

SWNI Communication Committee Meeting Minutes  
Multnomah Center, SWNI Conference Room  
October 25, 2011, 7pm

**Present:** Sharon Keast (Chair), Sylvia Bogert (SWNI Executive Director), Susan Egnor (Homestead), Michael Kisor (Ashcreek), Marianne Fitzgerald (Ashcreek) and Will Fuller (Multnomah)

**Server:** A plan for implementation of the new server was discussed:

1. Upgrade Drupal 6 to Drupal 7 on current server, continuing use of MySQL databases
2. Migrate Drupal 7 to new server, including conversion from MySQL to PostgreSQL
3. Train staff - Sylvia recommends the last week of November or last week in December

Michael and Sharon will set a date to begin. Sylvia and Leonard will be trained and Sharon will create documentation. It was suggested that a cage be purchased (approximately \$100) to provide security for the new server. The cage could be secured to the existing rack attached to the wall.

**Data Security:** Sharon will update the SWNI Document Management Policy by adding additional data items and a column to designate access restrictions to each document or data item. It will then be submitted to the board for approval. After approval, it will be used to form an offsite backup plan.

**Backup and Recovery:** Cost estimates for cloud storage and bandwidth will be obtained after defining needs.

**SmartAccess Partnership:** The committee supported Sharon's appeal to submit a grant application to continue the Portland Community Media *SmartAccess* partnership and hold workshops in 2012.

**SW News Newspaper:** Sylvia reported that the post office charged approximately \$500 because the paper did not pass the deflection test – it was too floppy. The paper will now contain 16 pages instead of 12, or a higher quality paper will be used. Sylvia has requested pricing information from the printer to determine the best solution.

**Constant Contact:** There are approximately 2,000 contacts in the SWNI database.

**Technology Needs:** Marianne noticed that the response time on Sylvia's computer is so slow that productivity suffers and the QuickBooks consultant is paid by the hour to wait. The committee debated replacing it with a PC or Mac:

- Marianne submitted that PC's were less expensive to purchase and the Windows 7 operating system was as easy to use as Mac OS X. Additionally, QuickBooks and MS Office software would have to be purchased with a Mac.
- Sharon indicated that lost productivity is a cost of PC ownership. She has spent many hours supporting the Windows PC's for things that, on the Mac, are trivial. She cited two examples: First, when attempting to get tech support for backing up the office PC's to an Iomega NAS drive, the hardware and software vendors blamed each other and offered ineffective solutions. After many days searching Google for solutions, on the phone with vendors and replacing a cord, the problem remains unresolved and time was taken away from implementing a best practice backup solution. Second, she spent many days implementing new email accounts to work with the three different Windows mail managers. Sylvia and Leonard also lost productivity. On the Mac, these solutions are trivial. These examples demonstrate how PC/Windows support is complex and lacking.
- Michael challenged the assertion that PC hardware is less expensive. He said when straight-up comparisons are made of equivalently configured hardware, Mac's are usually no more costly, and are often cheaper. He noted that Apple doesn't sell to the very low-end market, so it was possible to buy PCs that cost less than Macs, but those PCs weren't as capable as the low-end Macs. Michael suggested that when the total cost of ownership is considered - price, ease of use, hidden costs like anti-virus software, lower productivity, maintenance and lifespan - PC's are more expensive. He also pointed out that Mac versions of already owned software could generally be purchased for upgrade pricing and Macs are capable of running Windows, so upgrades aren't a required expense. He also noted that when the new server is implemented, Sylvia and Leonard would need a VNC client to administer the machine (the new server will run without a monitor). This client is built into the Mac OS, and takes just a minute to get up and running, but he anticipates spending hours to download and configure similar VNC software on the PCs.

Sharon will provide a comparison of PC and Mac to assist the committee in making a recommendation. In the meantime, Sylvia agreed to bring in her personal MacBook Pro laptop and Sharon agreed to provide training.

**Action Plan:** The reformatted Action Plan was distributed for the committee to review.

**Meeting Frequency:** The committee agreed to change the frequency of meetings from quarterly to every other month, beginning with the next meeting on November 29<sup>th</sup>, 2011 (5<sup>th</sup> Wednesday instead of 4<sup>th</sup> because of holiday).

Meeting was adjourned at 8:50 pm