

Springfield Technical Community College Information Technology Department Annual Report, Year ending June 30, 2006

Listed below are the IT-related projects accomplished by the fourteen full-time members and the six part-time members of the Information Technology Department during fiscal year 2006. Un-scheduled downtime in the academic computer labs, for the networks, for the Novell servers, for the Nortel phone system, and for the Datatel Colleague system continues at “near zero”.

Respectfully submitted,
Eileen C. Cusick, Chief Information Technology Officer

IT Steering Group

- The IT Steering Group was formed, per Executive Alliance audit recommendation.
- IT Steering Group meetings were held monthly through March 2006; will now be held quarterly.
- The College’s Internet Policy was merged into the updated Policy on the Use of STCC IT Resources.

Student-related issues

- Student E-mail project kick-off held October 2005; project is chaired by Ray Blair, with Ann Pandolfi as the IT liaison. RFI written, demonstrations given, Spring 2006; RFP to be reviewed, summer 2006.
- LDAP included as part of the Student e-mail project.
- Streamlined ICT (intra-college transfer) communication procedures.
- Part-time Dean’s List designation, incorporated into the current Dean’s List procedures, completed September 2005.
- One-Stop Enrollment process changed; new postcard form now in production.
- Datatel LOCR Locator screen secured, and now in use, so that Campus Police can locate a student based on that student’s class schedule (for emergencies).
- Dual processing for Admissions in Datatel is in test mode; changes requested.

Faculty-related issues

- Vice President, Academic Affairs will relay to IT Staff modification requests.
- Shared the DAYSCE, SCE procedure with Holyoke Community College (results of their review unknown).
- Faculty Availability Forms are emailed out of Datatel and are no longer printed or distributed by STCC IT Staff.

- Deans, Department chairs offered refresher course on master schedules, degree audits, queries, etc (with Registrar) at Professional Development Day.

Administration Systems-related issues

- IT Operations Manual completed, and will be reviewed at least quarterly.
- Completed research, testing, and installation/configuration of Microsoft Windows Server Upgrade Services (WSUS) to replace campus MSUS patch server
- 3 Datatel Beta projects completed with Business Office staff (Approvals system, On-line budget system, and On-line requisitions).
- 1 Datatel Beta project completed with Registrar's Office staff (Smart Registration).
- Earned Datatel credits as a result of the Beta testing.
- Installation/upgrade to Datatel Release 18 begun (Spring 2006); scheduled for completion February, 2007.
- Upgrade to the Unidata software completed 7/1/05.
- Installation of Datatel WebAdvisor 3.0 and DMI 3.x completed, Spring 2006.
- Monthly Information Systems Team (IST) meetings held, attended by IT Staff and representatives from campus offices.
- ProCard system instituted on Campus; IT Staff worked with Business Office to get the process to work with Datatel system, and to provide general support.
- Bookstore interface completed (Datatel – MBS – Datatel).
- Xerox Docushare (document management system) templates created; project to scan "Old" hardcopies of master schedules begun; 88 semesters completed.
- BlackBaud Razor's Edge (Alumni/ Foundation) software updated; new server purchased, for installation Summer 2006.
- Provided on-going support for manager of the Bookstore on MBS System issues.
- Brochure and master schedule for the Web re-vamped; collaborated with the Registrar and Marketing Director; set up new fields, queries, per outcome of collaboration.
- Currently marketing Xerox Docushare for document management solutions (licensed on campus, and will fill a need without spending money.) Offices interested in document management include Business Office, Admissions, Academic Affairs, Health Sciences.
- Best Access swipe cards on computer labs, multi-user offices.
- New Security software purchased and installed in Security Office for CLERY Compliance for disclosure of crime statistics.
- IT Software policy adopted.
- IT Hardware policy adopted.
- IT Strategic plan (5-year) developed.

IT Staff-related issues

- Completed training – (2 staff members) Safari Reporting System.
- Completed training – (4 staff members) Novell.
- Completed training – (2 staff members) Datatel technical training week.
- Re-located network technician to office with Network/ Systems administrator.

