

# June 2006 Monthly Report

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A Partnership in Technology

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## Executive Summary

The Truepath – “Code of Excellence” was presented to the staff and approved. The meaning of word “True Path” is being true to yourself, coworker and Organization.

### **OIT’S TRUEPATH:**

*We in the Office of Information Technology strive to exceed our customers’ needs by excelling in customer service, strengthening the campus’ Information Technology through proactive involvement, generating an attitude of trust within our team, continually improving our professional skills, and maintaining open communications.*

- T – Trust in our abilities and our team
- R – Reach for a higher level of performance
- U – Understand the needs of our customers
- E – Endeavor to constantly improve
- P – Proactively strengthen campus information technology
- A – Aspire to have a positive attitude
- T – Take time to communicate
- H – Having high standards of honest in everything we do

The Administrative Applications team refined the procedure for closing HDO tickets for their area. We discovered follow up calls were not being made for tickets before they were being closed and this did not give the user an opportunity to respond to their requests as to whether it met their needs. The AA team now follows up on all HDO tickets before they are closed. This change in procedure has provided greater interaction between the AA team and our users. This month the Administrative Applications team provided UI training to our users who will be using the Colleague purchase/requisitions function. The team also attended training on Computed Columns R18. Both members of the team agreed that this training helped bring together the concepts from the previous Colleague training sessions. A project plan was created for the migration from R17 to R18 and for the implementation of Web Advisor.

In Network area a major task this month was the restructuring of the Blackboard system to continue providing a high level of service to the college community. A large amount of time was spent creating Blackboard classes and enrolling over 300 students into the summer online classes. A new duct system for the air conditioning in the data center brought temperatures down in the server racks. The installation of the Microsoft Project Server 2003 was completed. The process included installing Share point services as well. The Project 2003 Server now accepts open connections from both inside and outside the Campus, and Share Point Services are accessible as well. Network Services worked with Joe Doyle to shut down and clean

up the Movaris Purchase Order System. In addition, time was spent working with Datatel to prepare for the FRX upgrade. The Wireless Control System has been installed and we are now able to generate more detailed reports on the wireless network. Network management or our APC power backup units has been installed in 14 of 18 locations.

In User Services side of the house the lab services and staff/faculty services were divided to aid in work load. Team meetings were held regarding responsibilities and procedures to insure an orderly transition to the new structure. The Academic Lab Manager's Conference at Purdue University in West Lafayette, Indiana was attended by the lab manager. LabMan 2006 was informative and motivational, and provided numerous opportunities for exploring new technologies while networking with other academic lab management professionals. The installation of Ghost Solution Suite 1.1 was completed. A lab hardware spreadsheet with ghost schedule/hardware replacement column was developed. Ghosting schedule is being established with emphasis on rooms not in use during Spring/Summer term, which will allow us to perform updates and test in a live environment with zero impact on students. Lab Imaging Project received a total of 43 responses to Lab software inventory request; responses are being compiled and formatted into a change plan. Helpdesk is working on reform initiative; documentation needed for Fall term Student Technician recruiting and training. Repair room was cleaned out and software maintenance/ghosting workbench was set up. Help Desk is continuing to improve statistics of opening an HDO ticket for every call received. Support and installation was provided for the Student Orientation which involved setting up and configuring computers for four different stations.

This month our Instructional Specialist Mark Porcaro attended several Webinar's on academic technology. At the Ready2Net seminar he learned about what some of the current academic IT leader's visions for mobile technology is and how it can impact education: primarily that we need to embrace mobile technology more because our students are demanding mobile services. He also attended an Educause webinar on using games in education that was insightful as to how games can assist learning of complex tasks; especially games like the Sims or Civilization where the players create and control complex worlds learning about economics, governance and societal forces. Mark had two planning meetings for the creation of the space for the CTL and moving the multimedia lab and LakeFX radio. They created a project plan and assigned tasks to individuals. As project manager, he has been following up with people to make sure that the project remains on schedule. Mark has also been working with Mike Alstrom and Scott O'neal to install, test and manage a new MS Project Server with SharePoint Services. They are working together to create the most effective Project Server environment that we can use outside of our network without domain authentication. The other big event this month was the New Student Orientation. At the orientation, he gave the incoming students an overview of their new email accounts and domain logins,

presenting at two sessions of the orientation and creating and distributing a brochure with the most important information about their accounts and how to access them. Mark finished all of the required materials for the six-week ETOM Online Teaching Certification course. With the newly negotiated faculty contracts, he will be a resource that the faculty must use if they want to teach online. They will have to take a mini-course from the CTL on online learning and this gives him the credentials to do so.

