

RCC

WE NOW HAVE ONLINE VIDEO INSTRUCTIONS FOR THE FOLLOWING SERVICES:

- SELF-SERVICE PASSWORD RESET FOR FACULTY & STAFF
- HOW TO USE THE IT ONLINE HELP-DESK
- STUDENT E-MAILS
- CHANGE YOUR PASSWORD
- HOW TO LOGIN AND PRINT IN THE LIBRARY & COMPUTER LABS

INSIDE THIS ISSUE:

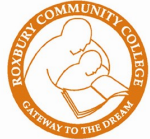
- Jenzabar & MyRCC 2
- Help Desk Reports 2
- Help Desk Support 3
- Print Management 3
- Network Assessment 3
- IT Customer Survey 4
- How to Contact IT 4

Information Technology

Newsletter

VOLUME 1, ISSUE 1

OCTOBER 19, 2010



Letter from Patrick Jean-Louis, CIO

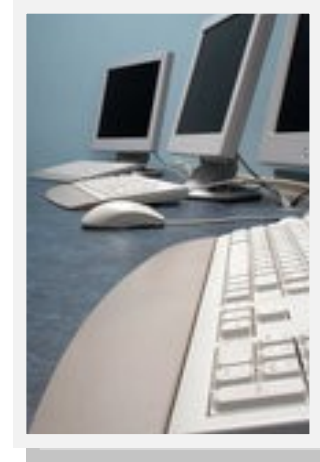
Greetings Students, Faculty and Staff;

Welcome to the first edition of Information Technology's official newsletter!

We are proud to introduce this medium as a way of keeping the Roxbury Community College community apprised of all improvements and changes within our department.

Here at IT, we are going in a new direction—one that promotes a student success environment—and with the help of the IT Advisory Committee, we are working hard to improve technology at Roxbury Community College.

This academic year brings with it five new computer laboratories furnished with brand new equipment. These five labs join last



year's five, and include new desktops with better and improved power management to save energy. Furthermore, the systems are loaded with the latest Microsoft Windows 7 and MS-Office 2010 applications designed to enhance teaching and learning in

the classroom. This will provide our students with the latest technology to advance their study, and support those in search of a new job.

The computer labs are strategically placed in the Health Sciences department, the Math Clinic, the 328 CAD-Lab, and the Library (2).

We look forward to faculty, staff, and student input throughout the year, and welcome your thoughts on technology improvements.

We have devised a survey which you will be able to complete after each closed request. This will help us track your questions and concerns, and help us provide you with more effective service. We look forward to working with you.

Welcome to our new IT Staff Members



Jenzabar and MyRCC Upgrades



The new Jenzabar application will add new functionality to Jenzabar and MyRCC.

New Jenzabar and MyRCC upgrades are released by the vendor on an ongoing basis, in order to address product bugs, or add features to the different modules.

The Information Technology staff routinely evaluates



all new releases by setting up test environments, and asking module managers and key

College users to test the systems before IT moves any new updates to production.

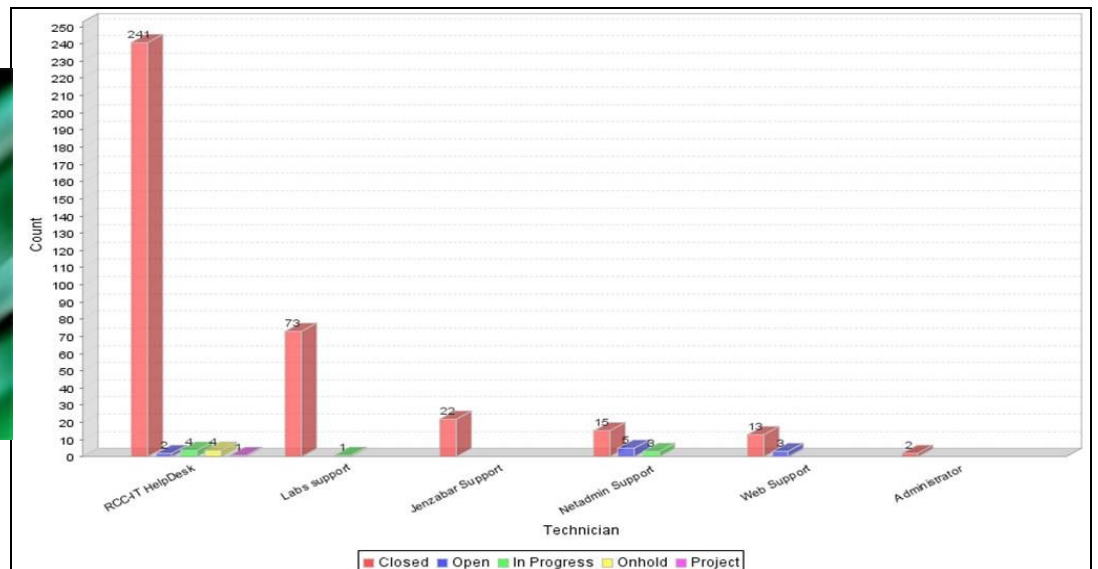
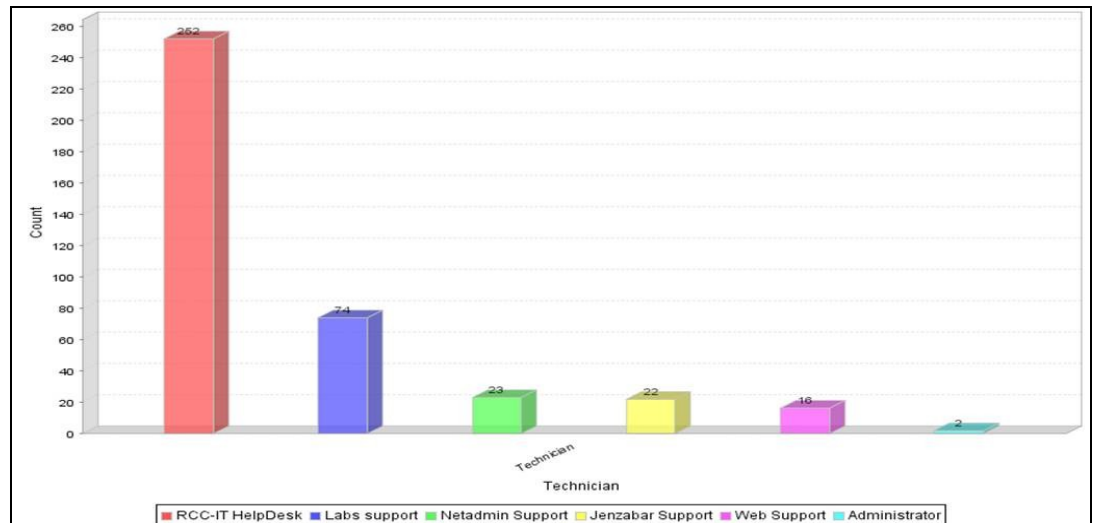
It is critical that key users test and validate all new releases.

