INVOICE

To:	**Catholic Social Services** Attn: Susan Bomalaski 3710 E. 20th Avenue Anchorage, AK 99508
Number:	**3067**
From:	**DesignPT, Inc.** 93 S. Jackson Street #92537 Seattle, WA 98104-2818
For:	IT Consulting – SOW #2043 Maintenance FY2014 (February)
Date:	1 February 2014

PAID

Date:	Project:	Hours:	Cost:
	Core Services		
2/1/2014	**IT Consulting** (@ $85/Hr) SOW #2043 Maintenance FY2014	60	$ 5,100.00
	Subtotal	**60**	**$ 5,100.00**
2/1/2014	**Materials (receipts attached)**		
	Dell Optiplex 3010 (x3)		$ 2,021.04
	Dell P2014H 20" monitor (x3)		$ 449.97
	Shipping		$ 234.00
	Adobe Acrobat XI Pro (x4)		$ 180.00
	Subtotal		**$ 2,885.01**
	Total Amount Due		**$ 7,985.01**

Mike Chernikoff

From:	Dell (please do not reply) [automated_email@dell.com] on behalf of Dell Inc. [dell_automated_email@dell.com]
Sent:	Thursday, January 16, 2014 3:43 PM
To:	Mike Chernikoff
Cc:	Chris Layton; Luke Dubber; Purchasing; Purchasing; Ryan Ridge
Subject:	Dell Order Has Been Acknowledged for Dell Purchase ID: 2004446943193

DELL™ USA 🇺🇸
Medium & Large Business

Premier Login	Frequently Asked Questions	Customer Service

Order Date: 01/16/2014
Dell Purchase ID: 2004446943193
What is Dell Purchase ID?

Order Acknowledged

Thank you for your recent purchase with Dell. It has been received and is being reviewed.

What's Next? You will receive an Order Confirmed email shortly with your customer number, order number(s), estimated delivery date and final purchase amount.

To check on the status of your order at any time click here.

Please check your inbox regularly for updates from Dell.

Payment Information

Contact:	ACCOUNTS PAYABLE DESIGN-PT
Phone Number:	(907) 222-6133 (work)
Address:	93 S JACKSON ST #92537 SEATTLE, WA 98104-2818
Payment Method:	Pay with one credit/debit card online
Total Amount:	**$2,705.01**

Delivery Information

Contact:	Mike Chernikoff Design-pt
Phone Number:	(907) 222-6133 x 602 (work)
Address:	430 W 7th Ave Ste 202 Anchorage, AK 99501-3550
Delivery Method:	3-5 Day Delivery Your order will be delivered up to 3-5 business days after it ships.

Order Detail

Item Description	Unit Price	Quantity	Total Price

Estimated Delivery Date : 01/31/2014

OptiPlex 3010 Small Form Factor – Build Your Own	**$673.68**	**3**	**$2,021.04**

OptiPlex 3010 Small Form Factor for
Standard Power Supply, Windows 7
Professional, No Media, 64-bit, English

OptiPlex 3010 Small Form Factor	**OptiPlex 3010 Small Form Factor for Standard Power Supply**	[225-3522]
Processors	**3rd Gen Intel® Core™ i5-3470 Processor (Quad Core, 6MB, 3.20GHz w/HD2500 Graphics)**	[319-0734]
Memory	**6GB, NON-ECC, 1600MHZ DDR3,2DIMM**	[317-8986]
Keyboard	**Dell KB212-B USB 104 Quiet Key Keyboard,English**	[331-9586]
Monitors	**No Monitor**	[320-3704]
Graphics Cards	**AMD RADEON™ HD 7470 1GB DDR3 DP/DVI w/VGA & DVI Adapters,LP**	[320-9617]
Boot Hard Drives	**500GB 3.5 3.0Gb/s SATA with 16MB DataBurst Cache™**	[342-4950]
Operating System	**Windows 7 Professional, No Media, 64-bit, English**	[330-6228] [421-5334] [421-5606]
Mouse	**Dell MS111 USB Optical Mouse**	[330-9458]
Removable Media Storage Device	**8X Slimline DVD+/-RW, Data Only**	[318-2231] [318-2236]
Thermals	**Heat Sink, Performance/Mainstream, Small Form Factor**	[331-8318]
Speakers	**Internal Dell Business Audio Speaker**	[318-0319]
Power Supplies	**OptiPlex 3010 Small Form Factor w/ Standard PSU**	[318-2352] [330-7422] [331-8144]
Documentation	**Documentation English and French**	[330-1711] [340-ABSZ]
Productivity Software	**Microsoft® Office Trial, MUI**	[630-AABP]
Energy Efficiency Options	**No ESTAR Settings**	[331-8325]
Resource DVD	**No Resource DVD**	[313-3673]
Warranty & Service	**3 Year Basic Hardware Service with 3 Year NBD Onsite Service after Remote Diagnosis**	[936-2397] [939-6518] [939-6868] [939-7358] [991-2878]
Setup and Features Information Tech Sheet	**No Tech Sheet**	[310-9444]
Ship Packaging Options	**Shipping Material for System, Small Form Factor**	[331-1270]
First Additional Disk Array Controller	**PCmover Home – Free**	[466-9489]