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## Management

- Conducted monthly Interim Technology Governance Council meeting, minutes and Agenda was posted on the website
- Attended Cabinet and Board of Trustees meeting
- Conducted monthly staff meeting
- Created project plan for Colleague R17 to R18 migration
- Created project plan for Web Advisor Implementation
- Created project plan for moving users from Novell domain to Windows domain

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## Remote Resources

- Cindy Atwood (Regional Manager) was onsite and met with Dr. Rule and VP Osborn
- Perry Goodwyn was onsite helping Finance team with their go live date
- Christine Ryan was here to ensure Datatel project was going smoothly
- Cheryl Detrick from Strategic Service met with Cabinet to discuss "Resource Development Strategies"
- Christi Seagal from Strategic Services conducted conference call with President and VPs to discuss planning process for IT Strategic Plan

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## Administrative Computing

### Completed Projects/Tasks

- Create a computed column and query for CF positive pay (Patricia)
- Worked with Network Team on Student email/network account
- Train the OIT staff on Colleague purchasing procedure (Joan)

- Completed report for Student Program Evaluation
- Attend off site Colleague Training Sessions (Joan & Patricia)

#### **Upcoming/Ongoing Projects:**

- Attend onsite Colleague Training Sessions (Joan & Patricia)
- Data conversion prep/mapping
- Setup Colleague users accounts on TEST and LIVE
- Work with Colleague module teams to setup security classes
- Develop a "Query" to create a file for EMS import (Joan)
- Write a program for the SPG(Student Programs) data conversion (Patricia)
- Draft a Colleague password policy (Joan) Draft a policy/procedure for applying Colleague patches (Joan)
- Draft a policy for Colleague security (Joan)
- Create a spreadsheet by security classes of Colleague users (Joan)
- Moving from R17 to R18
- Change report printing from the Legacy to save to a PDF file (Phyllis)
- Create a file of frequently asked Colleague questions (Joan)
- Train the OIT staff on Colleague purchasing procedure (Joan)

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## **Web Applications**

### **Web Applications Significant Activities**

- Helped users with their questions on the new website

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## **Network Infrastructure / Telecommunication**

### **Completed Projects/Tasks**

- Rebuilt security settings for all network devices
- Document basic Meridian admin procedures
- Document password policy
- MS Project Server installation
- Created all summer semester Blackboard online classes
- Wireless Control System install
- Project Server install and configuration for non AD users
- Installed APC Network Management in 7 more locations.

### **Upcoming/Ongoing Projects:**

- Migrate domain system from Novell to Windows Active Directory
  - Complete account creation script
  - Develop password change system
- FRx software installation
- Create server based web site for ASP server data
- Get new system for library server

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## **User Services**

### **Completed Projects/Tasks**

- Successfully completed testing of compressed classroom facilities for overseas use
- Installed Datatel software for 32 users
- Completed quote for multimedia upgrade for room 262 (Dance studio)
- Inventory entry completed for all stored computers
- Completed installation and equipping of 2 new staff offices
- Completed installation of Datatel software on all cart computers
- Inventory completed on all out buildings
- Installed Ghost Solutions Suite 1.1
- Developed lab hardware spreadsheet with ghost schedule/hardware replacement column
- Determined hardware/software needs and delivered quotes for CTL lab.
- Installed computers in room 349 for use as Datatel training room
- Created Software/Ghosting workbench supporting simultaneous use of 8 hardware prototypes and 8 imaging/staging stations.
- Setup computers for Student orientation

### **Upcoming/Ongoing Projects:**

- Student Technician Development (Ongoing activity)
- Life Cycle Planning (Ongoing activity)
- Helpdesk How-to manual to aid in closing tickets during initial call.
- Computer inventory
- Software metering system
- Lab imaging
- Place copies of all software CDs on server

