

Los Angeles Harbor College
ATAC
Tech conference room- Feb 22, 2012

Present: Michael Song, Bill Hefferen, William Loiterman, Ivan Clark, Dave Humphreys

Distributed Material: Agenda
Minutes from 10/26/11

Michael Song called the meeting to order at 3:40 PM

Status of Campus Network

Campus experienced "SAN" failure during the winter break, which caused loss of student data and academic network failure. Unbelievably, both the primary and secondary redundant drive experienced hardware failure. Although there was a third redundant backup device in place, it ultimately did not work and the data could not be restored. Ivan concluded that this failure was due to both hardware and poor planning. IT has learned from this experience and will work towards having a better plan in place for the future. IT has most of the network recreated and hopes to have SIS system fully functioning by beginning of next semester.

Campus file storage and digital collection and distribution

Michael Song inquired about the current 100meg of storage that each student has access to on the network; how that storage is currently being utilized by the academic community. MS stated that he currently purchased cloud space out of pocket due to the "management" limitation of our current academic network in-lieu of the student storage. MS suggested that TAC look into providing digital management, collection and distribution of student work on the network.

Lab image issues

Bill Hefferen had issues with lab imaging process and getting support for printers and other hardware. Ivan stated that part of the problem is the Windows 7 64bit operating system. Many hardware companies have not updated their equipment drivers to be compatible with the OS. Dave Humphreys asked about policies of how IT distributes and handles work request. There seems to be a breakdown of how work request are tracked. TAC will recommend that IT develop a policy to track and manage IT work request. DH asked about creating a survey to see how IT is perceived by the campus community. Ivan stated that the district is developing a district wide help desk system to track IT requests. For the time being, to better track the work request call EX: 4636 and the attendant will log in the request which is reviewed by Ivan on a weekly basis.

Power user account

The concept of power user account was discussed and Ivan was still in support of the idea. In order to determine the best solution, the committee needs to identify technological "barriers" that instructors face during class. Once issues are clearly identified, IT can better define the needed permission and power user account settings. ATAC group will work toward documenting issues and developing parameters of a solution.