

Presenters

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Ask the Expert

- Do you know what you have?
 - Network, Applications, Server Roles?
 - Active Directory do you have it?
 - Are you using it to it's fullest potential
- How to do you find out what you have?
 - Vendor discovery assistance
 - Internal audit
 - Ask a friend

Ask the Expert

- Applications
 - Antivirus
 - Spyware
 - Deep Freeze
 - Web Filtering
 - Print management
 - PC management
 - ***BACKUPS***

Ask the Expert

- Security
 - Edge
 - Internal
 - Desktop
 - Server
 - Active Directory
 - IPS (Intrusion Prevention System)

Ask the Expert

- Virtualization
 - Servers
 - Mail systems
 - Desktops
 - SQL Servers
 - SAN Technology
 - Disaster Recovery

Ask the Expert

- Deployments
 - Desktops (Mass deployments)
 - Licensing (KMS or MAK) Microsoft's new license system
 - Servers
 - Applications
 - Deployment using GPO's

Online Resource

- www.technet.com (Microsoft's solutions for all MS products)
- www.google.com (Google is your friend)
- www.expertsexchange.com (some free some pay)
- www.petri.co.il (walk thrus and advice)
- www.arstechnica.com (IT news and forums)
- www.webjunction.org (library specific)

Summary of Q&A

(Info added after program at MLA)

1. How does one do discovery?

- Physical discovery of equipment
- Logical discovery of equipment and software installed
- Network discovery of how everything is connected
- Resource: www.lansweeper.com (Free network discovery)
- Vendor assistance available

Summary cont.

2. How to get detailed information from your technology consultant?
 - Put needs in writing
 - Involve management as needed
 - Face-to-face meetings help
 - Worst case, get a new consultant, as that is unacceptable behavior

Summary cont.

3. How to protect your access information from “untrusted” vendor/staff?
 - If changing vendors, new one can assist in setting updating/changing security
 - Need to work with a vendor you trust
 - Implement security plan that both staff and vendor understand and have documented
 - Resource for screencasting – make video documentation: Camtasia www.techsmith.com or freeware tool CamStudio www.camstudio.org

Summary cont.

4. What filtering tools are out there, compliance with CIPA, etc?
 - For legal answers about CIPA, see your governing body's legal team and/or Library of Michigan
 - Many filtering tools available:
 - RHPL uses WebSense (www.websense.com)
 - Some appliances, some software-based
 - Know what you need filter to do and how flexible it can be – Others: BESS, 8e6, Cyber Patrol, etc.

Summary cont.

5. Web site redesign – what to consider?
 - Vendor can be hired for redesign – be aware of what happens for maintenance after design is complete
 - Content Management Systems (CMS)
 - Joomla (<http://www.joomla.org>,
<http://www.joomla.inlibrary.com/>)
 - Drupal (<http://drupal.org/>)
 - Plinkit in Michigan (<http://michlibrary.org/>)
 - Other proprietary systems

Summary cont.

6. How often should hardware be replaced?
 - General guidelines:
 - PCs – every 3 to 5 years
 - Servers – every 5 to 7 years
 - Network equipment – when it fails (End of life to avoid massive network outage)
 - Be aware of the age of your equipment
 - Watch for end-of-life on hardware – when equipment is no longer supported by manufacturer