WEST HAVEN BOARD OF EDUCATION MINUTES
August 18, 2008
Special Meeting Board of Education for Technology

The Special Meeting of the Board of Education as a whole for the purpose of an update on the status of technology was held at the Blake Building, 25 Ogden Street, West Haven. The meeting was called to order by Mark Palmieri, Chairman of the Board at 6:00 p.m. The meeting opened with a pledge to the flag. Mark then handed the meeting over to Jeff Grande who gave a presentation.

BOARD MEMBERS PRESENT:	Mark Palmieri, Chairman
	M. Toni Paine,
	Gerald Calabritto
	Howard Horvath Jr.
	Eric Murillo
	Patrick Egolum
	T. Sean Maher
	Robert Saley
BOARD MEMBERS ABSENT:	Andrew R. DePalma
ADMINISTRATORS PRESENT:	Neil Cavallaro, Superintendent of Schools
	Dave Cappetta, Director of Finance

CITY ADMINISTRATORS PRESENT: Mayor John M. Picard

Mr. Jeff Grande from The Business Network Group gave a slide presentation on the status of technology in the district. His team has been here since June and tonight they gave a status report of where we currently are and where we are headed.

Some of the problems with the infrastructure have basically been due to a lack of management due to lack of manpower. John, Patti, Charlie and Fran are a small group of people who had been given the task of growing the network and keeping it up to date. We are supporting and trying to build a network that supports every endeavor of the educational enterprise and we are putting improvements in place.

Some of the objectives mentioned were:

<u>Creating a new help desk</u> – This was the primary focus

No Help Desk – we established a centralized phone number

No Centralized network monitoring – we want to know what causes a network to go down and catch it before it goes down. We want to know beforehand when toner needs to be replaced and deliver it before hand.

No centralized asset control system – we spend a lot of money on work stations and we can no longer fit in this building. We need to have better control of our assets.

No formalized network documentation – we need to label everything in every building

No home office for technology services – We need a home to get everyone on one place to control the inventory

No network security plan or protocol review – We need more security on the network.

No tactical planning (field engineering work) – This is not to say that the tech paras do not do a good job they do an excellent job – Our goal is to teach them how to be professional help desk personnel. They need a little guidance

No strategic planning architecture wise – We need a vision of where this network is going. Internally as far as the switching and nuts and bolts stuff we need to get better.

Areas that have been created to eliminate some of the above problem areas are:

A new Technology Services Help Desk for the District has been created and is hosted at http://whschools.tbng.net.   This system allows for ticketing requests and subsequent prioritization of all technology issues and break/fix requests via a central help desk staff.

Currently training Technology Services team, consisting of technical para-professionals and teachers, on new protocols for issue resolution. Faculty, administration, staff and students will be directed to use this new methodology.

Set up new phone number, voice mail, web access and email for centralized contact.

Created a reporting structure to monitor work requests and assist with network/training weakness.

Manage new process for administration, faculty and administrative staff which includes meetings and change control.

Network management software

Implemented Dare's Net Crunch software to monitor servers, routers and switches for up/down, network statistics and advanced notification of potential network issues. This allows for detailed network traffic reporting by location. We can analyze and report on critical server internals and environmental(s) i.e., processor utilization, memory and disk space.

Network asset inventory software

Implemented Spice Works software to begin the collection of directly connected devices across the entire district. The goal is to collect accurate asset count by school location to

assist with new asset controls. Accurate inventory will be gathered during the onset of the school year.

Enterprise network documentation

In the process of documenting all network elements by location in Microsoft Vision software. This is a difficult task as there is a lack of pre-existing documentation and equipment labeling. Network wiring schematics by school site and physical access to locked rooms are problems also.

There were many other areas covered.

They are surveying other districts to see how they do things and are talking to principals in other school districts to get some feedback on what works best.

Norwich has a 5 person tech staff and need to replace their computers – 15 – 20% are not functioning.

Danbury has a 40 person tech team and they aren't able to account for the # of computers or where they are.

Toni Paine stated that it is important for board members to see what has been done downstairs. There is a flat screen which shows what is taking place in the network. There are tickets showing each computer problem etc.

Eric Murillo is impressed with the work done down stairs at the Blake Building and is behind it 100%.

Mark Palmieri asked if there was a software plan to save energy to set defaults to shut down a computer after a period of no use. Jeff stated that he was pleased to see most of the computers were disconnected from the wall during the summer.

Patti Fusco stated that we had purchased all new computers for the administrators to save their documents and backup. We still need network access storage.

Charlie Shooshan said we are asked to manage a lot of information and are down a body since John has left.

Patti Fusco stated that they previously had information on every machine, model # and serial number.

Fran Lytwinick stated that both she and Charlie would like to do more teaching and coaching of the students but time is limited.

Mark Palmieri said let's communicate with each other and continue to move forward and not duplicate our efforts.

Neil Cavallaro said Gary's role is to find a model that works for us and see how our staff can do more of the coaching aspect.

On opening day the Help Desk will be ready.

A further discussion ensued. Neil said we will keep the board updated.

Mark asked for a motion to adjourn.
Jerry Calabritto made a motion to adjourn
T. Sean Maher seconded the motion
All in favor
Meeting adjourned at 6:50 PM

Respectfully submitted,

Marylou Amendola
Board Secretary