

IT Update for July 2016 Board Meeting

Polaris Infrastructure Upgrade

IT Staff along with Innovative staff worked over the weekend of July 4 to upgrade the operating systems on all the Polaris/SHARE servers from Windows 2008R2 to Windows 2012R2. The upgrade also moved the user accounts from their own domain for Polaris to a domain under the IHLS main domain. This move resulted in all passwords being reset. All library staff had to change their passwords and this led to many days of emails and phone calls from SHARE library staff. Our members were amazingly patient and worked through the bump in the road very well.

During the upgrade we also found a few configuration issues that were resolved as quickly as possible. The upgrade was a success and minor issues are still being worked on.

SHARE Website Redo

The SHARE website is due for a major overhaul. Brant Wingerter has identified a better organization system that should allow staff to update their areas of the website with more ease.

IPad Delivery Project Update

The Operations department, in consultation with the IT department, has been testing the iPads for several months. Many enhancements were discussed and we are ready to roll this out in full production. Brant is working with Operations to schedule this date with the new ILDS routes.

VTEL Issues

IHLS continues to struggle with keeping the video connections reliable. We are communicating with the RAILS staff in charge of the video equipment to work on these issues. Several years ago IHLS moved from the state-provided video conferencing network to the RAILS network as theirs was of a higher quality and allowed us more control.