Estimated Delivery Date : 01/24/2014

DIS,FPL,19.5,P2014H,DAO	**$149.99**	**3**	**$449.97**

Dell 20 Monitor – P2014H

Dell Monitors	**Dell 20 Monitor – P2014H**	[320-9798]

3Yr PREMIUM PANEL Ltd. Warranty, 3 yr Advanced Exchange	**$0.00**	**3**	**$0.00**

Subtotal:	**$2,471.01**
Shipping and Handling:	$234.00
Sales Tax:	$0.00
Total Amount:	**$2,705.01**

Important Things to Know:
- For answers to your Frequently Asked Questions (FAQs) click here.
- Dell reserves the right to cancel any orders arising from pricing or other errors.
- Your order is subject to Dell's Terms and Conditions of Sale which include a binding arbitration provision.
- If your order includes a service contract, please visit our Service Contracts website for

Mike Chernikoff

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Thank You For Placing A Donation Request Through Techsoup!

Donation Request Details
Your donation request number: 1084264
Requested on: 1/24/2014 9:42:02 AM
Requested by: Design-PT INC
Catholic Social Services
3710 E 20th Ave

Anchorage AK 99508

Products Requested

> Title: Acrobat XI Pro Win ESD
> Quantity: 4
> Item Price: $45.00

Sales tax: $0.00
Shipping: $0.00 (Ground)
Total: $180.00

Payment by Credit Card
During checkout, you selected the option to pay by credit card. Your card will be charged when fulfillment is complete.

Please note: If your organization is not yet qualified with TechSoup, this donation request will not be fulfilled. Before sending payment, please verify your organization's qualification status:

1. Log in to your TechSoup account.
2. Click **My Account** at the top of the page.
3. Under My Organizations, look at the Qualification Status column.

If it says Qualified, your donation request will be processed two to three business days after payment has been received. If

ABOUT TECHSOUP

TechSoup is a 501(c)(3) nonprofit that helps other nonprofits and public libraries get tech products and services plus the learning resources they need to make informed decisions and operate at their full potential.

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TECH INFORMATION

Our free learning resources, including articles, blogs, webinars, and forums led by expert hosts, are available to all users.

Rollover Hours Detail

As of February 1, 2014

Resource Type	Previous Balance	+	Hours Purchased	-	Hours Used	=	New Balance
System Technician	-42		60		50		-32
Total Current Balance							-32

