze it would be roughly \$4350.00 (1 year term) Three year would be \$8625.00

Deepfreeze only would be \$3000 (1 Year)

We would like information about a five year term.

Freshdesk:

We are using the free version of Freshdesk now. The Computer Peers have access to some features to view and respond to tickets that come in. Peers should update tickets after they work on them.

There will probably be more information on how the software works next month.

Computer rep updates

Seal's computers are fine. No problems to report.

One of Cleveland's computers is down. It appears the hard drive is bad. The Council will need to vote if they want four computers or will be fine with just three.

Hamline's computers are running fine. No problems to report.

Wabasha's Internet is working now. (They had issues with the Internet dropping out.) There also was an issue with Fortres Grand rebooting one computer before updates were finished. That computer is having issues updating now.

Mt. Airy will need to get a new mouse and keyboard for one computer.

Next Meeting: September 23rd by Zoom

