

# September 2006 Monthly Report

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## OIT Team members:

Kamlesh Sanghvi – Chief Information Officer  
Scott Oneal – Technical Director  
Patricia Werly – System Analyst  
Dr. Mark Porcaro – Instructional Specialist  
Jim Swineheart – User Services Manager  
Mike Alstrom – Network Administrator  
John Mihelich – Lab Manager  
Tom Race – Audio Visual Technician  
Joan Jolman – System Analyst  
MaryAnn Williams – Helpdesk Specialist  
Phyllis Robey – Computer Operator

## **Executive Summary**

### **User Services**

Advanced planning and unprecedented teamwork resulted in a successful fall startup for OIT. Computer classroom concerns were addressed proactively resulting in very few Helpdesk calls while cases were kept at a manageable level. No major startup problems were encountered and a few minor issues were addressed in a timely manner – the result of excellent planning and communication. Assisting students and faculty with active directory logins consumed much of the month. The helpdesk spent the month helping students get logged into their new network and email accounts. Media Services activities included completion of two multimedia classrooms – one new and one replacement – and preparation and planning for our first Tech Show. The tech show was held September 13 and was a great success. Both vendor and public reaction was very positive. An estimated 400-500 people viewed the vendor exhibits of the latest tech tools and toys. Many have already inquired about the show next year.

### **Network Services Executive Summary**

Network Services visited several classrooms and assisted students with logging into the network with their new student accounts. Students were also assisted at the Gerber Lounge kiosk stations. SSL was configured on the EZProxy server and the proxy system was brought online for the library online databases. The new library server was installed. Network Services installed Unitrends DPU backup device to provide real-time backup of data that is transferred via local ISP to an off-campus storage vault.

### **Administrative Application Group**

AA Group continued to work on implementation of Datatel Colleague Software with Admissions going live on October 1<sup>st</sup> 2006. Query builder training for the Admissions team will be held in January. AA grouped continued working on data mapping from legacy system to new Colleague system. Training to enter applicants and prospects for the Admissions staff was conducted. The installation of the FRx was completed this month. The documentation for user review of patches has been completed. The patches for the month was installed in test and then in production after departments signed off on it. A project plan has been completed for WebAdvisor and was reviewed with the team leads. The startup session for Active Apply was attended along with the application work session for Active Apply. A training session will be scheduled with the Colleague users who are using the communication module to review the changes as the result of installing the demographic and core enhancement patches. IPED state reports were completed.

## **Instructional Technology**

Besides assisting faculty members with technology issues and questions, the Instructional Technology Specialist assisted the Multimedia Specialist, Tom Race, in planning and executing the 1<sup>st</sup> Annual Technology Expo at Muskegon Community College. On the day of the expo, the Instructional Technology Specialist acted as a liaison to the vendors, attending to their needs and relaying messages to them as needed. The instructional technologist gave a short presentation with the CIO to the Technology Governance Council on the reason why MCC should either move to BlackBoard Enterprise or find another Learning Management System. Perhaps the two biggest activities this month was the time that he spent exploring and learning about the new updates to Microsoft Office with their 2007 edition and along with the Distance Education Coordinator, Sue Meeuwenberg, finishing creating materials for a 6-week online course on BlackBoard for the MCC faculty.

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## **Management**

- Conducted monthly Technology Council meeting, minutes and agenda was posted on the website
- Attended Cabinet and Board of Trustees meeting

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## **Remote Resources**

- Chris Mattie from Web services helped with Site Builder Toolkit
- Perry Goodwyn was onsite helping with Datatel Implementation

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## **Administrative Computing**

### **Completed Projects/Tasks**

- Moving from Colleague R17 to Colleague R18
- Create a list of items to test for patches
- Create a business process for applying patches to Colleague
- Change report printing from the Legacy to save to a PDF file
- Create a file of frequently asked Colleague questions
- Draft a policy/procedure for applying Colleague patches
- Write a program for the SPG(Student Programs) data conversion

