

VISIT OUR
ONLINE VIDEO
INSTRUCTIONS
FOR THE FOL-
LOWING SER-
VICES:

- [SELF-SERVICE PASSWORD 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 & COMPUTER LABS](#)

INSIDE THIS ISSUE:

Holiday Projects	1
Computer Labs Update	2
IT Support Services	4
New Faces in ITS	4

VOLUME 3, ISSUE 11

DECEMBER, 2011

Letter from Patrick Jean-Louis, CIO

I hope that everyone had a great fall semester. The ITS Department is committed and continues to provide cutting-edge technologies combined with the tools necessary to enhance teaching and learning, and contribute to our students' success.

With this newsletter, we hope to inform you of past, present, and future improvements as well as projects that are underway. For instance, we now have reached the

completion of the College's internet bandwidth upgrade to 100 Mb/s; you



should begin to see some of the benefits as a result.

Doubling the College's overall internet capacity will grant faculty, students and staff greater speed

when using many of the online tasks performed on a daily basis. Increased speed means you can view websites, stream videos, or use online applications faster and more efficiently.

As always, our goal is to provide and support your technology needs in the best way possible. I welcome your feedback and suggestions on how we can move the institution forward. I wish everyone happy holidays and a restful break!

Holiday Projects & Updates

The ITS Network group has several IT Projects they'll be working on over the holiday break. We will continue the Server Consolidation efforts with the virtualization of both the colleges primary file server as well as the application server FX which hosts "RCC Faculty & Staff Exchange".

The college has established virtual private network (VPN) solution to provide Faculty and Staff with remote access to RCC network resources. This VPN uses the internet as its public infrastructure to provide users who are traveling or remote office users with access to the RCC campus network resources. The RCC VPN facilitates several network functionalities, including sharing of data, access to network resources, applications (Jenzabar & Citrix published), intranet websites, databases, network drives and printers. RCC Faculty and Staff remote users typically experience the campus network in a manner that is identical to being connected directly to the campus network.

Holiday Projects and Updates (cont'd)

Active directory integrated Secure Socket Layer VPN clients for both Windows and Macintosh clients are available for deployment.

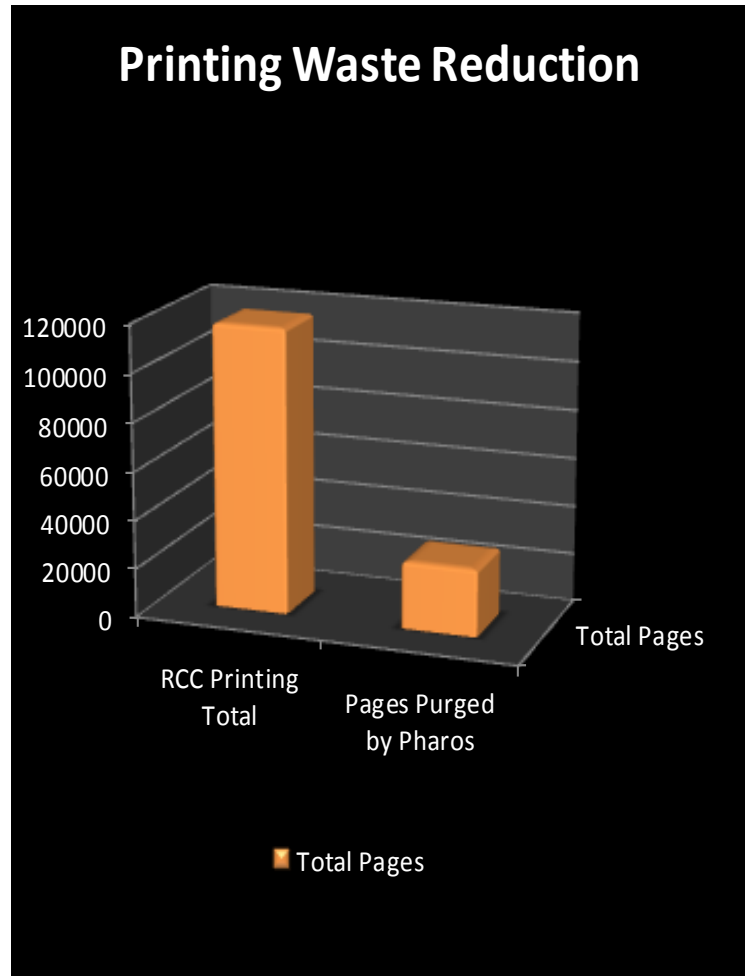
Another exiting project is the faculty and staff e-mail migration. The ITS Department plans to upgrade to Exchange 2010 messaging to take advantage of the improved features, including reduced costs to deploy the software throughout the college. Other advantages include leveraging features that help to increase system availability, productivity and security, easier administration and access to archived data and improved disaster recovery solutions, as well as e-Mail archiving, retention and eDiscovery to meet compliance requirements.



Computer Labs Update

As the semester comes to an end, final papers are due, exams are starting; students need time on the computers and printers more than ever. As students are beginning to get more accustomed to using RCC's Login and Print Management System, Pharos, we are seeing more login time and printing than previous semesters. As maintainers of these services, it is delightful to see that students are taking advantage of them. We hope to encourage more use of the many computer labs on campus.