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## Instructional Specialist

### Completed Project/Task

- Assisted Network Team in testing and implementing Project Server
- Created and managed project plan for moving CTL, Multimedia Lab and LakeFX radio. Coordinated efforts with Bob Ferrentino, Joe Doyle, Teresa Sturru, Don Bogema and Sue Meeuwenberg
- Presented at new student orientation (both sessions) and created and gave new students with brochures on email and domain login
- Finished requirements for ETOM Online Teaching Certification course (Week 6 of 6)

### Upcoming/Ongoing projects

- Continuing to pursue web conferencing software options based on our needs. Continuing to receive information and pricing options
- Continuing planning training for President's Cabinet and OIT staff for MS Visio
- Serving as Project Manager for CTL, Multimedia Lab and LakeFX radio move. Scheduled to complete August 17, 2006
- Continuing Testing of Project Server—testing Enterprise features, logins via Windows or local Project Server
- Continuing to assist CTL in planning Faculty Seminar Days

## Metrics

HDO Cases	April			May			June		
	New	Closed	End	New	Closed	End	New	Closed	End
Total	329	345	18	385	381	22	396	399	19

### Customer Satisfaction Survey

Month	Surveys Sent	Responses	Response Rate	Response Timeliness	Skill set	Resolution Timeliness	Communication	Overall Satisfaction
April	344	81	24%	8.49	8.60	8.43	8.56	8.63
May	345	81	23%	8.37	8.47	8.45	8.51	8.44
June	210	25	12%	8.20	8.40	8.33	8.08	7.88
<b>Response Legend</b>								
7.00-9.00	Excellent	5.00-6.99	Good	3.00-4.99	Fair	1.00-2.99	Poor	

	April		May		June	
Case Status	Open	Close	New	Close	Open	Close
Administrative	34	39	39	49	88	86
Computing						
Helpdesk	89	70	89	55	70	62

Instructional Technology	2	1	0	0	12	14
Media Services	8	9	9	10	14	15
Telecom	14	18	25	26	19	29
User Services	112	124	156	175	123	123
Network Serv.	69	82	59	62	70	79

	April	May	June
Cases Backlog	18	22	19

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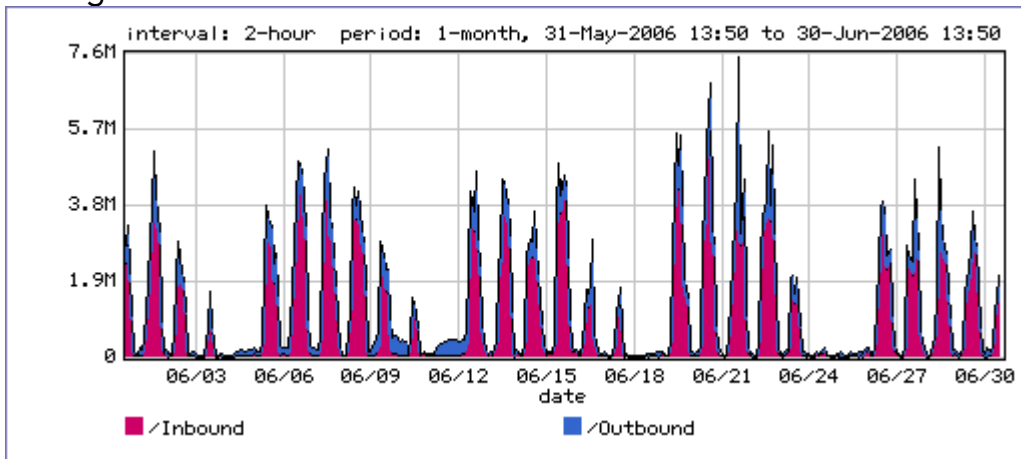
Total requests completed for Month of June - 170

