

IT Report for IHLS Board, Feb 24, 2015

Polaris Server Upgrade Caused Outage Jan 29-Feb 3

A routine update of server hardware firmware on Jan 29, 2015 caused several unexpected server reboots that directly affect member libraries' connection to our Polaris servers. As soon as the IT staff was aware that it was a system wide outage, the IT Director started updating the SHARE email list and the status section of the SHARE website was updated with information. The IT staff tried to balance communicating the problem to our member libraries as well as focus on fixing the issues on the servers. The issue ended up being an incompatibility with the printing software (Screwdrivers) we are using and the Dell update for the server network cards. As soon as Screwdrivers was patched, using a yet to be released version from the vendor, the random reboots stopped.

IHLS and E-Rate

The IHLS has hired a consultant for the first time to help us recover previous year's E-Rate monies. Steve Futrell and his company E-Rate Funding Services, has been contracted with to recover as much money from previous years of E-Rate and also get IHLS organized for future years as well. The agreed upon cost for Steve and his team was 9% of whatever they are able to recover. So, if they aren't able to recover any money, then they aren't paid.

Unfortunately in the past several years, there was E-Rate money that went unclaimed. Much of the reason behind this was the lack of organization in the finance department. Steve and his team has worked with the current staff to streamline the data needed to track throughout the year, so at the end of the year reporting this information should be easy and straightforward. IT is involved with E-Rate to the point where we have to recommend what is applied for and we have the most knowledge about what is used, but the actual financials and money spent has to come from the finance department.

Below is a breakdown of the years and the potential money that can be reclaimed. (Reclaiming all the money is impossible though, as many of figures we used to apply for the funds were based on quotes, and the reimbursement is based on actual charges)

YEAR	Approved	Reclaimed
2012	\$46,537.10	Applied for. Currently \$0
2013	\$39,150.56	\$28,865.79
2014	\$42,873.82	Current year.