



disk·ol·o·gy n – the science that deals with all forms of disks including their classification, chemistry and interactions.

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Customer Spotlight: Mike Sheldon, KJRH-TV, Tulsa, Oklahoma

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Thanks for making my job easier!”*

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“It frees up much needed space on my workbench as well as the extra time I would spend running diagnostics and repair software on a PC based hard drive tool.” – Mike Sheldon, Information Systems Engineer, KJRH-TV, Tulsa, Oklahoma.

How does the Disk Jockey fit into the MIS department of big-time TV station, KJRH-TV in Tulsa? We caught up with Mike Sheldon, Information Systems Engineer of KJRH and asked him some questions about how the Disk Jockey has made his life easier.

Diskology: What systems are you running, Mac vs. PC, version of the OS, Applications including hardware? What Machine do you prefer? What is your workhorse system?

Mike Sheldon: Mostly PC's – Approx. 185 (built in house), 10 Macs (G3, G4's). Windows NT Workstation, Windows NT Server, Windows 2000 Pro, Windows XP Pro, OS X.. Most users have PC's (My personal preference), Graphic artists and video editors doing promotional video work use Macs. Our workhorse system would have to be the IBM AS/400

Diskology: What type of project(s) are you currently working on?

MS: Primarily we're working on 4 different areas: 1) Computer repair and maintenance 2) New System builds 3) Data backup/recovery and 4) Changeover to all digital playback (we're a local television station).

Diskology: How does the Disk Jockey fit into your workflow? What are the strengths of the Disk Jockey in your current environment?

MS: So far, the Disk Jockey has fit in nicely. It takes up very little room on the workbench and is always handy to quickly hook up drives for testing, duplication and access as an external drive.

Its strengths are in its size and our ability to quickly attach drives to it and use it. Before, we had to have a PC sitting on the workbench, opened up and waiting to connect drives to it for testing and duplication. As you know, this takes up precious space and requires a keyboard and monitor as well. That was that PC's only use.

About the TV station...

Diskology: How long have you been in the TV industry doing the IT/MIS thing? How long at KJRH?

MS: 10 years in the industry, 5 years at KJRH.

Diskology: What are your primary responsibilities at KJRH?

MS: I build and repair all computers and servers in house. I also install and maintain all of our LAN equipment (Hubs, Switches, Routers, Etc).

Diskology: Can you tell me a little bit more about KJRH-TV?

MS: We are a Television Station – KJRH Channel 2 in Tulsa Oklahoma. We are an NBC affiliate, and are owned by E.W. Scripps.

Diskology: What are the biggest challenges facing KJRH-TV today?

MS: Our challenges (from an IT standpoint) are in supporting all our current users as well as keeping up with the addition of all the new equipment involved in the move to High Definition Television. With over 200 computer systems in place and only two Computer support personnel it can get pretty hectic. *J (ed – what was that, did I just hear somebody yelling for HELP!?)*

Diskology: What do you love the most about what you do?

MS: I enjoy working where the technology is always changing and getting to be involved in those changes. There are so many different systems involved in Television broadcast and most of those systems are interconnected. In just the past few years, many of the old playback systems have been replaced by computers. That's "good" news for us IT guys.

Diskology: What is the least favorite thing about your job?

MS: My least favorite thing is probably having to build/rebuild a computer from scratch (Operating system and all the software). It is long and tedious.

In your humble opinion, Mike...

Diskology: How do you feel that the technology industry has changed over the past year? Over the past 3-5 years?

MS: Over the past year there have been many changes in technology, much of that has been reflected in the falling prices of that technology and all the great new “gadgets” offered. Flat panels, enormous hard drives, Memory, Plasma TV, Tablet PCs, Handheld computers, etc.

Over the past 3-5 years as I’ve said, the television industry alone has benefited from the growth in technology by being able to go from the old analog audio/video to “digital”. Also, by having all the new systems interconnected, these systems are much more automated than the previous systems were. It has greatly simplified maintenance but had brought with it new challenges in diagnostics when something goes awry.

Diskology: What are the biggest challenges that you face in your day-to-day efforts from a technology standpoint?

MS: Our challenges (from an I.T. standpoint) are in supporting all our current users as well as keeping up with the addition of all the new equipment involved in the move to High Definition Television.

With over 200 computer systems in place and only two Computer support personnel it can get pretty hectic. J (*ed – I seem to be suffering Déjà vu?*)

Diskology: What do you think you'll need in order to do your job more effectively over the next 6-12 months?

MS: Storage requirements are ever growing with the advances in technology. Space is required for Data as well as applications and also for backup of critical systems. Monitoring is also another important part of our job.. Just knowing when a system is down “before” the users know it can keep things from getting out of hand. Easier and more effective backup solutions for critical systems (Even Cross Platform)

Diskology: What technology are you most interested in?

MS: I’m most interested in: 1) Digital Recording, Playback, Editing 2) Storage 3) Remote monitoring and control.

Diskology: What would you like to see added to the Disk Jockey in future version?

MS: Maybe an LCD display to indicate status of drives during and at the end of a cycle. Perhaps a “replaceable” IDE cable, in the event the cable(s) are ever damaged. Maybe female sockets (as on a motherboard) on the outside of the unit so that standard IDE replacement cables can be used.

All in all, you guys have a FANTASTIC product for an ever BETTER price!
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Thanks again guys.

Diskology: No, no, Mike, thank you!