

Computer Team Agenda

Thursday, June 27th, 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, Keri Levin, Khadar Osman, Alicia Huckleby

Updates from Administrators:

- Cleveland: No admin in attendance. The computers and Internet should be working fine now.
- Hamline: No admin in attendance.
- Montreal: No problems to report. All computers are working fine.
- Dunedin: No admin at this time.
- Wabasha: They still need to install the donated computers. One computer and the printer are working. The new computer will be installed soon.
- Ravoux: All computers are working fine. There have been some recent wi-fi issues. Getting a new router might be necessary in the future.
- Seal: Everything is working fine. We still have people making a lot of copies on the printer. This causes me to have to replace the toner more frequently than I should have to.
- 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. If your hi-rise has seen an increase in the cost of Comcast service, you should call Comcast and see if you can get a lower rate. You may need to tell them that you don't need the speed upgrade or extra services.
- **New Tickets**

No new tickets except for the Wabasha computer install and for Cleveland Internet. The Cleveland issue has been taken care of.

Updates from IT Contractor and PHA IT

Melissa Pappas:

I am still 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 went to Edgerton and updated their computers. I ended up having to reinstall Windows. (It was faster that way since the version of Windows on both computers there was pretty old.) I checked their printer. It needs a new drum unit.

I checked the computers at Hamline and Central. I added a password on the admin account at Central and did troubleshooting on a wi-fi issue there. I updated their office computer.

I checked the computers at Valley and Neill. Updated printer software.

I installed the new computer at Cleveland. Yesterday I went to Cleveland to take care of an Internet issue there. Their router had reset itself and the network needed resetting. Everything should be working fine now.

Checked and updated the computers at Wilson.

Reinstalled Windows on one computer at Front that had an update issue. Their other computer is working but the mouse has been stolen. I may have another mouse I can drop off there next week.

Updates

Youa Thao:

New RI Coordinator Khadar Osman was introduced. He is the replacement for Beth Pacunas.

There have been some recent conflicts between computer admins and new officers. These are being handled by Youa.

Khadar has suggested using an AI plugin to provide assistance to residents who contact the helpdesk. This is an interesting idea, but it does raise some concerns. The things the AI asks the person to do seem to be things they would need admin access for or that we don't want residents doing.

There is an option to turn off the AI and have an actual person answering the questions.

Trying it at the family sites first was suggested.

Computer Admins should be checking the computers at their sites every three days. This means just checking to be sure the computers are connected to the Internet and that nothing is missing. (Things like the keyboard or mouse.) Over the summer, you can turn in your log sheet at the end of the month or stick to the RC meeting date. Stipend payments are for the previous month and not the current one. They are paid after the work is done.

It is important that the computer admins fill out their log sheet each month. This can be helpful if there is a dispute about stipend payments or work done.

James is no longer admin at Dunedin.
There may be new admins starting in the fall.

Next Meeting: July 25th at 1:00p.m.