

RCC

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VICES:

- [SELF-SERVICE PASS-WORD RESET FOR FACULTY & STAFF](#)
- [HOW TO USE THE IT ONLINE HELP-DESK](#)
- [STUDENT E-MAILS](#)
- [HOW TO CHANGE YOUR PASSWORD](#)
- [HOW TO LOGIN AND PRINT IN THE LIBRARY & COM-PUTER LABS](#)

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Information Technology Services

Newsletter

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Letter from Patrick Jean-Louis, CIO

Meeting the technology needs of our institution continues to be the primary focus of the Information Technology Services (ITS) Department. Deploying new, innovative technology software and hardware has been a significant priority for ITS. I hope you find this newsletter informative as you learn about the progress we've made over the past few months and what new projects are underway.

As you read through this newsletter, you'll learn about other new or up-

dated initiatives within the department. These in-



clude a new Physics lab to support the STEM division efforts and benefit our students. The replacement of 16 new computers in the TLC lab and faster

printers to the Language lab, Library and TLC area to meet the needs of students.

In addition, we continue to work with AdvizeX on Phase II of the overall network infrastructure upgrade and the implementation of a new data center architecture to support the overall technology needs at RCC.

As always, I welcome your feedback or suggestions on how we can better support you and your technology needs. I wish you an enjoyable and successful fall semester!

Student E-mail at RCC

Student E-Mail—A success story...

We would like to start with a brief history of our student e-mail system from 2006 to present. In September 2006, RCC switched to pre-assigned e-mail accounts for students. This allowed us to assign student e-mail names based on the student's first, middle and last name. For instance, Jane Smith was assigned JSmith, and as duplicates occurred to JSmith was followed by a one or two digit incremental number. Prior to that practice, students were able to create and name their own accounts. Since 2006, we have created over 17,000 e-mail accounts, mostly for registered students. In August of 2008, the college adopted Gmail, and transferred student accounts to Google, Inc., a free e-mail hosting site.

Student E-mail at RCC (continued...)

We call it a success based on the usage rate by students and alumni alike. RCC alumni have continued to utilize their e-mail accounts even after leaving RCC. This allows alumni to stay in touch with the College. It also provides the college a reliable means of communication to reach out to alumni for marketing and college-wide activities.



Please see the table for a report of student e-mail account activity for the start of Fall semester classes thru September 26. A few highlights of this table are as follows:

- On September 11, over 5,600 students and alumni logged into their e-mail accounts.
- In a 7 day period from September 10 through September 16, 11,439 students and alumni logged into their e-mail accounts.
- Over 70% of all e-mail boxes have been active in the past 30 days.

Date	Daily Activity	Weekly Activity
2011-09-07	331	580
2011-09-08	249	632
2011-09-09	263	707
2011-09-10	3076	3480
2011-09-11	5635	11197
2011-09-12	205	11206
2011-09-13	521	11382
2011-09-14	344	11368
2011-09-15	463	11399
2011-09-16	408	11439
2011-09-17	393	6359
2011-09-18	261	1164
2011-09-19	256	1165
2011-09-20	411	1041
2011-09-21	440	1070
2011-09-22	406	1076
2011-09-23	373	1046
2011-09-24	376	1041
2011-09-25	264	1047
2011-09-26	1080	1916

Network Infrastructure Update

Over the past few months, IT Services, in collaboration with engaged consultancy AdvizeX, has virtually completed Phase II of our project to deliver cutting edge technology to the College. This phase, primarily representing data center visualization endeavors, has resulted in meeting the following deliverables:

- Introduction of advanced Local Area Network (LAN) distribution switches to administration building and student center, providing increased performance gigabit switch ports to the desktops, superior availability/reliability (redundant fiber trunks) and elevated security.
- Advancement in security/management and signal coverage of wireless network infrastructure in the student center, and soon to the administration building.
- Enhanced Wi-Fi Technology enabling Faculty and Staff to access secure Wi-Fi using current network credentials as opposed to using a separate password, facilitating ITS' ability to provide superior service quality measurable by the user community.
- Remote Access/Virtual Private Network (VPN) Technology to be introduced, rolled out to Faculty and Staff by November.
- Active directory integrated SSL VPN clients for both Windows and Macintosh clients available for deployment.

Remote Access for Faculty & Staff

The college has established a virtual private network (VPN) solution to provide Faculty/Staff with remote access to RCC network resources. This VPN uses the internet as its public infrastructure to provide Faculty/Staff who are traveling or remote office users with access to a RCC campus network resource. The RCC VPN requires Faculty/Staff remote users to be authenticated using their existing network credentials, and

secure data with SSL



encryption technologies to prevent disclosure of private infor-

mation to unauthorized parties. The RCC VPN facilitates several network functionalities including sharing of data, access to network resources, applications (Jenzabar & Citrix published), intranet websites, databases, network drives/printers, etc.). RCC Faculty/Staff remote users typically experience the campus network in a manner that is identical to being connected directly to the campus network.

Jenzabar and MyRCC Updates

The Jenzabar system has had a platform upgrade to Windows 64-bit operating system. The objective was to move away from the Windows 32-bit to enhance performance. Test servers have been set up in a 64-bit virtual environment, so all the necessary hardware has been purchased and delivered.

We will be testing the upgrade of Windows 64-bit OS, SQL Server and testing Jenzabar 4.1 in that context.



In May 2011, Jenzabar released version 4.0. This version only runs in a Windows 64-bit environment with more powerful

servers. ITS and the Jenzabar user community is currently testing the new 4.1 version this week. The production installations for Jenzabar 4.1 EX and JICS (MyRCC) will take place on October 25-26. Training will be provided to the staff on the new interface on October 27-28 by Jenzabar trainers on campus.

IT Clinic and Contact Information

We are very pleased to announce our second series of IT Clinic sessions. During the last IT clinic, we received a lot of positive feedback from our RCC colleagues that will help us be better prepared for future sessions. Our goal is to provide something new and advantageous in each session. IT staff will share some useful resources during the session and answer all participants' questions.

Following is a list of Management personnel and their areas of concentration:

Help Desk	Maryam Mirza	X5835 mmirza@rcc.mass.edu
Computer Labs	Jean-Bernard Nicolas	X5568 jbnicolas@rcc.mass.edu
Enterprise Applications	Fred Tahmasian	X5566 ftahmasian@rcc.mass.edu
Network Infrastructure	Peter Carr	X3657 pcarr@rcc.mass.edu

As always, we are here to serve all of your IT needs. Enter a Help Desk ticket at <http://helpdesk.rcc.mass.edu> or call us at Extension 5555 if you have any questions.

New Physics Lab (3-311)

A new physics lab has been setup on the third floor of the academic building (3-311) with six brand new computers and special physics software



installed to facilitate the learning experience at the College.

In addition, new computer equipment has been installed with better and improved processing power with updated application software to assist students with their research, homework, social networking and other on-line related activities.



So are you saying that in the future I shouldn't open any email attachment labeled, "deadly computer virus"?