Work performed for Catholic Social Services from 01/01/2014 to 01/31/2014

Task	Task Name	Date	Hours	Description
45815	Assist with video camera software	01/29/14	0.30	conferred with Tash about scheduling this task. She has to schedule out a meeting with the installer then contact us with when it is.
45816	Setup scan to email	01/22/14	0.50	Remoted in and setup Scan to email. Need to test from onsite to verify that it is working, as you can not test from the web interface.
45825	Order 3 computers for Clare House	01/16/14	1.20	refreshed quote and emailed spoc. Received approval to order computers and used David's CC to order them. Dell Purchase ID: 2004446943193 - ext deliver 1/31
45825	Order 3 computers for Clare House	01/23/14	3.30	imaged and setup 3 machines for clarehouse
45825	Order 3 computers for Clare House	01/27/14	4.50	went onsite and setup 2 of the 3 machines, the remaining machine will be scheduled when the area is setup. requested and received permission for purchasing of surge protectors and a hdmi cable. HDMI cable is no longer need and will be returned. Purchased 25 Ethernet cord to setup lobby machine. When and purchased hp400 monochrome printer and set it up in the lobby. Tested from all the machines.
45968	update to fundware	01/02/14	0.10	closing task. The update seems to have been successful.
46033	New users	01/02/14	1.00	Created and configured accounts. Tested logon and email. Left voice mail for SPOC
46042	Computer issue at Teen Home	01/03/14	0.10	Created and assigned task
46042	Computer issue at Teen Home	01/07/14	0.50	Contacted Benita to troubleshoot issue. From Benita's description, an onsite visit is necessary. Spoke with Benita and setup a visit for 1/8 after 2pm
46042	Computer issue at Teen Home	01/08/14	2.00	Drove to site and attempted a few troubleshooting steps with no success. Brought computer back to DPT and did more troubleshooting and restore steps to no avail. Removed hard drive and started backing up data
46042	Computer issue at Teen Home	01/09/14	3.50	Finished backing up data. Reimaged computer with CSS image. loaded all required updates and patches. Installed plugins.
46042	Computer issue at Teen Home	01/10/14	4.00	Setup computer with user accounts. Restored data and settings. Checked for further updates and installed patches. Called Benita and setup to deliver computer. Went on site and set computer up. Downloaded and installed printer with appropriate drivers. Tested functionality. Installed VPN client for ACS TIER remote access. Called TIER support staff and configured Cisco VPN with required settings. Tested functionality. Had Benita test computer out to make sure all worked OK. Updated necessary documentations.
46061	access to adm folder	01/08/14	0.30	Remoted into server added users to the permissions group for the admin folder. Contact SPOC with a update.
46061	access to adm folder	01/10/14	0.10	Contacted user 10:23 am and she reports that she does have access. closing task
46069	Ellen needs access to the PPT folder	01/08/14	0.30	Remoted into the server and adjust the permissions on the requested folder. Verified that the user has permissions to the parent folders. Emailed SPOC with a update.
46069	Ellen needs access to the PPT folder	01/10/14	0.20	verified that anyone in the group folder - adm - rw has permission to access the PPT folder.
46085	change email - lottie	01/10/14	0.30	logged into exchanged server and modified the mail contact. contacted spoc with update
46093	adobe pro xi quote	01/10/14	0.30	researched quote from techsoup after talking to SPOC. Adobe limits a purchase from tech soup to 1 suite or 4 programs in a fiscal year. Emailed quote to SPOC
46093	adobe pro xi quote	01/24/14	0.50	ordered 4 licenses from techsoup for css

46093	adobe pro xi quote	01/28/14	1.00	installed adobe xi on the remaining computers
46094	Unlocking Volunteer Database	01/10/14	0.40	Verified that the volunteer user has access to the folder. Logged in to server 13 as the user. Found that they were clicking on the wrong desktop shortcut. Went to the public drive, found the correct database. It was locked in single user mode. Unlocked the DB. Created a new shortcut on the Volunteer user desktop. Contacted Wes to confirm access.
46105	verify Amazing Charts	01/16/14	0.70	contacted Wes - discussed the update issue - need to confer with Heidi. http://amazingcharts.com/support/i-want-to-help-myself/installation-and-upgrade-solutions/
46106	Order web Cam	01/10/14	0.20	Spoke with SPOC, who reports that she wants to talk to Doug and find out exactly why he needs this service. She requests that we do not take action at this time, until we hear from her.
46106	Order web Cam	01/29/14	0.60	After talking to SPOC during weekend maintenance call - investigated extactly what is being requested Doug requests a outside web cam to keep an eye on the snow build up on the CSS main center parking lot. Researched which web cam will work. Wireless ip camera, emailed a list to Dcoon@cssalaska.org for review.
46119	Investigate patch panel	01/14/14	0.10	created task
46119	Investigate patch panel	01/14/14	0.20	Attached patch cable to patch panel in upstairs rack, wall jack is now live. Tested with CSS laptop provided by Brigette.
46134	Resolve Palmer issues	01/14/14	3.00	Traveled on-site to main location, discussed plan with Brigette, then drove out to Palmer with Brigette. Checked out the site, confirmed details, and did some troubleshooting. The internet connectin is a 1mb link over MTA, which is slow. Printing is problematic, as the terminal server's print spooler is having problem staying started. Checked event logs, found that the server is constantly crashing the print spooler, due to a Kyocera driver. Attempted to remove the offending file, but could not stop the service from crashing. Until we can get this resolved, we can not install the HP drivers for the HP Office Jet 8600 printer in the Palmer Office. Worked with SPOC to coordinate a restart of the TS at 5:30, which was conducted, but did not resolve the issue.
46144	New users	01/16/14	1.60	created users in AD and tested on the Terminal server. Contacted SPOC with credentials
46165	restore file	01/17/14	0.30	Remoted into the server and rolled back the requested file to the morning shadow copy. Contacted user and verified that all the information is correct.
46178	unable to access the p drive	01/21/14	1.10	Investigated report that P: drive was down @ CH. Looked into issue and found that VPN was down back to the center. Found IP of CH and found that it was a dynamic address. Remotely reconfigured CSS Center Firewall to peer with new CH address. Verified IP connecitivty and checked that folders and other server resources properly map.
46178	unable to access the p drive	01/21/14	0.30	checked dns - ipconfig and other network troubleshooting. Escalated to sys admin
46178	unable to access the p drive	01/29/14	0.10	Updated and closed task. Checked that drives were still working normally.
46193	uable to print	01/22/14	0.50	remoted into server 10 and restarted the printer services. Remoted into Karina Vue's desktop and verified that users can print. contacted SPOC with update
46194	printer issues	01/22/14	0.50	contacted user and remoted into server10, found that a printer had several print jobs jammed into the queue and was preventing any new jobs from printing. Removed the blockage and confirmed with user that she was able to print
46195	printer issues	01/22/14	0.10	created task and contacted user - left vm
46206	laptop issue	01/22/14	0.20	conferred with with benita and will pick up the laptop 1/23
46206	laptop issue	01/23/14	1.00	Went onsite and worked on the laptop. Ran diagnostic tests for a hardware issue - all good. Inspected the computer for blockage - found none. Look at the event logs - they show a shut down 3 weeks ago but user reports that this is a daily event. It did not replicate while on site.
46207	internet outage - iowa	01/22/14	0.10	contacted doug - 222-7393 and scheduled it out for 1/24
46207	internet outage - iowa	01/24/14	1.20	went onsite and reset the wireless router. tested and confirmed.
46214	computer not powering up	01/24/14	0.50	picked up non working pc