Training offered by IT

- Safari Reporting System.
- Datatel Query Builder.
- Webinars for IT and other College staff.
- Other training provided, upon request.

Business Continuity

- Friday night full Datatel system backup; this tape is brought to the vault in Technology Park (by IT staff, accompanied by STCC Security).
- The Anti-Virus/ Anti-Spam Gateway has been migrated to the new server.
- Attended NERCOMP Disaster Recovery Seminar.
- Attended State Auditor's Disaster Recovery Audit Training Seminar (COBIT) in November 2005.
- Attended State Security Awareness Day, June 2006.

Help Desk

- Group Link Help Desk software currently in use; IT Staff training conducted.
- Calls placed, either via e-mail (helpdesk@stcc.edu) or phone (755-4016)
- Help Desk moved to 02/101 in an effort to better oversee student involvement.
- Help Desk hours published as 8 AM – 8 PM, Monday – Friday; calls answered at other times if/when staff is available.

Labs

- Determined specifications and installed memory in the Math Center student PC lab computers in preparation for upgrade to Windows XP
- Fiscal year 2006 Replacement cycle equipment arrived and was deployed.
- Fiscal year 2007 Replacement cycle reviewed, purchases made.
- SEC Incubator upgraded with 9 new Dell PC's for the cubicles
- SEC Mini-lab in TP/101 upgraded with replacement PC's from 2/109
- CBT Lab 2/109 upgraded with replacement PC's from 2/114
- CBT Lab 2/114 upgraded with new Dell PC's
- Upgraded the two Intel Fast Ethernet hubs in the Library Lab 121 area to Dell Fast Ethernet Switches
- Migrated GW Web GroupWise server to another server due to server hardware failure
- Installed UPC Barcode Scanner, receipt printer, and cash register for Cosmetology's Hair Max Salon software system
- Helped setup new GWNAV email anti-spam/antivirus server
- Student Success Center became available in December for shipment of new PC's; 73 PC's installed.
- Installed 7 new Dell Fast Ethernet switches for the wiring closet servicing the Student Success Center.
- Upgraded the Student Success Center server to new Dell 2850 server hardware.
- Created, installed new software image for new PC's in Student Success Center.

- Installed 8 new Dell Opti-plexes, network switch, and data wiring for 20/331 MicroSim miniLab.
- Setup Windows-based license server for Nursing's MicroSim In-Hospital/ Pre-Hospital software.
- Installed UPC barcode scanner and the POS register for Cosmetology.
- Setup laptop for Dental Radiography, outfitted with probes for mouth x-rays.
- Setup laptops for Dental Hygiene, outfitted with probes for oral periodontal exams.
- Set up new Dell 4700 for ESL Lab.
- Set up 3 new Dell R400's with Windows XP for use in Mac lab in 13/105.
- Setup a temporary network for Clinical Lab Sciences in 20/348; installed all their latest software and re-imaged the computers.
- Setup a server to route print jobs from CBT academic AS/400 to the School of Business labs for SCE classes (rooms 02/303, 02/311)
- Setup 3 new POS registers for the Campus Bookstore; upgraded the bookstore POS controller.
- Created a new image in CBT 02/410 lab for use with the School of Business classes.
- Upgraded the following School of Business Labs (total of 154 Dell 4700 PC's): 02/300, 02/301, 02/303, 02/311, 02/312, 02/413.
- Upgraded the Business Server to new server hardware.

Networks, Servers, Hardware

- Smart cable installed, Building 20.
- Consolidated 2 routers to 1.
- Computer Room power panel labeled and identified; outlets removed.
- Replaced Engineering Technologies computer lab old network hubs with new switches.
- Tested and applied Netware Service Pack 8 to campus Netware servers.
- UMASS Continuing Education office setup/wiring completed September 2005.
- Pitney Bowes Mailroom server setup, installed.
- Timer installed on campus wireless network.
- Switch damaged by lightening replaced (August 2005).
- Provided support for MPTC (police academy on campus).
- Wireless available on campus now includes the Library, on "the Green", on the North side of Buildings 13, 17, and in the Building 2 cafeteria and 7th floor conference rooms. Wireless also exists in Building 17, Electronics labs and Building 27 labs; neither monitored nor controlled by IT Staff.