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

- Attend onsite Colleague Training Sessions

- Data conversion prep/mapping
- Work with Colleague module teams to setup security classes
- Develop a "Query" to create a file for EMS import
- Draft a policy/procedure for applying Colleague patches
- Draft a policy for Colleague security
- Create a project plan for Colleague
- Create a rule in Colleague for President and Deans List
- Create a five year absence rule in Colleague
- Create a list of items to test for data conversion
- Develop a training video for Webadvisor
- Create documentation for Colleague "communication" function
- Create an ELF program to convert student Legacy transfer school information to a remark field on Colleague
- Create a project plan for maintaining Colleague "queries"
- Create a follow up project plan for FRx installation
- Train Colleague users in the new features of R18 Communications module

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## Web Applications

### Web Applications Significant Activities

- Ongoing support of SBT for Muskegon Community College
- Created application to allow web registration during Tech Expo

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## Network Infrastructure / Telecommunication

### Network Services Completed Projects/Tasks

- Implements Student emails and network accounts
- Customized CAD/Graphics login to meet their needs.
- Installed FRX software
- Configure SSL certificate for EZProxy server
- Document server startup and Shutdown
- Install new library server
- Installed new DPU online backup system
- Rebuilt corrupt Novell GroupWise email transfer engine
- Installed latest patch revision for Novell GroupWise server

### Network Services Upcoming/Ongoing Projects:

- Migrate staff domain system from Novell to Windows Active Directory
- Campus-wide VOIP system

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## User Services

### User Services Completed Projects/Tasks

- Completed imaging computer labs and classrooms (total 38 classrooms and 655 computers)
- Evaluated factory demo units. 3 desktop and 2 notebook units were compared in areas of benchmarking, overall performance, maintenance ability, proprietary components, and look & feel.
- Installed computers for counselors in Gerber Lounge for Counselors and students to try out their network and email login.
- Completed R18 upgrade installs for Datatel users
- Scheduled and coordinated staff members to visit 93 classes at start time to assist with login questions;

### User Services Upcoming/Ongoing Projects:

- Completed printing of brochures for email login instructions.
- Completed emergency repair of RT compressed classroom
- Performed remote application delivery to 20 PCs simultaneously using Ghost console
- Scheduled and coordinated staff members to visit 93 classes at start time to assist with login questions; personally visited 39 classes
- Scheduled and executed Student Technician Orientation for 10 student technicians
- Joined iMac to AD thus allowing them to use network resources
- Completed printer/fax/copier installation for Financial Services
- Completed installation of multimedia equipment in geography classroom
- Conduct OIT Technology Expo
- Project plan started for classroom media upgrades

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## Instructional Specialist

### Instructional Specialist Completed Projects/Tasks

- Assisted with planning, preparation and execution of the 1<sup>st</sup> Annual Tech Expo
- Presented at Technology Governance Council on why MCC should move to a different version of our LMS
- With Sue Meeuwenberg, created, edited and posted materials for a six-week BlackBoard training course for MCC faculty

- Previewed and learned more about new Microsoft Office 2007 version and massive changes to the UI

### **Ongoing Projects/Accomplishments**

- Organizing faculty and staff training on topics ranging from BlackBoard and Respondus to Microsoft Office products
- Assisting faculty and staff one-on-one with technology training

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## **Metrics**

HDO Cases	July			August			September		
	New	Closed	New	Closed	New	Closed	New	Closed	End
Total	385	381	385	381	385	381	552	554	36

### **Customer Satisfaction Survey**

Month	Surveys Sent	Responses	Response Rate	Response Timeliness	Skill set	Resolution Timeliness	Communication	Overall Satisfaction
July	276	65	24%	7.77	8.13	7.83	7.88	7.97
August	706	142	20%	8.48	8.59	8.47	8.52	8.51
Sept.	554	107	19%	8.24	8.56	8.19	8.23	8.18
Response Legend								
7.00-9.00	Excellent	5.00-6.99	Good	3.00-4.99	Fair	1.00-2.99	Poor	

