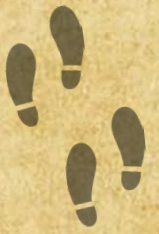




THE CASE OF OLD PROBLEMS WITH NEW TECHNOLOGY

Why didn't the school district's new technology system operate as expected? Was it erroneous equipment? Villainous vendors? Or was it something else entirely? Look at the suspects and follow the clues to solve the mystery.



THE CRIME



Some components of the district's recently installed video surveillance system do not operate as intended.

There are also integration issues with the district's new Integrated Security Management System (ISMS).

Time to examine the crime scene...

THE SCENE



Observable conditions highlighting the operational issues include:

1. Intermittent operation of video surveillance cameras. They work perfectly at times and then just stop recording for seconds, minutes, or hours.
2. Digital Video Recorder (DVR) in the Security Command Center sometimes doesn't record correctly.
3. Camera controls such as zoom and pan suddenly stop working and then start again for no apparent reason.

THE SUSPECTS



The following honest bystanders were all eliminated as possible suspects after interviews and verified evidence:

1. The security system **vendor** who proved that the installed components all operate according to specs.
2. District **IT staff** confirmed their review of all system designs, specifications, and procurement.
3. District **security staff** have been properly trained and are knowledgeable about system and equipment use.

THE EVIDENCE



Upon further investigation, it was discovered:

1. That many of the switches and routers in the Main Distribution Frame (MDF) were at or nearing end of life.
2. Additionally, adequate Uninterruptible Power Supplies (UPSs) were found to be lacking in the MDF and a number of Intermediate Distribution Frames (IDFs).
3. Lastly, backbone cabling was deemed insufficient to handle the increased bandwidth required by the new video surveillance system.

THE CULPRIT



In the end, the reason for the malfunctioning new technology system had nothing to do with the system itself and everything to do with the physical network to which it was connected.

If your NYS school district is having issues with new building technology systems, take a closer look at your IT equipment rooms and related infrastructure.

Learn more about [your district's most overlooked facility spaces](#).

Then have the infrastructure specialists at Archi-Technology perform a [Technology Conditions Survey](#) that's sure to solve the case!

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