

Five Minutes of Fame at NALIT PDS

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Infrastructure Successes in 2010/2011

- Windows 7
- Virtualization
- 802.1x (sort of)
- UM Replacing Voice Mail
- The Last Building Remodel (well there is one left, but its wiring was updated) (VoIP)
- Exchange 2010 (Local Storage)

Infrastructure Successes Cont.

- OCS Electronic Meeting Software (can you see me now, only if you pushed the right button)
- Office 2010
- Unattended Updates

Application Successes

- Public web site
- Progress on our roadmap for text apps
- Workroom tools
- Expansion of internal and external Electronic Bill Book
- Retired VB6 components in law-making apps
- They must like what we're doing because they keep asking us to do more

Customer Support Successes

- Supporting on-campus staff and 61 district offices throughout the state
- Supporting various remote connectivity methods
- Supporting video conference technologies
- Supporting PDAs and tablets
- Online training

Infrastructure Struggles

- General IT Scrutiny
- Expectations that the cloud will solve everything (The Microwave Mentality; If it isn't ready to consume in less than 5 minutes, it's taking too long)
- Limited Resources
- Outlook in Cached Mode

Infrastructure Struggles Cont.

- BYOD
- Data Bloat (We mean data management; do you really need to know who's lights were on in 2003?)
- Keeping up with 3rd party updates

App Development Struggles

- They keep asking us to do stuff
- Applications for mobile devices
- Legacy administrative apps
- Law-making apps vs. back-office apps
- Standardizing on web tools
- SharePoint and site templates
- Holding on to staff

Customer Support Struggles

- Role of consumer IT in an enterprise environment
- Expectations that internal apps should be available on any device
- Limited resources