After successful testing and user approval, new releases are put into the production environment.

A total of 389 requests were issued during the month of September... of which 375 were completed and closed



Help Desk Requests for September 2010



HelpDesk Support for Faculty, Staff and Students



The introduction of new IT staff at the Helpdesk and computer laboratories will provide greater support to students and faculty, and ensure that our new systems function faster and more effectively.

With the addition of new IT staff, students and faculty will have direct

New and active Help Desk account for students to report computer related issues access to the *online* Helpdesk system, and faster responses to their computer problems. In addition, a new and active Helpdesk account has been created for students to report their issues, and have them resolved in a timely fashion.

New Self-Service Password Reset



The Self-Service Password Reset system provides a way for faculty and staff to remotely maintain their windows logon records without having to contact the Help Desk.

This self-service model consists of user enrollment, secret questions and answers, password reset, and password unlock.

“The Print Management and Reservation system eliminates paper waste and saves the school money”

Print Management & Reservation System

Over the summer, we successfully implemented the login and print management system to six additional computer classrooms on campus, bringing the total number to ten classrooms.

The system eliminates paper waste, and saves the school money by requiring student-ID and password for printing privi-

leges, and puts in place a structured 200 pages per student, per semester stipulation, free of charge.

All workstations in our computer classrooms now require user login and password information, in order to establish a more controlled and secured environment for students and

faculty. In addition, IT is now able to manage, track, monitor, audit, and control printing, while keeping an eco-friendly environment.

The login and print management system is also used as a statistical tool to generate reports such as total jobs, and number of sheets used during a specific time.

Network Assessment Project

This project is intended to provide RCC with analysis and recommendations on the College’s network infrastructure. This includes network design, server loads and redundancy, data center power distribution and management, and security and back-up recovery strategies. This phase will address the implementation of a stable and



robust network infrastructure to meet the immediate and future needs of RCC.

We met with several vendors to answer specific questions about the current network environment during a walkthrough meeting on September 10, 2010.

The College received seven bids for the project, and a review team of five members from different areas on campus made the final selection.

HOW TO CONTACT IT?

<http://helpdesk.rcc.mass.edu>

Phone: 617-541-5340

Fax: 617-933-7475

Help Desk Support: Ext. 5555

E-mail: Helpdesk@rcc.mass.edu



INFORMATION TECHNOLOGY MISSION

The mission of Information Technology Services at Roxbury Community College is to provide the College community with a reliable, secure, and managed information infrastructure to facilitate the transfer of knowledge; and to explore, recommend, and implement new technologies, which contribute to the educational mission of Roxbury Community College.

INFORMATION TECHNOLOGY VISION

The Vision of Information Technology Services at RCC is to continually improve the effectiveness and efficiency of the information infrastructure that leads to user empowerment.

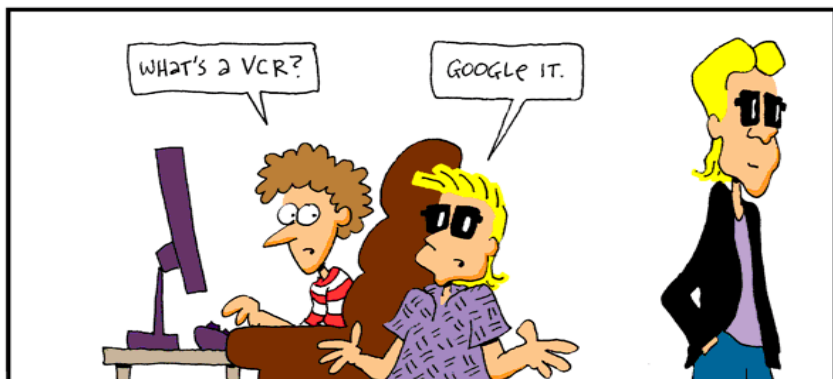
IT Customer Service Survey...



In an effort to improve our services and better understand your needs, we have compiled a short survey to be taken upon the completion of individual Help Desk requests.

Your responses will not be shared with the persons who dealt with the ticket, but will be handled by management in the aggregate for overall assessment of helpdesk effectiveness.

January 14, 2007



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