

## **STCC IT Department Projects Completed as of June 30, 2009**

This is a list of the IT-related projects accomplished by the 15 full-time members and the 5 part-time members, including 1 faculty member on sabbatical, of the Information Technology Department during fiscal year 2009.

Un-scheduled downtime for the networks, for the Novell servers, for the Nortel phone system, and for the Datatel Colleague student information system continues at “near zero”. However, this year, we have found hardware and/or software issues that have required the IT Staff to take systems “off-line” more often than in past recent years, for maintenance. In particular, the hardware that contains the Datatel system and the hardware that holds files for many administrative offices, has started to present issues. It is the IT Staff’s intention to replace these systems this fiscal year.

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

### **Student-related issues**

- Completed major changes to the College Now, Financial Aid award letter, New Student orientation, Tutor reporting processes.
- Changed bookstore financial aid process interface for new vendor, Follett.
- Worked with user offices to create processes to send emails to students concerning phonathon and student account activities.
- Streamlined the Admissions processing track to allow prospective student applications and acceptances be done in a quicker turn around from term to term
- Created a custom Financial Aid Award letter via communications management to include more categories of awards to be used for Fall 2009
- Worked with Admissions and Financial Aid to setup process for user to use to screen for Rigorous High School Program Applicants.
- Setup process to enable Students Accounts to stop printing bills and send postcard from mailroom.
- Worked with Bursar, who discontinued printing of many letters, opting for email instead.
- Streamlined the Financial Aid SAP letters using communications
- Updated Emergency Response System (STCC Alert) to use SMS (short message service) text messaging instead of mobile email.
- Collaborated with State colleges and the School of Business and Information Technology for specifications for the student laptop initiative.

### **Faculty-related issues**

- Created processes to pull student email based on faculty name and on student’s active program; similar process created for advisors.

### **Administration Systems-related issues**

- Worked with user offices to review approximately 8,000 queries in anticipation of Datatel SQL Server project; streamlined count down to 3332 still in use; 520 yet to be determined.
- Began publication of monthly IT Newsletter, send to faculty/ staff, and available on the IT Department's web site.
- Installation and on-going maintenance of software for Campus Police.
- Participated in Datatel Beta Program on Software Development/enhancements in the finance area.
- Datatel Beta credits earned for year totaled \$3,000.
- Worked with Business Office on Photocopier replace project
- Worked with Business Office on installation of new security for TD Bank North
- Completed testing of financial aid packaging (i.e., auto-packaging); Financial Aid plans to implement for fall 2009 term.
- Created process to update Datatel with new student email addresses.
- Research, proof of concept completed, virtualization using VMware Server.
- Completed setup of Stylesheet for Datatel 1098T, 1099 tax forms printing.
- Worked with Business Office on e-check system for employees and vendors.
- Supported Business Office on PCI (Payment Card Industry) compliance project.
- Worked with Campus Police on new phone and radio recording system.
- Worked with mailroom on Upgrade of software and new machines.
- Enabled reporting services for central management anti-virus server, GWNAV.
- Developed and implemented client-initiated tasks using Symantec Ghost.
- Worked with Human Resource/ Payroll staff, on purchase of interview system, Interview Exchange, to facilitate review of candidates for employment.
- Worked on team to complete 360 Review procedure for entire campus.
- School of Business and Information Technology staff, on sabbatical, worked with IT Department on security-related issues.

### **IT Staff-related issues**

- Current Staff\*:
  - 3 Non-unit professionals
  - 9 MCCC unit members
  - 3 AFSCME unit members
  - 4 Part-time staff

\* Concern: Need for additional staff to deal with Datatel, technical support, student e-mail, telephony, data mart.

- Began transitioning responsibilities from retiring employee to other IT staff and/or users.

### **Training offered by IT**

- Review user office queries
- Review user office processes
- Review Colleague fields with user offices

### **Disaster Recovery**

- Systems penetration test completed Summer 2008.
- Moved tape backup system from Technology Park to on-campus location.
- Moved safe from Technology Park to on-campus location.
- Initiated reciprocal collaboration with Holyoke Community College for off-site storage of backup tapes.

