

1st Quarter

UNIVERSAL

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MH / DD / SAS

"Caring People, Caring for People"

Information Technology Newsletter

Access Availability

In this age of remote and instant access to information, computer availability is more important than ever. There are times when, due to the nature of UMHS's servers being Windows-based, a reboot is the only alternative to fix an issue. One of the most common issues faced by Universal MH/DD/SAS have to do with profiles. Your profile stores your favorites, links to your documents, your e-mail signature, items you might save on your desktop, and many other tidbits of information that are extremely important to the proper operation of Windows.

With all of this said, some times the servers must be rebooted and/or maintenance must be performed. Universal's servers are not available 100% of the time, but the goal is to certainly make them available as close to 100% as possible. Since many people access the servers remotely, 8 am to 5 pm is no longer a standard business day for a server.

The Universal server's are scheduled for a routine defrag and reboot every Sunday evening beginning at 8:45 pm. If you are online during this time period, you will receive very little prior notice before the server shutdowns. Please know that the servers only take a few minutes to reboot, but the residual issues a reboot causes may last for as much as an hour later.

Sometimes, a reboot becomes necessary at other times throughout the week. IT will try to give as much advance notice of evening reboots as possible.

If you have questions or issues, please send an e-mail to trackit@umhs.net.

Reminders

- The IT Policies included in Universal MH/DD/SAS's Policy and Procedure manual include very important information that addresses IT standards, computer user expectations, and cell phone policies. Please take a few minutes to review these policies. They can be found on Sharepoint at Shared Documents>Policy and Procedure Master>Administrative Policies>Information Technology.
- Universal MH/DD/SAS has Employee Purchase Plans (EPP) with both Dell and Verizon Wireless. The discounts with Verizon Wireless can be as much as 22% off of monthly service, even on existing wireless accounts. Send an e-mail to lcothren@umhs.net for assistance.
- TrackIt! is the most effective way to gain support from the IT Department. Please send e-mail to trackit@umhs.net with a brief problem description, the VNC number of your PC (also known as the IP Address), and the most effective way to contact the person having the issue. If you're unable to send an e-mail to trackit@umhs.net due to connectivity issues, please feel free to contact me by phone at (828) 292-4299.

Contact the IT Department

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