

ICTC Forum Issues April 2008

| | Forum Questions / Comments | ITSD Answers / Responses |
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| 1. | Keyboards <ul style="list-style-type: none"> • Numerous Keyboards keep breaking | Log job with Dell - do not return keyboards, cut cable and dispose of once replacements are received |
| 3. | Printing <ul style="list-style-type: none"> • Drivers installed for all printers (one room allocated to one printer). • Print quota | Recommend review school management procedures |
| 4. | USB <ul style="list-style-type: none"> • 8 gb • Loaded to Student pub • Track Student upload logs – Monitor at school • Policies • Local admin access for students | <p>The use of external storage units for the transfer of data and applications onto the NTSchools network requires supervision by ICTC's and teachers to ensure that inappropriate software is not installed. Solution may be one of Two options:</p> <ol style="list-style-type: none"> 1. Block USB ports through Group Policy 2. Enable auditing on student share so that it can be identified who has uploaded inappropriate material. <p>Both options needs to be tested to ensure there is no negative impact either to school or to the server.</p> |
| 5. | Imaging – Custom <ul style="list-style-type: none"> • School level not machine level | <p>ITSD is looking to provide a custom imaging solution for ICTC's .</p> <p>We are currently investigating re-imaging system based on USB Hard Disk drive, this solution is similar to LATIS however it is important DEET make arrangements for on-going support and ability to modify the solution as business requirements change.</p> <p>Where schools have funding available they can purchase off the shelf commercial products such as Ghost to create custom images however it is expected the images are not stored on the NT Schools server. Schools are requested to utilise DVDs and USB hard disk drives for storage.</p> |
| 6. | Staff Website <ul style="list-style-type: none"> • Not available on Mac | <p>Staff website is accessible on all devices that run on the Microsoft Windows O/S</p> <p>IT services and the Desktop Service provider have limited knowledge of Mac systems. Basic help is available to assist schools currently using Mac systems. The technical architecture of the school environment is primarily based on IBM compatible computers. Current</p> |

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| | | supported models are Dell and HP desktops. |
| 7. | Battery Life <ul style="list-style-type: none"> Warranty | ITSD advise that DELL batteries have a 3 year warranty as does the laptop itself. |
| 8. | Website <ul style="list-style-type: none"> Add user advice – suggestion e.g. Run on power | Information can be added to wiki and/or discussion forum on CSG website |
| 9. | React – Issues for use when <ul style="list-style-type: none"> Trialling Eliminate Audio issues Not yet reached transparency levels of use Document camera consider | Elluminate being piloted in DEET corporate Camera available to use in Studios |
| 10. | MyHR & VPN <ul style="list-style-type: none"> VPN Access – What does it provide? Is it working? Catholic Schools- MyHR, EPASS, MAP drivers, cannot access data. Can we have clearly identified access? No MyHR for preschool teachers VPN (Rename) – Not a meaningful term for the average teacher. | Communication about functionality of VPN to be updated and communicated once a fix for current problem is resolved NOTED To be further explored NOTED - agreed |
| 11. | Catholic Schools <ul style="list-style-type: none"> When to move kids so replication issues do not occur e.g. 300 kids (end of year, beginning of year?) | Review of Depass will look to inform best practices for all schools. |
| 12. | Separation of Banned ACCTS <ul style="list-style-type: none"> Internet Mail Drive / network | Will investigate further identify possible solution/ options |
| 13. | AB Tutors - <ul style="list-style-type: none"> Option to close machines Not ACCTS Logs computer access Prevents internet access | Clifford Riley (Centralian) using a system that provides this option. Happy to provide information |
| 14. | Communication = Top & Sthn <ul style="list-style-type: none"> IT / TLS linkup Current Projects, what are they? YouTube Access – Education value teacher access. Students can Bypass proxy Granularity of stats (Centralian) Required in internet logs ALSO What sites are accessed across school, not just top twenty Student bringing in hard drives bigger then server Admin tool (CSG) – where is it at? | Noted –user forum for ICTCs being considered Unavailable nationally – Duty of care indicated that this will remain the case in the short term Noted – software may need to be developed to achieve this Remains a school management concern Passed to CSG for update |
| 15. | <ul style="list-style-type: none"> SSCF – is there a specific type of L/W amount allocated to L/W vs. infrastructure e.g. \$800 of \$1000 What of other overheads LAN, | DEET Advises buying within the model Federal funds are to be spent on hardware – DEET are testing DELL machines <\$1000 - the remainder could be put towards LAN |

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| | <p>Switches.</p> <ul style="list-style-type: none"> • Darwin High School – new account (P://drive does not come through acct needs to be recreated) • School name in generic user account – difficulty for ESL Students. • VPN – no success CSC | <p>upgrade etc as required Known issue and under investigation</p> <p>No alternative at this stage</p> <p>Noted – passed to CSG for solution</p> |
| 16. | <p>Nhulunbuy – 5 laptop swap out/ repeated failure</p> <p>Screens failing</p> <p>Incident No – no info included resp. mail in/out is automated. Keywords to highlight issue to be embedded.. Darwin to check.</p> <p>P: drive empty or (inconsistent) {related to quota @individual schools} Not mapping or data missing inconsistently</p> <p>Policy change to teacher laptop</p> <p>email link on portal – direct pass through</p> <p>CSG – Laptop (no access) to explore issues</p> <p>School purchased assets – all DEET assets numbers how to determine what is what??</p> | <p>Log with DELL – DEET to follow up on terms with DELL</p> <p>Log with DELL – issue noted</p> <p>Referred to CSG as a request</p> <p>Not reported elsewhere – will investigate</p> <p>Noted – known error – fix being explored VPN Being looked at currently</p> <p>CSG staf to be allocated machines from DEET pool Assets database may assist in identifying machines – CSG technicians undertaking audit in schools as they visit.</p> |
| 17 | <p>Policy change after reimage (logon)</p> <p>Printing – paper Cut \$41 000 /annual DEET 15% maintenance/ann.</p> <p>Acceptable use – not displayed on logon</p> <p>Move to Vista – existing hardware compatible??</p> <p>Technician's roles – what is available for them to do?? Advertiser - What is in scope?? NT Technology – Katherine agents</p> <p>Confidence in help desk staff</p> <p>User accts – acceptable use agreement Can we differentiate web access?</p> <p>OHS – Projector beam Eye damage</p> | <p>Known issue – under investigation</p> <p>Paper cut in pilot in Darwin Middle school</p> <p>Noted – will request change (CSG)</p> <p>Will advise when we move to this model. Until the change is made across the network, Vista is not supported in the current model</p> <p>Will follow up with CSG to clarify roles and determine what is in scope for local service agents</p> <p>Noted – explanation of Help Desk levels as way of reassuring ICTCs</p> <p>Noted – will speak to legal services to see how this may be progressed</p> <p>Noted – suggest contact with OH&S for further advice</p> |