	July		August		September	
Case Status	New	Close	New	Close	Open	Close
Administrative Computing	39	49	39	49	70	82
Helpdesk	89	55	89	55	189	151
Instructional Technology	0	0	0	0	9	11
Media Services	9	10	9	10	20	24
Telecom	25	26	25	26	18	21
User Services	156	175	156	175	94	98
Network Serv.	59	62	59	62	121	132
Management			1	1		

	July	August	September
Cases Backlog	26	38	36

### **Total Audio/Visual requests completed for Month**

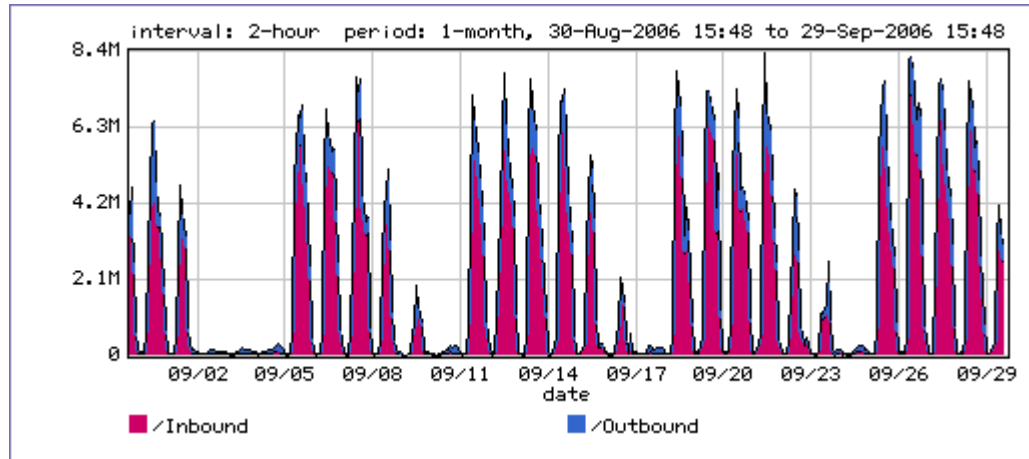
July	August	September
309	266	430

### **Bandwidth Utilization**

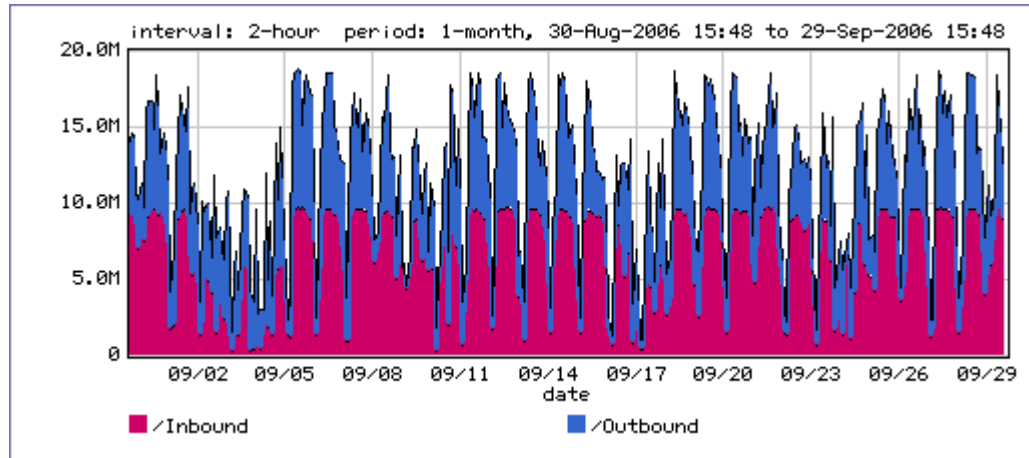
- Total Available Bandwidth 9.0MB
  - Average Inbound Bandwidth Utilization 4.2MB
  - Average Outbound Bandwidth Utilization 4.3MB
  - Average Total Bandwidth Utilization 8.5MB
  