46214	computer not powering up	01/27/14	0.70	Worked on the PC, disconnected and reconnected all the internal wiring. Found the PC booted up without issue. Stress tested machine and then returned it to Clare House. No issues found.
46215	printer issues	01/24/14	0.30	contacted user and reconnected the main-4500 printer - tested and verified by user.
46245	internet outage - La Verna	01/28/14	0.10	created and assigned task
46274	server05.anc.css is offline	01/30/14	0.50	Created and assigned task Checkd on server and attempted to connecte to it various ways with no success. Server seems to be hanging. Ryan to reboot it afterhours.
46276	Special Needs Services is having internet problems.	01/30/14	0.50	Created and assigned task Called staff with issues. Verified that they can not get online. Issue might be related to DNS server being down. Communicated with them that we will dispatch a tech if issue persists after server reboot tonight.
46276	Special Needs Services is having internet problems.	01/31/14	0.30	Checked on computers and they seem to be up and running. Sent a follow up to verfy that computer are running OK. Got a reply back that all is well.
46281	Printing issue at Clare House	01/30/14	0.50	Created and assigned task Printing down at Clare House because server was hanging. Server to be rebooted later this afternoon. I called office and spoke with staff with issue. I checked on printer and it is mapped through print server 05 which is hung at the moment. I mapped printer directly with IP address. Tested functionality with staff and she verified printing.
		01/07/14	0.30	Identified 'bad' folder in data drive of server16. This was a storage location for dead files that had not been accessed in over a year and a half. Fodler was removed.
		01/10/14	0.40	BiWeekly call with Brigette to go over task list.
		01/20/14	0.20	researched pricing for possible cameras, and provided rough estimate on costs to Brigette.
		01/22/14	0.30	Configured Kaseya for weekend maintenance patching.
		01/24/14	0.80	CSS SPOC call and meeting
		01/26/14	4.30	monthly maintenance at the main center
		01/28/14	2.00	monthly maintenance at the Charlie Elder House
		01/30/14	0.50	Assistance with Martymev and new finance person getting into Raiser's Edge. Remoted in and found domain context issue to be the problem. Rectified and explained how problem arose for next time.
		01/30/14	1.50	Investigated CSS server05 lockup. Found that the server was mostly still serving connections, but was unresponsive on management interfaces. Scheduled time to reboot it after hours. Hard booted and applied all related Windows update to DC.
Total Hours Worked: 49.9				