Internet access

- TLS (Transparent LAN Service) Internet access now employed; has resulted in a noticeable improvement in speed. Will consider needs for future increases in bandwidth (disaster recovery, student/ faculty usage).

Telephony

- Cut over 75 telephone extensions in Building 20 for opening of College, Fall 2005.
- Building 20 Renovation project completed (December 2005).
- Maintenance contract for Phone Master product dropped, due to non-use by campus (too many un-resolvable issues).
- Building 2 alarm systems for IT offices now ring at Main Gate, not at the Building panels.
- Installed 12 new fax machines.
- Replaced phones, circuit packs due to lightning strike (August 2005).
- Upgraded telephone sets in SEC incubator facility.
- Trained the Director of Marketing in the annual process of upgrading STCC entries in the Verizon Telephone Directory.
- Moved telephone sets for MPTC (Police Academy), for each move.
- Replaced the UPS for Call Accounting
- Created temporary wire paths for temporary location of VP, Administrative Services.
- 90% of telephone-related moves, adds, and changes now done in-house
- Relocated the two switchboards to Building 9.
- Activated 25 phantom voice mailboxes for the staff of STCC Police that do not have an assigned extension.

Hardware

- Modified procedure to streamline maintenance of printers; Entre/ Bay State Computer Systems contract for printers.
- Xerox contract for Xerox copiers, Docushare document management system.
- IKON contract for Canon copiers.
- Per IT Hardware policy, ink jets not covered on campus.
- Printer requests need IT approval prior to Business Office creating any PO's
- Concern: Move from network printers to copiers (that can fax, print, and copy) met by some resistance on campus (cost efficiencies vs. convenience)
- Inventory of all PC's on campus completed, December 2005.
- Recycling procedure in place (with Business Office, Facilities)
- All PC purchases to be reviewed by IT; in cases where another office is responsible for purchases, that office is to notify IT of purchase, and can request any assistance in acquiring specifications.

College WebSite

- Web ownership policy defined that clarifies website ownership.
- IT Department website enhanced (on the campus intranet).
- College Website is being "fixed" and re-designed by Webmaster (many problems with the website that was delivered by First Experience in Fall 2005).
- Collaborated with Grants and Development on the technical plan for the Grant proposal for the Shays Rebellion website.

Reporting, Institutional Research

- Safari (Part of Title III Grant) has 3 views in “production”, all dealing with HEIRS reporting
- Safari views run same amount of time as the “old” Datatel queries; time saved on the formatting of the resulting information
- Data Dictionary for Datatel created by IT staff as user reference.
- Safari has provided the OLAP link.
- Kick-off meeting of Data Mart initiative was held in December 2005; consultant hired to assist with data gathering, writing of the RFP.

Facilities-related issues

- Provided support for Building 20 capital projects (telephony, blueprints, etc.).
- Provided support for projects in Buildings 12 and 16.
- APC Project completed, September 2005; this ties in power supply to generator, so that systems located in Scibelli Hall, room 100 (i.e., the Computer Room) will switch over to generator power in the event of a power failure.
- Purchased and installed un-interruptible power supply (UPS) batteries for the campus wiring closets.
- Provided photographic documentation for major Facilities construction projects.
- Floor plans in Visio, maintained by the Director of Telephony.

Collaborations

- Representation on the School’s Emergency Response Team.
- 4 IT Staff members attended New England Region Datatel User’s Group Meeting (NERDUG) July 2005.
- 2 IT Staff members presented with 1 Business Office staff member, at the NERDUG meeting, July 2005.
- CITO attended monthly CIO Council Meetings.
- Various IT Staff members attended the Cooperating Colleges of Greater Springfield (CCGS) IT Meetings.
- IT Staff members collaborated with UMASS Information Technology Services (ITS) in various areas.
- CITO attended annual Educause Conference, October 2005.
- Provide support to Facilities for quarterly building power tests.