GRCC IT
INFORMATION TECHNOLOGY

Read IT

October 2011

From the Desk of the CIO
by Kevin O'Halla

Winds of Change

As Bob Dylan once sang, "The times they are a-changin." One thing any tech professional discovers early in their career is to quickly learn to adapt to the rapid change in their world. Change is ever present. New hardware and software are always around the corner. This academic year looks to be full of change for GRCC's technology area which will have an impact on all within our community. Let's take a look at some of the changes.

We are in the process of migrating our desktop operating system to Windows 7. At the same time, Office 2010 will be a part of the new image. All classrooms and labs were updated prior to fall semester start. All faculty and staff will be moved to Windows 7 during winter semester. Look for Office 2010 training sessions that will be offered this fall.

We continue to juggle two phone systems, and during the coming months we will further the implementation of the newer Cisco VOIP system. To date, we have 500 Cisco phones operational and have another 800 Avaya phones to replace. During my initial year at GRCC, I have found that we were definitely lacking in the IT policy area. There were "unofficial" and/or "unwritten" policies of which I was made aware, and this coming year we will become clearer in this area. Specifically, you will see several new information security policies (a long overlooked aspect within the institution).

As more students are bringing their laptops to campus, we will look to implement wireless printing for students (and faculty/staff) from their personal devices.   This should help free up PCs in places like the LRC where a student may just login only to print. In another network related initiative, we are exploring VDI (virtual desktop infrastructure) for remote access which will eliminate the need for VPN. Look for future announcements on this initiative.

A long sought after function will be delivered during fall semester: Self-service password reset! This will allow students, faculty and staff to reset their own password via the web and not have to place a call to the IT Support Desk. We will also be launching faculty absence notification via text message to our students.

Other happenings on the near horizon include upgrading our PeopleSoft financials software, migrating content from the W: drive and WebBuilder, and moving the Data Center along with most of the IT staff to the DeVos campus (130 Sneden). In our efforts to make sure our current and future video work is ADA complaint, we have a new contingent employee in Media, Simon Kittock, who will be working on captioning.

The IT organization has been restructured to create an Office of Project Management (PMO). The PMO will be focused on business process improvement and more effective project management. A key benefit form this activity will be timely project status updates to all key stakeholders as well as the community at large. We have also consolidated our Academic and Administrative Applications teams into the Enterprise Applications group. This move puts all of our enterprise wide systems under one unit and will give us an ability to cross train to provide better support on these mission critical systems.

Faculty and staff will see more directed work on **The List**. In the last year, we spent a significant part of our lifecycle refresh dollars on classroom computers. During 2011-12, we will make greater progress upgrading individual faculty and staff computers. Looking to the future, GroupWise will be coming out with a new version soon. We will take that opportunity to examine GroupWise and compare it against Gmail. See page 4 for more information on this faceoff between the two email options.   Included in this information is a link which will give you an opportunity to weigh in with your preference.

Inside This Issue

Life Cycle Replacement

"The List"

since March 2011

511 faculty/staff replacements/additions completed

8 in process

1 waiting for customer response

64 MultiMedia system upgrades

On Demand Training for Your Classroom
By Jim Schafer

Media Technologies has always been known for quality video productions, seamlessly executed events and excellence in broadcasting, but there's one area that quietly trudges along, virtually unnoticed by many: classroom support. That area is about to get some notice with the addition of On-Demand Multimedia training for faculty.

Beginning in the fall semester of 2011, faculty may make an appointment for one-on-one training with one of our technicians to guide them in the latest multimedia classroom innovations. A flyer for the training was inserted in the faculty orientation packets and the response was amazing. In no time at all there were training appointments on the books.

Training is tailored to the individual. We offer everything from a refresher overview to a top-to-bottom explanation and demonstration of all the technology in the classroom. Topics covered include powering up the system, audio and video settings, using wireless devices with the system, **checking out extra equipment**, TurningPoint audience response system, Camtasia Relay presentation recorder and much more!

Scheduling sessions and information about the training can be arranged by

Does the CC in GRCC Stand for Closed Captioning?
by Klaas Kwant & Eric Kunnen

This past summer, IT/Media hired a part-time captioner to ensure that college events and productions are meeting ADA standards.

