M E M O R A N D U M

TO: Steven J. Pinkerton
General Manager

FROM: James Russell
IS&T Manager

SUBJECT: Status Report for February 2017 – Information Systems & Technology

DATE: February 28, 2017

Information Systems & Technology

Vermont Systems RecTrac & GolfTrac

The Vermont 3.1.6.11 patch was installed in a new virtualized test environment and a new testing procedure for operations staff was implemented. The new test server and procedure now allows staff to safely use an environment to test updates prior to installing them into production. It also introduced a formal documented signoff process that will help establish a clear line of ownership for key stages in the testing, signoff, and production environment upgrade process. This is a vast improvement toward the adoption of industry best practices with the goal of reducing or eliminating problems we have experienced in the past when applying patches and upgrades into the production environment without any prior operational testing. In February, we explored the option of using Vermont Systems' food and beverage sales module for summer golf courses sales but the Director of Food and Beverage determined that the software was lacking in key features he required to run formal dining operations at The Grille. We will be keeping an eye on Vermont Systems food and beverage module developments over time to see if there is an opportunity to simplify our summer golf sales operations in the future.

Systems Maintenance:

Work was started on improving the old legacy fiber network that runs between Incline and Ski beaches with the goal of improving Vermont Systems RecTrac performance on what Beach Hosts experienced last season. We are still facing some unique challenges with upgrades to the fiber network setup, which will require us to continue working on this in March, but our goal is to have it sorted well in advance of beach openings. We have not had any significant server failures or major issues in several months; however, in February we did finally have another of our very old physical servers begin to fail. We repaired the hardware as best we could but the long-term solution is to move the physical server to a virtual instance. The work of creating that initial Virtual Machine snapshot was completed.

We will make every effort to do the final data synchronize and “go live” in March or April.

Annual Hardware Refresh

We took delivery of new point of sales systems in support of golf operations. The systems that are currently in use at the Championship and Mountain golf courses are well over five years old. The new POS systems will be provisioned and deployed as part of the Vermont Systems GolfTrac rollout in March. Two additional touchscreen systems for Ski and Burnt Cedar beaches were purchased in February. We expect to take delivery in March and will deploy these systems at the beach entrances at Ski and Burnt Cedar. The goal is to increase efficiency by enabling both car and walk-up foot traffic entrance to the beaches simultaneously.

Ten new All-in-One touchscreen food and beverage systems were purchased in February for deployment at the golf courses. As these types of sales systems are highly specialized, they must be manufactured-to-order. We anticipate taking delivery of these systems sometime in late March or early April.

We established a baseline hardware lifecycle management report of physical technology assets such as monitors, scanners, receipt printers, card printers, etc. at Diamond Peak, the Golf Courses, Recreation Center, Tennis Center, and Parks building so we are better able to plan and budget for necessary hardware replacements going forward. We further continued to generate a series of reports for venue managers so they can see what workstations and laptops they have in their environments and so that IS&T has a better baseline for scheduling and budgeting hardware asset replacement.

Power

Backup Universal Power Supplies (UPS) were installed in February to extend the available uptime for Voice over Internet Protocol telephone systems at the Recreation Center and Public Works. Additional UPS battery backups were installed in the ski resort server room. Additional UPS extended battery supplies were purchased in February and will be deployed in March or April in the Public Works and Recreation Center server rooms. The particularly harsh winter has resulted in numerous power outages and short burst power surges. Given our mountainous geography and sometimes less than stable power supply we believe additional UPS capabilities is necessary to ensure more stable operational uptimes is needed.

Help Desk Ticket Tracking Totals for February 2017

Closed	223
New	12
Open	4
Pending User	1
Researching	1
Grand Total	**241**

Administration	33
Beaches	3
Buildings	1
Community Services	4
Engineering	1
Facilities/Catering	1
Finance/Accounting	39
Food and Beverage	7
Golf Championship	7
Golf Mountain	4
Human Resources	14
IS&T	25
Marketing	2
Public Works/Utilities	35
Rec Center	26
Ski	39
Grand Total	**241**

Camera/Web Cams	5
Cell Phone	11
Computer	38
Data Restore/Backup	1
Email Account	13
Folder Access	2
Graphics/Artwork	4
Intranet	3
Logging onto Computer	11
Networking	15
Orders for IT Use	3
Other	16
Printer/Copier/Fax	6
Radios	3
Reports and Queries	7
Scanners	3
Server	2
Software	55
Telephony / Voice	6
Users - New/Activate/Inactivate	1
Vendors	1
Web	35
Grand Total	**241**