

Computer Team Agenda

Thursday, May 23rd, 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, Michelle Newell, Andrew Ward, Joe Furst, Keri Levin

Updates from Administrators:

- Cleveland: Computers are working fine. No problems to report.
- Hamline: No admin in attendance.
- Montreal: No problems to report. All computers are working fine.
- Dunedin:
- Wabasha: They still need to install the donated computers. One computer and the printer are working.
- Ravoux: All computers are working fine. They are hardwired to the router now and working faster.
- Seal: Everything is working fine. There was an Internet issue and I ended up resetting the router. (It actually reset when I rebooted it.)
- Front: No admin in attendance. The previous admin stepped down.
- Wilson: No admin in attendance.
- Exchange: No problems with the computers or printer.

Update from Computer Peers:

- **Closed Helpdesk Tickets**
 - Michelle Newell: No tickets done lately. Edgerton might need a new drum for both printers.
- **New Tickets**

No new tickets recently except one for the Internet at Hamline and one for the computers at Neill. Both of those issues have been handled. There also was a ticket for toner replacement at Wilson.

Updates from IT Contractor and PHA IT

Joe Furst:

There are still donated computers available for sites that want them and for admins to try out.

Melissa Pappas:

I have been checking Faronics and Freshdesk regularly. I am still working on a schedule for site visits. When checking Faronics I note if a site's computers haven't checked in for a few days and might visit that site to check things out.

I worked with the Computer Admin at Cleveland several times. I did troubleshooting on an Internet issue there as well. I checked the computers at Valley. One computer has a hard drive that is bad and needs to be replaced.

I checked the computers and did troubleshooting on the Internet at Hamline. Resetting the router seemed to take care of the problem.

I checked the computers and printer at Neill. I also worked with the board on replacing one of the keyboards and mice and on putting up improved signage in the computer area.

I checked the computers and printer at Dunedin. I also checked and updated the computers at Mt. Airy and checked in at Valley when I noticed their computers hadn't been online for a few days.

I reset the router and did Internet troubleshooting at Seal.

Updates

Youa Thao:

More Computer Peers are needed.

We are still working on getting a replacement for Beth Pacunas. There should be someone by July. Tickets go to the Computer Peers first and then the IT Contractor.

Tickets and computer work need to be well documented.

If any admins need additional training, you should let Youa know.

The help desk system will be changed when Beth's replacement starts.

Protection from hacking is a growing concern for Residents Councils with the additional connected equipment they are using.

Training users on best practices and recognizing scams is important in preventing hacking and getting scammed. Having a security meeting in the future is a possibility.

If any cleaning supplies are needed, you should let Youa know. (Wipes, screen wipes, gloves, etc.)

A reminder was given to keep track of your work and do your logs each month.

Having the Computer Admin put in the 6th Officer spot on the election sheet was brought up. It would be better to have that on a separate sheet and not have that as a regular officer position.

Having a contact person at each site that residents could go to when the printer needs toner or is out of paper was suggested. This would usually be a board member or the Computer Admin.

Posting what residents should do when supplies are needed might be helpful too.

Next Meeting: June 27th at 1:00p.m.