April	May	June
121	390	170

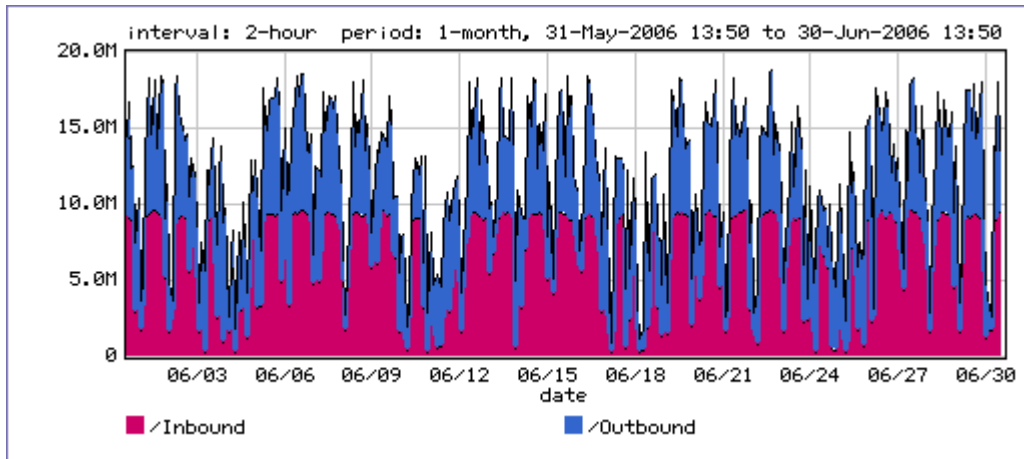
### Bandwidth Utilization

- Total Available Bandwidth 9.0MB
  - Average Inbound Bandwidth Utilization 2.8MB
  - Average Outbound Bandwidth Utilization 3.1MB
  - Average Total Bandwidth Utilization 5.9MB
  
- Bandwidth Efficiency (ideal = 100%)
  - Inbound Network Efficiency 97%
  - Outbound Network Efficiency 94%

### Average Rate

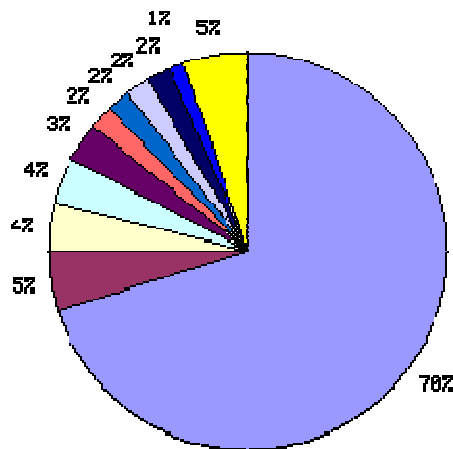


### Peak Rate



**Top 10 Bandwidth Utilization Class for month of June 2006**

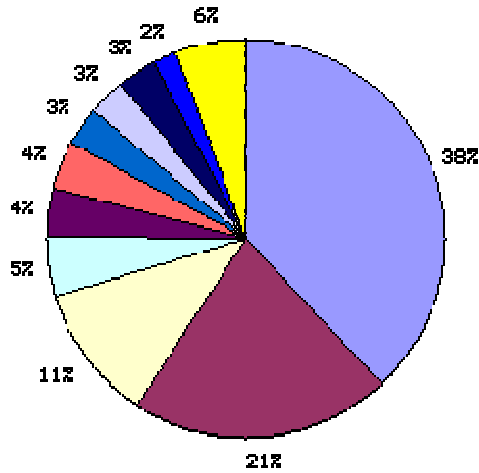
**Inbound**



Class Name	Average Rate (bps)	(%)
1. /Inbound/HTTP	775k	70
2. /Inbound/WinMedia	54k	5
3. /Inbound/MPEG-Audio	48k	4
4. /Inbound/Default	45k	4
5. /Inbound/Real	31k	3
6. /Inbound/FTP	27k	2
7. /Inbound/Blackboard	26k	2
8. /Inbound/SSL	20k	2
9. /Inbound/QuickTime	19k	2
10. /Inbound/SMTP	13k	1
All other classes	58k	5

