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IT Link

The IT Division Newsletter

Summer 2017

Dear IT Staff,

We've had one of the busier summers that I can recall. From the installation of new high-speed storage equipment, to the implementation of UI 5.3, as well as the installation of our first VDI lab, and even a major upgrade of our e-mail system – the IT Division has accomplished a great deal in such a short period of time. Thanks to all for your hard work!

I also want to welcome Teresa Morris, Document Imaging Coordinator, to the IT Division. Along with the responsibility for ongoing maintenance and implementation of SoftDocs, Teresa's position has been incorporated into the IT Division. In the relatively short time she's been with us, she's already proven to be a tremendous addition to our team.

Of course, changes and projects are never-ending, and as we move into the new school year, we have already begun a number of projects: TargetX (CRM replacing Hobsons) implementation; Ad Astra (room scheduling software) implementation; ongoing work on state TRS requirements; Etrieve Central implementation; another VDI lab installation; more datacenter virtualization; storage optimization; and improvements for Ellucian's mobile application.

More details about what we've accomplished the last few months can be found in the following pages. As always, thanks to each of you for your hard work and professionalism.

--Cliff Gaines

IT News

Welcome New IT Employee

The IT Division welcomes Teresa Morris to the team. Teresa is our new IT Document Imaging Coordinator and will be overseeing the maintenance of EForms and Etrieve.

TRS Reporting

The IT Information Systems Department continues to work diligently with Ellucian to accommodate new state reporting requirements for TRS.

Virtual Desktop Infrastructure (VDI) Update

The IT Division started and completed the installation of a VDI lab of 25 virtual desktops for the Nursing Department over the summer. The installation of a second VDI lab for the Nursing Department is ongoing.

Security Updates

Sophos, the virus protection program currently used by CTC, received an upgrade over the summer in the form of a ransomware protection program called Sophos Intercept X. This

addition is in response to the upturn of global ransomware scams and because most traditional software protection programs don't include ransomware protection.

Vulnerability Testing Completed

A third party security group completed a full assessment of the CTC network over the summer. The IT Division is currently working to implement several suggestions to improve overall security.

Lynda Licenses

The IT Division acquired licenses for Lynda.com, a site that hosts thousands of video courses and tutorials. Access to these videos will help IT staff acquire new skills for future projects.

Phone Network Updates

A new AT&T long distance T1 was installed and tested over the summer. The IT Customer Service Department is currently waiting on AT&T to finish ported numbers testing so the new T1 can be activated. This is scheduled to be completed in September.

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Department Move

The IT Customer Service Department assisted the Finance Department's move from building 111 to building 155, from July 10 – July 14. All IT equipment was moved and set-up in their new office spaces.

Projector & CRT Maintenance Update

The IT Multimedia Department has removed half of all the old CRT TV's in buildings on the Central Campus. Projector replacements and upgrades throughout campus are still ongoing, with broken projectors being replaced first.

Computers Moved

During the last week of June, the IT Customer Service Department removed and brought all IT equipment back to the Central Campus from the now closed Burnet site.

KISD Updates

The IT Customer Service Department completed the equipment install (e.g., phones, computers, projectors, audio

systems) of building 113 for KISD.

Installation of similar equipment in building 103 took place prior to the start of the fall semester.

CTC Campus Directory Update

The IT Customer Service Department completed a major update of the CTC Campus Directory this summer. The online directory can be found [here](#).

New XIV

New high-speed storage equipment was acquired to increase capacity for the CTC datacenter. The new storage area network (SAN) increased storage by 50% and increased performance across a broad range of systems.

UI 5.3 Released

On June 30, User Interface (UI) 5.3 went live. UI 5.3 is HTML5-based, so it no longer depends on the Silverlight plug-in. Because Ellucian has determined this version of UI performs best in Google's Chrome browser, the IT Division will support UI 5.3 using Chrome. Chrome was distributed to all Central and Fort Hood campus staff

IT News Continued...

workstations in preparation of UI 5.3.

Exchange/Email Updates

The IT Infrastructure Department updated the Exchange (email) environment from version 2010 to 2016. This update improved performance, security, and Outlook Web Access's (OWA's) look and user interface. Email migration to new virtual servers was completed in mid-August.

Two New Cisco Blade Servers

The IT Infrastructure Department received and installed two new Cisco Blade servers this summer. Both Cisco Blade servers are being used to expand the virtual server environment and help phase out older systems.

KISD Grades Extract – A new system has been developed by the IT Information Systems Department to gather grades from Early College High School (ECHS) KISD students and transmit them to KISD securely at regular intervals.

Online Computer Library Center (OCLC)

– With the library's purchase of the WorldShare Management System by OCLC, a new process has been developed by the IT Information Systems Department to add/modify accounts on the OCLC system for all eligible staff, faculty, active students, board members, and retirees.