



**CENTRAL
TEXAS
COLLEGE**

IT Link

The IT Division Newsletter

Spring 2017

Dear IT Staff,

For this IT Link, I'd like to review some of last year's division stats. The following provides some perspective on what we accomplished in 2016.

CTC IT Division 2016 Summary

IT Customer Service

Handled 66,717 incoming phone calls
Managed 200 projectors
Completed or escalated 3613 Help Desk tickets
Managed 2600 workstations and 1537 phones

IT Infrastructure

Managed 111 servers, both physical and virtual
Installed 512 packages into Colleague
Backed up 1,294 TB (1.3 PB) of data
Managed 79,876 EagleMail accounts and 3462 Exchange accounts
Logged 134 million hits in Web Advisor
Managed about 250 network switches and WAPs
Logged over 1000 wireless users a day

IT Information Systems

Completed 70 distinct projects, totaling 9,500 hours
Attended an open forum conference for SCRUG
Added seven new application modules for Colleague

I want to thank each one of you for your contributions. The numbers above represent a lot of hard work and a critical contribution to the success of CTC. Again, thank you for the good work you do and for the professionalism with which you do it!

-Cliff Gaines

IT News

New Employee

The IT Division welcomes Dejah Hess to the team. Dejah was brought in as our IT System Engineer this past fall.

New Switchboard Operator Temp

The IT Division welcomes Chasity (Chaz) Spurlock, who will be filling in for Ivey Valentine during her leave.

Virtual Desktop Infrastructure (VDI) Update

VDI is being prepped for use on our continental campuses. With VDI, the IT Division can host desktops from a virtual server. (Operating systems would be accessed from the server and not the individual machine.) Test monitors were recently received for our VDI environment.

Video Conferencing

A video conferencing area for the Nursing Department was setup and made fully functional in mid-January.

Decommissioned Data Cores

The IT Infrastructure Department recently upgraded to new Cisco Nexus 9000 Series switches, which will help increase speeds across the CTC network.

Upgrades

The IT Infrastructure Department

recently completed full version upgrades for backup and fiber channel systems. Ellucian EMobile also received a software upgrade in February to fix miscellaneous issues. Web Advisor was upgraded to version 3.2.0 before the holiday break.

Updates

Self Service and Web API received updates for general security and bug fixes. The AIX systems were also updated to the newest OS version available.

Moving to VOIP

B1 lines throughout Central Campus, Skylark Field, and the Marble Falls campus have been terminated and replaced by the IT Customer Service Department with VOIP phones.

New MDM

A new Mobile Device Management (MDM) system was acquired to replace the old Dell MDM, which is no longer available for use. Our new MDM system is Cisco's Meraki.

Windows 10 Image

The IT Customer Service Department is currently developing a Windows 10/ Office 2016 image for desktop computers across campus. IT Technicians will be able to deploy this

IT News Continued...

new image in the near future.

Desktop Rotation

In accordance with the desktop rotation schedule, the IT Customer Service Department replaced all desktop computers in Ft Hood labs.

Projector Maintenance

Projector replacements and upgrades throughout campus are still ongoing, with broken projectors being replaced first.

New Monitoring System

The IT Customer Service Department finished researching, designing, and installing a new microphone/monitoring system for Child Development.

Upcoming Projects

Equipment and equipment lists are being prepped for the installation of Virtual Desktop systems for the Nursing Department.

Deep Freeze Move and Update

Deep Freeze, the program used to restore lab desktops every night to their native state, was moved to a new server and updated.

Faculty Qualifications System

The new Faculty Qualifications System

(recently developed by Frank Frabel, one of our IT Software Process Coordinators) populates Softdocs E-Forms and captures faculty credential information. This system helps establish firm guidelines in qualifying faculty teaching agreements and serves as a record keeping system for Southern Association of Colleges (SAC) verification during accreditation reviews.

Informer and PivotLink Update

Thanks to an update developed by the IT Information Systems Department, PivotLink and Informer extracts can now pull degree data requirements for Texas State National Clearing House reports. This addition also meets Institutional Effectiveness' state report requirements.

Open Forum Presentation

John Oak and Michael Pavoggi, our IT Programmer/Analysts, collaborated together and prepared a presentation for Ellucian's Southern Regional Colleague Users Group (SRCUG) conference in Waco before the holidays. The roundtable covered ASP.NET framework, Self-Service and Web API (Ellucian's new web interface) customization for developers, and the gradual, ongoing move from WebAdvisor to Self-Service and Web

IT News Continued...

API.

Application Modules Added

The IT Information Systems Department implemented the following Colleague Self-Service modules throughout the past year: Student Planning, Registration, Course Catalog, Financial Aid, User Profile, Emergency Information, and Banking Information and Annual Tax Forms (W2's, 1098T's, and 1095C). Also, several customizations to Self-Service were implemented per end-user request.

Self-Service and Web API

The IT Information Systems Department attended three Ellucian training sessions last April, 2016, and have since been meeting weekly for ASP.NET coding, GIT Repository, and development turnover process training. All this was in preparation for the version upgrade (from 2.11 to 2.14) that just occurred this spring. The move to Colleague Self-Service version 2.15 is currently in development.