

**MONTROSE AREA SCHOOL DISTRICT**  
**TECHNOLOGY COMMITTEE MINUTES**  
**JUNIOR-SENIOR HIGH SCHOOL COMMUNITY LEARNING CENTER**

**NOVEMBER 29, 2011 7:00 P.M.**

(Visit our website at [www.masd.info](http://www.masd.info))

Mr. Karl Wimmer  
Chairperson

Mr. Craig Owens  
Administrative Representative

**I. WELCOME**

November 29, 2011 Technology Committee meeting began at 7:00 PM

**II. ATTENDANCE**

Board members present included Chris Caterson, Mary Homan, Kathy Mordovancey, Pam Staats and Kristen Follert

Administrators present included Craig Owens and Mike Ognosky

**III. OLD BUSINESS**

- **Update on the Disaster Recovery Project:** The Disaster Protection Unit that we purchased is in full production and backing up our servers regularly. Mr. Owens is very pleased with its performance to date and John Bender, Network Manager, has done a nice job coordinating that implementation. The unit currently resides in the data center in the back of the Community Learning Center in the Junior-Senior High School. Plans are to move the unit to the basement of the new Administration Building as soon as the area has been adequately prepared. That will occur when the drop ceiling is installed and all the shelving and storage items are placed in their appropriate areas of the basement. It is hoped that the work in that regard can be completed by the new year.
- **Update on the Computer Replacement Process for the Current School Year:** We have also replaced 93 computers with new computers from our federal ARRA money. The old machines are currently being imaged with the intention of providing the bulk of them to Ken Gould for distribution through the Southern Tier Veterans Support Group so that they can be distributed to veterans in need. Mr. Gould was thrilled with that news and that we would be able to provide computers for that purpose. Mr. Owens would also like to provide a few computers to the Susquehanna County Literacy Program. He has a student, Taylor Britton, who is working with one of his technicians, Chris Tripp, doing the imaging work as part of his senior project.

**IV. NEW BUSINESS**

- **New Help Desk System Demonstration:** Mr. Owens reported that he has replaced the current 5 year old help desk system with a new system that he feels will be much more responsive and efficient. The old system processed 5,471 "ticket requests" from employees. Mr. Owens feels that the new system will handle the ticket process more efficiently in regard to both the technology available in the reporting system as well as the overall support provided by his technicians. He found the product, "Help Desk" from Group Link at one of the conferences he attended during the 2010-2011 school year. Mr. Owens then opened the help desk system and reviewed the 12 current tickets open in the system. The software really provides valuable assistance to Craig in assigning and tracking those assigned tickets to individual technicians and the network manager. He explained that the key to the process will continue to be an emphasis on limiting "drive byes" and requiring employees to utilize the ticket system. He explained he has a rule in place with his technicians in regard to drive byes – if the problem can't be fixed in 60 seconds then require the employee to complete a ticket in the system. His hope is that all tickets will be addressed within 8 hours of their submission and assignment in the system.
- **Montrose Area School District Technology Plan Submission to PDE:** Mr. Owens then reviewed the current status of our PDE Technology Plan. He reviewed in great detail the current Technology Plan as submitted on May 23, 2008 and explained that he will now be initiating a review process of that plan that will lead to the submission of the new plan. He is hopeful to submit the new plan to PDE in January, 2012. Mr. Owens followed

by distributing a copy of the current Technology Plan to the members present and began a status review of each of the items. During his review, he explained the current status of each of the current strategies and activities outlined in the plan. The Technology Plan will be synced to our overall Strategic Plan which is also in the new submission stage as well. He also described some potential new activities for the newly submitted plan that should be considered. Included in those items were the following:

- Addressing the “bring your own device” concerns he has regarding traffic on the network and potential policy changes regarding cell phone possession, etc.
- Introduction of I-pads in to the curriculum in early childhood education, special education, etc.
- Potential outsourcing of our web page management
- Increased curriculum development in the area of technology literacy
- The continued incorporation of technology into the curriculum with new available tools like Internet 2
- Development of the current PDE curriculum resources such as SAS
- Potential of expanding email addresses and accounts to the student population.

**V. OPEN FORUM** – There were no items during the open forum segment this evening.

**VI. ADJOURNMENT**

Meeting Adjourned to a CLEAR session at 8:20 P.M.

*Mike Ognosky*