

Computer Team Minutes

Thursday, September 19th, 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, Keri Levin, Khadar Osman, Aado Perandi, Michelle Newell

Updates from Administrators:

- Cleveland: No admin in attendance.
- 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: No admin in attendance.
- Seal: Everything is working fine now. There may be an issue with the coaxial cable going to the modem that I am monitoring. Someone unplugged it last month and it may have gotten damaged. It works but the cable can short out if moved.
- 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. There we've been questions about preventing theft of things like remotes and Chromecasts stolen. Getting cables for the remotes could help prevent those being taken. Securing other devices might be more difficult.
- **New Tickets**
No new tickets right now. Front hi-rise requested two of the donated computers.

Updates from IT Contractor and PHA IT

Melissa Pappas:

Updates

I did site visits at Cleveland, Hamline, Neill, Valley, Exchange. I did troubleshooting on a printer issue at Neill. I took care of printer issues at Mt. Airy and McDonough Community Centers. I checked the computers there as well. I reinstalled Windows on one computer at McDonough. There are still two computers there with dead hard drives. I also updated the router firmware at McDonough. Central is missing at least one keyboard. Exchange has a missing mouse.

Khadar Osman:

The new ticketing system was discussed. The Spiceworks web ticketing system has been set up. It is being tested now. Submitting tickets should be the same as using Freshdesk.

This system also has functionality like printing tickets for our records.

The new helpdesk email address is help@rigmail.on.spiceworks.com

Flyers will be posted at all the sites and this information will be posted on the PC website.

Keri Levin made a motion to use the Spiceworks helpdesk system. Melissa Pappas seconded.

Motion carried.

We will be using the new system going forward. (The old system will still be there as a backup if needed.)

Youa Thao:

No updates this month.

Next Meeting: October 24th at 1:00p.m.