This time-intensive process has resulted in captioning a great deal of content from the 2011 year. Currently, captions are viewable on public YouTube video content on the college's YouTube channel: **www.youtube.com/grcc**

A couple of examples include:
Language Arts Lab
http://www.youtube.com/grcc#p/u/8/TXi8oy7IkE0

Arena Naming Excerpt:
http://www.youtube.com/user/GRCCtv?feature=mhee#p/u/2/ssycXWwKHNg

Simply click on the small cc symbol in the lower right of the video display window.

In addition to the part-time captioner in Media, faculty and staff making their own recordings via Camtasia Relay can make an initial transcription using the automated closed captioning feature within the program. Automatic transcriptions, however, vary greatly in their accuracy and will need to be proofed after being created.

The Distance Learning and Instructional Technologies Department (DLIT) provides faculty training and support in learning how to use the service to edit a transcription. Contact DLIT at **dlit@grcc.edu** to schedule a training session, or visit **http://cms.grcc.edu/relay** for more information.

PHONE STATS

May 2011
Total Calls: 3199
Decreased 6.40%
from May 2010

June 2011
Total Calls: 2734
Decreased 0.44%
from May 2010

July 2011
Total Calls: 2412
Increased 8.20%
from July 2010

August 2011
Total Calls: 4910
Increased 39.65%
from August 2010

September 2011
Total Calls: 3056
Decreased 16.95%
from September 2010

TICKET STATS 5/1/11-9/30/11

Password Changes: 7329
Tickets Opened: 13,300
Tickets Closed: 13,088

Who's New in IT

Mike Passer

Josiah Johnson

Mike Passer is our Financial Aid Enterprise Analyst. He hails from Kansas City, Missouri

Between Mike and his wife, Chris, they have four children: two boys and two girls. The oldest is 24 and the youngest is 17.

He served in the Navy as a submarine electronics technician working on the navigation equipment for the Poseidon and Trident ballistic missile systems.

His hobbies include making and consuming gourmet cocktails, playing with Linux, taking apart PCs, and cow tipping (they prefer 15% or more). He has a somewhat warped sense of humor.

Mike has been working in/or supporting financial aid offices since 1998. He has previously worked at Central Michigan University and the University of Missouri – Kansas City.

Josiah Johnson is our newest full-time Customer Support Technician.

Many of you may have already spoken to Josiah if you've called the support desk for assistance. Josiah started at GRCC as a student employee. He progressed to a contingent employee and now works for us full time.

Originally from Battle Creek, Josiah joined the US Army in 2005. While in the Army, Josiah served as a communications expert and Information security officer. He served five years of active duty and spent time in Hawaii, Korea, Japan, and Qatar. Josiah has deployed twice to support Operation Iraqi Freedom.

In his free time, Josiah enjoys hiking, camping, fishing, whittling, and competitive swimming.
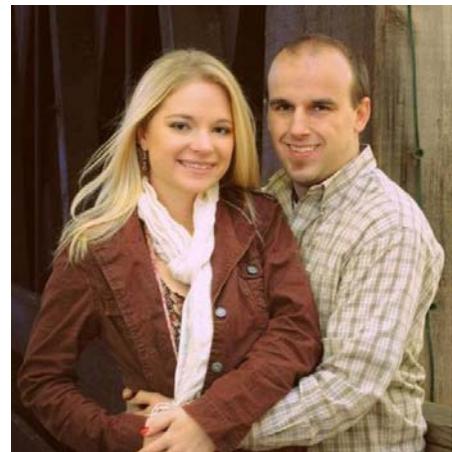
Last July, Josiah married Julieta Carril, a fashion designer from Buenos Aires, Argentina. Julieta made her own wedding dress, which was on display downtown in ArtPrize 2011.

Josiah is currently pursuing a bachelor's degree in computer networking.

Dan Verwolf

IT Announcements

Engaged

Ryan Warblow (IT Infrastructure Analyst) & Ashley VanderLoon have announced their engagement. The wedding will take place on Saturday, November 26th.

Dan Verwolf joined the Information Technology Infrastructure Team as a Solutions Engineer in May of 2011. His primary area of focus is on managing and maintaining the ever-growing network of switches and routers that provide connectivity to each area of the College.