### **Help Desk**

- IT Help Desk position became full-time, August 2008; centralized calling for all IT-related calls initiated; major marketing campaign completed.
- 2105 tickets opened, 7/1/08-6/30/09
- 2209 tickets closed, 7/1/08-6/30/09
- 58 tickets remained open on 6/30/09
- In addition, WebAdvisor and/or student email password resets for the year totaled 3480.
- Other calls taken, resolved quickly without tickets generated.

### **Labs**

- Completed setup, installation of student laptop rolling-cart lab in 17/402
- Setup new server rack unit, to migrate existing rack mount servers.
- Research and initial implementation of LDAP (lightweight directory access protocol) authentication project; CIT Spring 2009 program was pilot.
- New PCs installed in 2 academic labs.
- Setup and installed software for 6 new student-use laptops for the library.

### **Networks, Servers, Hardware**

- Upgraded software on 2 servers to NetWare 6.5 SP8
- Purchased and installed wireless access controller for campus.
- Purchased and installed refurbished Cisco 3548 switch to replace damaged units in Building 16.
- Virtualization server setup for 4 production servers and numerous research/development servers.
- Installed wireless access for student and classroom use in: Building 2, 4<sup>th</sup> floor, gym, and auditorium; Building 20, 3<sup>rd</sup> Floor, and Building 16, 3<sup>rd</sup> floor.
- Upgraded Wireless access points to new 802.11n standard in key locations.
- Help Desk system upgraded to version 8.2.3.
- Upgraded Datatel UI web and Datatel Client with Verisign certificate for PCI compliance
- Assist in setup and configuration of, server/server rack for Campus Police use.
- Setup new server rack unit, to migrate existing rack mount servers.
- Assisted with specifications for Building 16, 3<sup>rd</sup> floor renovation project.
- Assisted in the moves in Technology Park, of Verizon Next Step, ICT (Information and Communications Technologies Center), and IT infrastructure.

**Internet access**

- TLS (transport layer security) bandwidth increased from 20 to 30 mbps in November, 2008.
- Purchased and installed new Internet router for campus, December 2008.

**Telephony**

- Additional phone lines moved to the 755 exchange for College savings.
- One fax line discontinued; **estimated annual savings of \$264.**
- One pay phone line canceled; **estimated annual savings of \$840.**
- Phone lines for WTCC Radio Station modified (including disconnection of Centrix account); **estimated annual savings of \$6,000.**
- Verizon Next Step phone line canceled; **estimated annual savings of \$3,000.**
- Verizon Next Step toll-free service modified; **estimated annual savings of \$4,500.**
- Completed work related to installation of Blue Light Phones in Parking Lot 1.

**Novell GroupWise (Administrative e-mail system)**

- Upgraded GroupWise system (software) to latest Version 7 patches.

**PC purchases/ recycling**

- Completed 38 new installations, 39 reimage/reinstalls.

**Reporting, Institutional Research**

- Completed review of Colleague fields to use for IR
- Completed Individual Reporting requests, including extraction/ creation/ setup for use in Safari.
- Achieving the Dream files sent to IR
- Created cubes of Achieve the Dream files for use by Registrar.

**Training sessions attended**

- Three IT Staff attended 3-day Microsoft-certified training course on 'Maintaining and Troubleshooting Windows Vista Computers' in CT
- One IT Staff attended Datatel "Managing Equivalencies" webinar.
- Two IT Staff completed Introduction to Visio 2007 on-line course.
- Two IT Staff attended Datatel/ MS SQL Server session in Waltham, MA, Fall 2008.
- IT Staff attended State IT Technicians meeting, November 2008.
- Four IT Staff attended Attorney General State Cyber Security Training, December 2008.
- Three IT Staff attended NERCOMP (Northeast Regional Computing Program) training at UMass - Securing Sensitive Data & Open-Source LMS (Learning Management Systems).
- One IT Staff completed MS Excel 3-credit course, Spring 2009.

**Collaborations, Conferences**

- Collaborated with Worcester State College, Quinsigamond Community College, on Document Management for State RFP.
- Five IT Staff attended New England Region Datatel User's Group 2-day Meeting (NERDUG) July 2008; 3 IT Staff presented sessions at the conference.
- CITO on NERDUG 2009 committee; conference to be held in Holyoke, MA, July 2009.
- CITO attended monthly CIO Council Meetings.
- CITO attended annual Educause Conference, October 2008.