- Bandwidth Efficiency (ideal = 100%)
  - Inbound Network Efficiency 96%
  - Outbound Network Efficiency 93%

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Average Rate



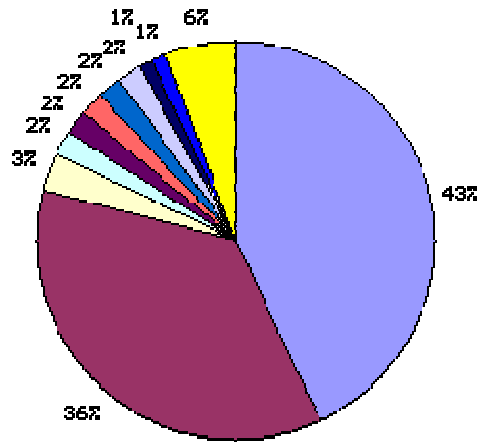
Peak Rate



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

**Inbound**



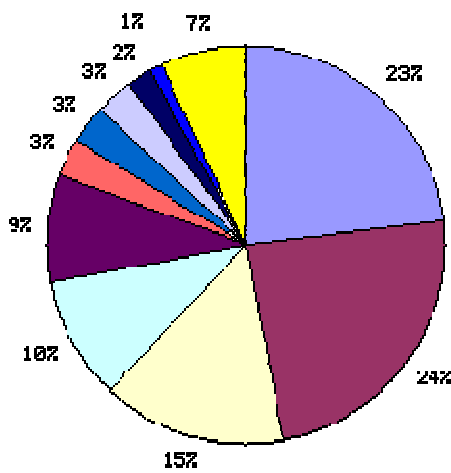


Class Name	Average Rate (bps)	(%)
1. /Inbound/Information Commons	777k	43
2. /Inbound/HTTP	655k	36
3. /Inbound/Default	60k	3
4. /Inbound/WinMedia	43k	2
5. /Inbound/Blackboard	43k	2
6. /Inbound/Real	30k	2
7. /Inbound/MPEG-Audio	30k	2
8. /Inbound/P2P_Games/Apple-iTunes	28k	2
9. /Inbound/SSL	26k	1
10. /Inbound/MPEG-Video	21k	1
All other classes	112k	6

period: 4-week, 01-Sep-2006 15:53 to 29-Sep-2006 15:53

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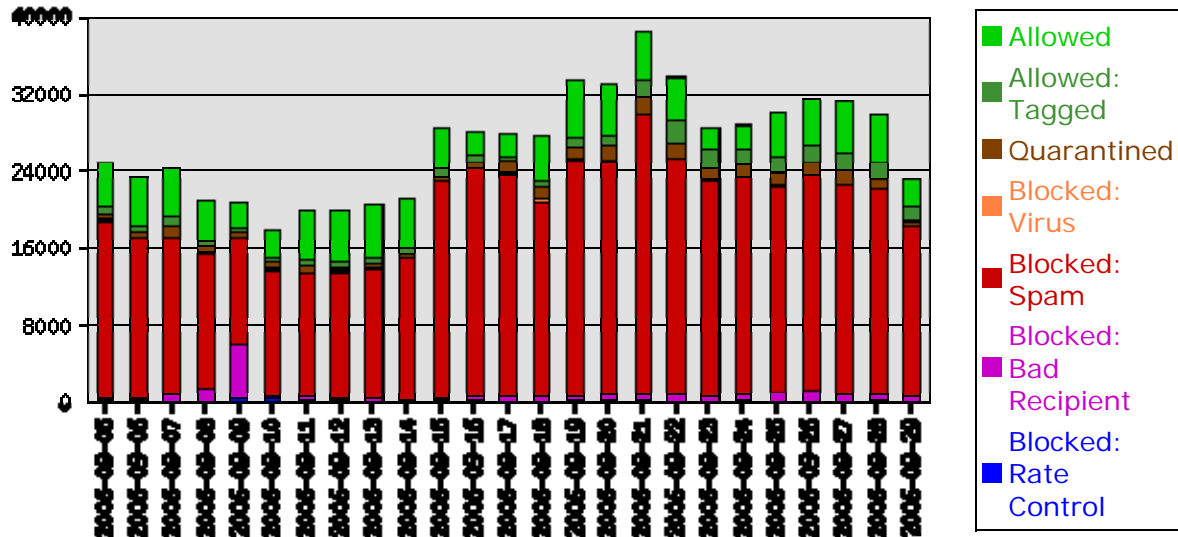
**Outbound**