Dan has a Bachelor of Science degree in Computer Information Systems from Grand Valley State University. He has spent the last 5 years working for Godfrey-Lee, a K-12 public school district in Wyoming, where he has gained skills in a wide-range of educationally-oriented technical areas.

He lives in southeast Grand Rapids with his wife, Racine, and their two boys, Aiden (3yrs) and Gavin (1yr). He enjoys playing guitar, eating food, discussing politics, and drinking coffee. You can find him on Google+ or connect with him on Twitter using the username *@dverwolf*.

Enterprise Email Solutions
by Donovan Wallace

Google Mail vs GroupWise

Below is a high level comparison of some of the differences in features between Google Mail and GroupWise. This list includes some of the major highlights.

Gmail	GroupWise
25G of email storage	Mail expires after 180 days
Free for GRCC	Included with purchase of Annual Novell site license
Native on any mobile device or smartphone	Requires additional server(s) for mobile devices
Organize messages with multiple labels	Organize messages in individual folder
Chat - instant messaging	N/A
Reliability - Google promises 99.9% uptime	Downtime for upgrades, maintenance and repairs
N/A	View when messages are read/deleted by recipients
Delay "unsend" a sent message (optional)	Retract unread messages
Integration with Google Docs	N/A
Browser based	Desktop client based
Share calendar with anybody, anywhere	Share calendars within GroupWise
N/A	Auto mailbox cleanup function
N/A	Scheduled message delivery
Free integrated spam filtering	Fee based spam filter (ElectricMail)
Up to 10 year retention solution (Postini)	N/A
Basic rule processing	Advanced rule processing
Relies on Google's servers	Relies on GRCC's servers

Please take a moment to fill out our Zoomerang survey regarding our email system:
http://www.zoomerang.com/Survey/WEB22DH5DLVDP9

Windows 7 Upgrade for Faculty & Staff
by Kurt Meinders

This winter, the IT department will take on a massive endeavor to upgrade every PC on campus to Windows 7. When Windows Vista came out, the IT department made a decision not to upgrade from Windows XP due to the known bugs and poor operating performance of Vista.

Windows 7 is a much lighter OS (Operating System) than Vista, and it has better features. In addition to what we gain in features, such as security and video playback, we gain even more in support. We have already seen Windows XP support slipping in term of drivers for new hardware.

With Windows 8 on the horizon and Windows XP support waning, we feel the timing is right. In addition to support issues, it only makes sense for the college staff be on the same operating system as most of our customers. This past summer, we upgraded all computer labs and classrooms to Windows 7, now we will update the rest of the College.

## Project Request, Approvals and Prioritization
by Darcy Swope

Project Request – The PMO (Project Management Office) is implementing an E-Request form utilizing ImageNow. This will create a standardized request process that includes basic workflow, with automatic routing to appropriate staff. The ImageNow E-Request form should be online by November 1. A high-level visualization of the workflow is show in the figure below.

Project Approval - In addition to the request form, we have built in workflow to ensure projects have BCO/EBCO approval before expending resources on the project. There are two independent approvals required.

First Approval - ensures the project is suitable prior to IT preparing a feasibility report. This report includes cost of hardware, estimated labor-hours, and impact to other technology systems.

Second Approval – is the final approval based on the feasibility report provided by IT. This approval sets the stage for the project sponsor to secure the appropriate funding for the project.

