

TOPIC: TECHNICAL SOLUTIONS TO INCREASE EFFICIENCY

QUESTION: Describe the technology and tell its background/purpose?

(Remote Access)

"I'm the Technology Coordinator for St. Charles Borromeo School in Parma, Ohio. We're actually part of the Cleveland Diocese. We're dealing with more of how to make the technology easier to control. It's managing the entire network, supporting the classroom computers if there's a problem, Making sure they work right, installing operating system updates, software, teaching classes to the kids, installing any hardware the teachers need on their computers. As networks and computers and operating systems get more complex, you need more time to manage and less time trekking back and forth. So, I started looking at tools that would give me remote access to these computers.

If a server's behaving weird and you need to restart it or you need to do something on it, you can do it any place even if it's just to check it to make sure it's running okay. If example, over summer vacation, if your servers are on, I leave mine on all summer, I don't have to go to school every so often to check to make sure everything's okay. I can just go in by remote, check everything's okay and in five minutes or less I'm done.

And if it's a one minute fix, I can do that with the remote access software saving ten minutes of travel time and if the kids are working quietly, I can fix a problem by remote almost at the same time. So, you're literally multi-tasking as far as having kids in a classroom and maybe fixing a small problem that takes you two minutes. It cut the maintenance time on a lot of things down by a huge amount."

(Imaging Software)

"Imaging software lets you take a, basically, an image of a computer and if you have fifty of those computers, you can load all your software, get everything set looking just nice the way you want it, and then shove that out to all those computers simultaneously. So, you don't have to go to every computer to load all of your applications. And there's probably four or five good software programs to do that imaging. And plus I have what I call the thirty minute rule. If I can't fix an operating system problem in a half an hour, I re-image.

In the summer, I usually re-image everything because usually I put some new software on. It puts it on everything, it's gets them all nice and back to their pristine state, so I know they're ready to go in the fall without any glitches or weird things hanging around that shouldn't be there. All the previous year's remnants of searches and downloads and temporary files are gone. So, it just kind of cleans them up and gets them back to normal."

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