As a college, it is our goal to become more environmentally friendly and reduce our waste as much as possible. Pharos helps us do not just that, but save money as well. As shown in the Printing Waste Reduction chart to the right; a decent percentage of jobs that are sent to the printer are purged by Pharos. This means that they are sent to the Pharos queue from the workstation, but never actually printed. Reasons for this include: printing mistakes, forgotten jobs, or even if a student changes their mind. Nearly 24% of all pages printed on campus were deleted in this way, about \$2,900 worth.

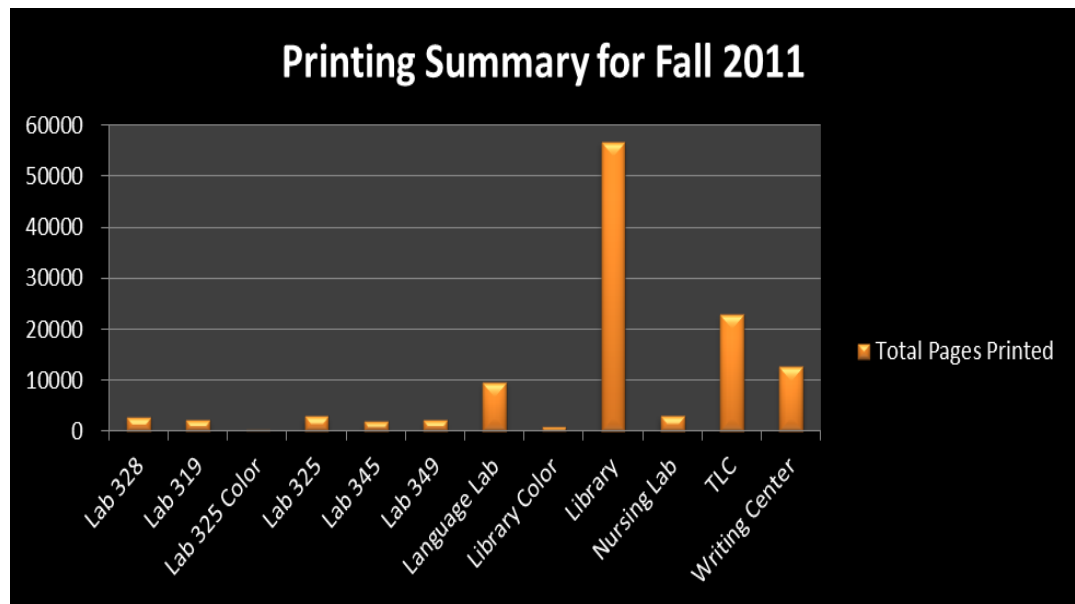


Computer Labs Update (cont'd)



While the distribution of printing at RCC looks about the same as previous years, we are definitely seeing more of it. In this semester alone, there were 117,467 pages printed on campus, half of which were for classes, but are still open for students to use during free sessions. The computer labs on the third floor of the Academic building are used mostly for classes, but are still open for students to use during free sessions. The

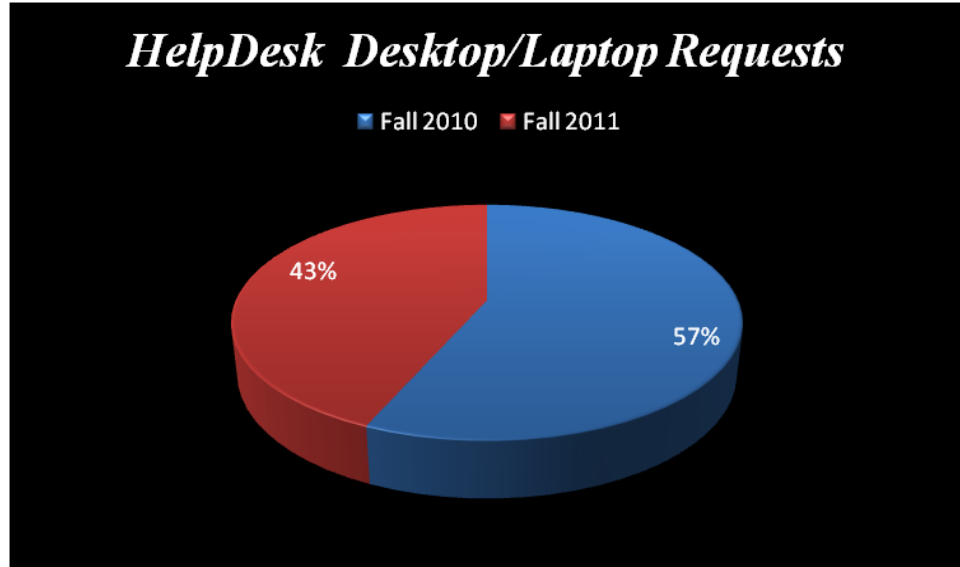
schedule for these free periods are posted around campus for students, and is also available at the IT department. It has been a great semester, and we look forward to continue helping faculty and students with their needs in the computer labs.



Help Desk continues to improve

The ITS Help Desk support team is very pleased to share the improved results of our services. During this semester, we were able to upgrade employee computers, as well as faculty laptops by replacing old PC's, adding new hard drives and memory to improve performance.

Upgrading of the old equipment allows faculty to focus on what they do best, teaching. All the while, we provide effective support to the College community by responding to user requests in a timely fashion.



The ITS Department welcomes Shari Lynn “Sherri” McIntosh, Vladimir Fernandes and Peter Carr . Sherri and Vladimir assist the technicians, students, faculty and staff with various issues that come across the Help Desk while Peter is focusing his efforts on the network infrastructure and security.