Project Prioritization - One of the most challenging issues facing any organization is the unlimited number of projects and initiatives, yet the finite resources (financial and staff) to work on those projects. The PMO is proposing an independent cross-functional team that will evaluate the funded projects and assign priority. By prioritizing the projects, we will align our financial and staffing resources with organizational goals.
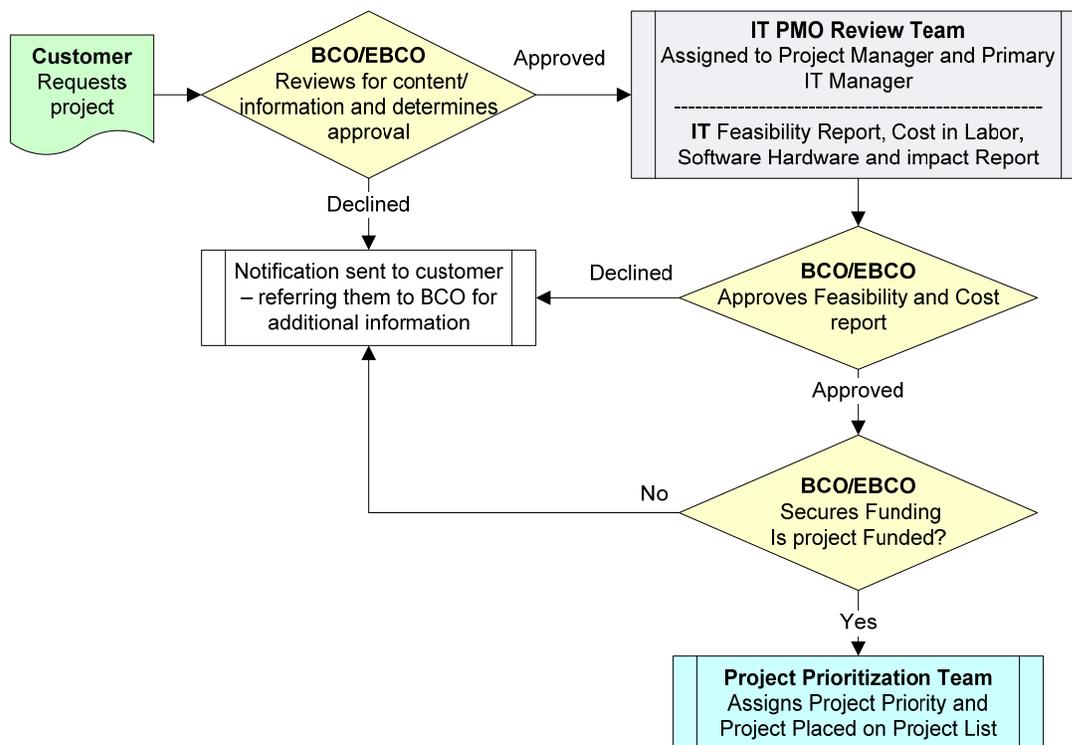
Security Corner
by Dave Syckle

This is a new area of the IT newsletter. It will provide updates from the information security office and helpful hints to keep our systems safe.

Coming Soon!!!

- **Password Policy**
  - This policy will outline how to keep your password safe here at GRCC. It will also provide guidance on how to create good passwords. This will help fend off malicious activities and identity thefts as well.

- **Workstation Security Policy**
  - This policy will help keep GRCC computers running smoothly and also boost productivity in day to day work activities.

10 Things Not To Do

1. **Opening attachments from unknown senders** is the riskiest thing you can do. Research shows that email attachments remain the number one means by which worms and viruses propagate.

2. **Installing unauthorized software** such as file-sharing tools (Limewire, Azureus and other Bit Torrent clients) - Illegal downloads could get you and the college in trouble.

3. **Turning off Antivirus and Firewall programs**. While trouble-shooting slow software programs, many users will turn off their anti-virus and/or firewall. The problem is they forget to turn them back on!

4. While most people may know not to open email attachments, many don't realize that **dangers can lie in the body of an email too**. HTML mail or mails that contain embedded photos are just as dangerous. Embedded images and PDFs can contain malicious code that is harmful, so be sure not to open any unsolicited/suspicious mail.

5. **Surfing questionable sites is always dangerous**. You will find that porn, gambling and sites that host illegal content are some of the same sites that install malicious software on your computer.

6. **Giving/lending passwords** - Don't trust fellow students and coworkers. Keep your username and password to yourself. Exposing it means you're exposing sensitive data to others.

7. Web Browsers are quickly becoming some of the most prevalent vulnerabilities in computing. Adware and spyware are written specifically to exploit Internet Explorer, Firefox and Chrome, so **avoid surfing sites that you don't already know** and stick with the ones you trust.

8. **Wireless networks are a huge risk** because they are shared. The guy sitting across from you could be a hacker, stealing your password. Make sure you leave the firewall turned on and avoid sending passwords through the air. Only use encrypted wireless networks as they offer higher levels of protection.

9. **Saving web forms and registration pages** is a bad idea. Data from these forms can easily be pulled from your computer if left unattended.

10. **Avoid social networking sites**. Sites like MySpace and Facebook are a dream for thieves and stalkers. They allow anyone the ability to gather information about you that may aid them in stealing your identity. Think twice before you post any sensitive or damaging information on these sites.