period: 1-month, 31-May-2006 13:52 to 30-Jun-2006 13:52

**Outbound**



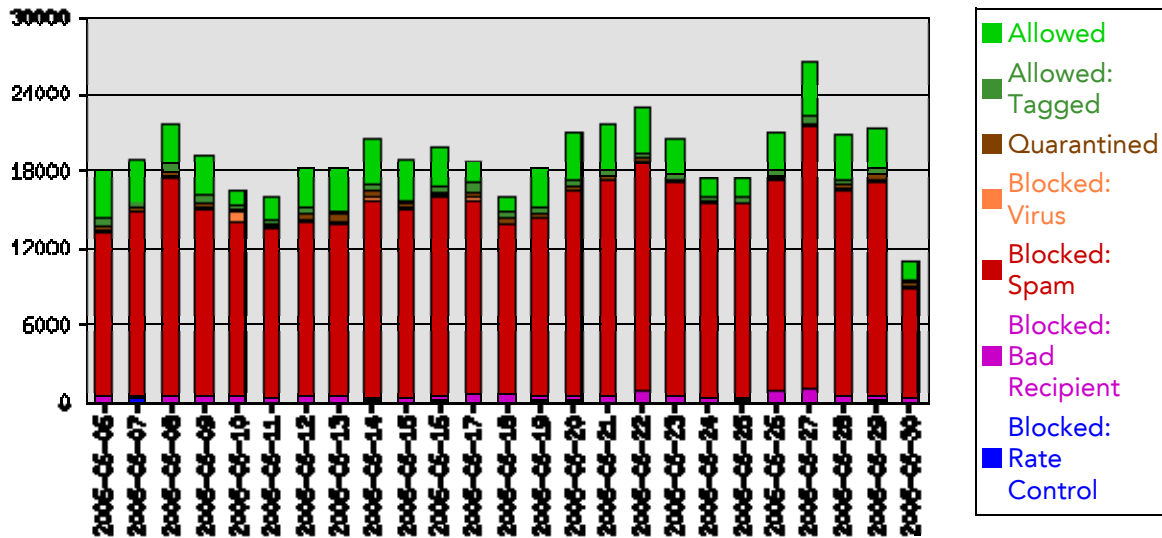
Class Name	Average Rate (bps)	(%)
1. /Outbound/HTTP	80k	38
2. /Outbound/SiteBuilder	44k	21
3. /Outbound/FTP	24k	11
4. /Outbound/Apollo	11k	5
5. /Outbound/SNTP	8333	4
6. /Out... iscoveredPorts/TCP_Part_10000	7558	4
7. /Outbound/WebAcc	6981	3
8. /Outbound/Default	6685	3
9. /Outbound/SSL	5775	3
10. /Outbound/Printer	4508	2
All other classes	13k	6

period: 1-Mon, 31-May-2006 13:53 to 30-Jun-2006 13:53

### Wireless Access

	April	May	June
#of Wireless access Hosts	161	108	82

### Spam/Content Filtering



### Top Viruses Report

From: 06/01/2006 to: 06/30/2006

#	Top Viruses	Count
1	HTML.Phishing.Acc-4	529

2	HTML.Phishing.Bank-362	362
3	BN.ZH.Mail.Spam.Software-178	312
4	HTML.Phishing.Bank-497	309
5	HTML.Phishing.Pay-16	308
6	HTML.Phishing.Pay-129	227
7	HTML.Phishing.Pay-51	202
8	Trojan.Downloader.Bagle-15	162
9	HTML.Phishing.Pay-73	141
10	BN.ZH.Mail.Spam.Pharmacy-5526	125

### Microsoft Server Uptime

Name	Uptime %	Error %	Last
ASP – Web training	offline	offline	offline
CW – Cisco Works	100.00	0.00	Good
E-Web – Movaris	100.00	0.00	Good
ESQL – Database for Movaris	100.00	0.00	Good
EZProxy – Proxy server for proxy (not in production)	100.00	0.00	Good
Ghost – Lab images	100.00	0.00	Good
MCC-EMS – Room scheduling server	100.00	0.00	Good
MCCDC01 – Domain Controller	100.00	0.00	Good
MCC Web Sup – HVAC	100.00	0.00	Good
MCCDC02 – File Server	100.00	0.00	Good
MCCMAIL – Exchange email server	100.00	0.00	Good
Payroll - ADP	100.00	0.00	Good
Site Builder – New web server	100.00	0.00	Good

### Unix Server Uptime

Name	Uptime %	Error %	Last
Apollo – Web server	99.89	0.11	Good
Student – Student web page	100.00	0.00	Good
Library – Library server	100.00	0.00	Good
Production - TIP	100.00	0.00	Good
StuServ – Online Registration	100.00	0.00	Good
MCCDataProd – Datatel Prod	100.00	0.00	Good
MCCDataDev – Datatel Dev	100.00	0.00	Good

### Novell Server Uptime

Name	Uptime %	Error %	Last
Campus – file storage	100.00	0.00	good
Campus-2 – domain controller	100.00	0.00	good
GRPWide – Email	100.00	0.00	good
WebACC – Web Interface for email	100.00	0.00	good

\* Servers were rebooted for regular maintenance

Respectfully Submitted by:

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