Class Name	Average Rate (bps)	(%)
1. /Outbound/Information Commons	68k	23
2. /Outbound/HTTP	68k	24
3. /Outbound/SiteBuilder	44k	15
4. /Outbound/SSL	29k	10
5. /Outbound/Default	27k	9
6. /Outbound/SNTP	9521	3
7. /Outbound/Blackboard	7456	3
8. /Outbound/HttpAcc	7272	3
9. /Outbound/Apollo	4488	2
10. /Outbound/Polycom	2268	1
All other classes	19k	7

period: 4-week, 01-Sep-2006 15:53 to 29-Sep-2006 15:53

**Spam/Content Filtering**



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**Top Viruses Report**

From: 09/01/2006 to: 09/31/2006

#	Top Viruses	Count
1	HTML.Phishing.Bank-627	349
2	HTML.Phishing.Bank-623	314
3	HTML.Phishing.Acc-4	311
4	HTML.Phishing.Bank-573	185
5	HTML.Phishing.Bank-3	142
6	HTML.Phishing.Bank-790	130
7	HTML.Phishing.Pay-110	96
8	HTML.Phishing.Bank-412	91
9	HTML.Phishing.Bank-611	89
10	Worm.Bagle.pwd-eml	59

**Wireless Statistics**

**Wireless Access**

	July	August	September
#of Wireless access Hosts	308	584	860

Total number of wireless connections for month of September - **860**

Main Building	- 90*
Library	- 100*
Stevenson Center	- 58*
Cyber Café	- 17*
Information Commons	- 19*
Room 132	- 27*
Room 514	- 9*
Bookside Bistro	- 17*
Collegiate Hall	- 27*
Student Union	- 33*
Gerber Lounge	- 25*

\* - numbers only include last 3 weeks of September 2006

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**Microsoft Server Uptime**

Name	Uptime %	Error %	Last
ASP – Web training	98.91	1.09	Good
CW – Cisco Works	98.69	1.31	Good
E-Web – Movaris	98.69	1.31	Good
ESQL – Database for Movaris	98.91	1.09	Good
EZProxy – Proxy server for library online datatbases	98.68	1.32	Good
Ghost – Lab images	98.45	1.55	Good
MCC-EMS – Room scheduling server	98.45	1.55	Good
MCCDC01 – Domain Controller	99.93	0.07	Good
MCC Web Sup – HVAC	98.94	1.06	Good
MCCDC02 – File Server	99.93	0.07	Good
MCCMAIL – Exchange email server	99.93	0.07	Good
Payroll - ADP	99.91	0.09	Good
Site Builder – New web server	99.96	0.04	Good

**Unix Server Uptime**

Name	Uptime %	Error %	Last
Apollo – Web server	98.73	1.27	Good
Student – Student web page	98.76	1.24	Good
Library – Library server	99.81	0.19	Good
Production - TIP	99.95	0.05	Good
StuServ – Online Registration	98.76	1.24	Good
MCCDataProd – Datatel Prod	99.95	0.05	Good
MCCDataDev – Datatel Dev	99.95	0.05	Good

**Novell Server Uptime**

Name	Uptime %	Error %	Last
Campus – file storage	99.78	0.22	Good
Campus-2 – domain controller	98.62	1.38	Good
GRPwise – Email	98.56	1.44	Good
WebACC – Web Interface for email	98.62	1.38	Good

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Respectfully Submitted by:

**Kamlesh Sanghvi**

Chief Information Officer

SunGard Higher Education Managed Services

Muskegon Community College