

## Computer Team Minutes

Thursday, August 22nd, 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, Khadar Osman, Andrew Ward, Gloria Nava, Michelle Newell***

### Updates from Administrators:

- Cleveland: No problems to report. Computers and printer are working.
- Hamline: No admin at this time.
- Montreal: No problems to report. All computers are working fine.
- Dunedin: No admin at this time.
- Wabasha: Two computers and printer are working fine..
- Ravoux: Computers are working fine. There was an issue with an ink cartridge exploding in the printer.
- Seal: Everything is working fine now. There was a brief issue with the Internet last week but that was resolved after the router was reset. Computer 2 was unresponsive earlier this week. I unplugged it for 30 seconds and held down the power button. I then restarted it and it worked. It is working fine now.
- Front: No admin in attendance. The previous admin stepped down.
- Wilson: No admin in attendance.
- Exchange: No admin at this time.

### Update from Computer Peers:

- **Closed Helpdesk Tickets**
- Michelle Newell: No tickets this month. Worked on McDonough printer setup. There is an issue connecting it to their laptop.
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- **New Tickets**

No new tickets except for installing Word at Neill. That was done but apparently there is still an issue. That will be looked into next week.

### Updates from IT Contractor and PHA IT

Melissa Pappas:

I am still checking Faronics and Freshdesk regularly. I did site checks at Valley, Mt. Airy, Neill, Cleveland, Iowa and Wilson. One computer at Neill needed Windows to be reinstalled. There also was an issue installing Faronics on that computer. That has been taken care of. Office is installed on all computers at Neill. Wilson had one computer that was not responsive. I unplugged it and held down the power button for 30 seconds and then restarted it. It worked fine after that. I updated both computers there. I took care of the Internet issue at the Mt. Airy community center lab at the end of July.

### Updates

Khadar Osman:

The new ticketing system was discussed. That is still being worked on. Once a solution is decided on, we will vote on it before it is implemented.  
Spiceworks is one option we are seriously considering.

Youa Thao:

Your work log is due on the day of your Residents Council meeting. Councils need to let you know if they have any issues with your work as Computer Admin.

You are expected to provide a computer update at the Residents Council meeting and answer any resident questions.

Let Youa know if there is any conflict with council officers.

Let Youa know if you have to miss more than one Computer Team meeting.

Stipends are for the previous month's work. (So, a stipend paid on the 9<sup>th</sup> of the month would be for the 9<sup>th</sup> of last month until then.)

**Next Meeting: September 26th at 1:00p.m.**

