

RCC

VISIT ITS
ONLINE VIDEO
INSTRUCTIONS
FOR THE FOL-
LOWING SER-
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 & COMPUTER LABS](#)

INSIDE THIS ISSUE:

- Network Upgrade 2
- ITS Clinics 2
- Jenzabar & MyRCC 3
- Internet Kiosks 3
- Emergency Notifica- 4
- Computer Labs 4

Information Technology Services

Newsletter

VOLUME 1, ISSUE 4

MAY, 2011

Letter from Patrick Jean-Louis, CIO

It has been a busy semester for us here at ITS as we have diligently worked with AdvizeX to upgrade the ITS network infrastructure, reduce downtime, and deliver higher bandwidth to desktops and laptops in our classrooms and offices in the academic building. Following many weeks of extended effort, we are all looking forward to the change of pace and warmer weather that summer is sure to bring.

AdvizeX has completed Phase I of the ITS infrastructure project which is currently providing a robust and stable IT environment, and significantly reducing network outages.

iPad Winner: I would like to introduce the iPad winner from the lottery sponsored by the ITS Department on



iPad Winner

Student - Marvell Setura Shay
and CIO - Patrick Jean-Louis

May 5th, 2011 during an event organized by the SGA.

Phase II Project: As we close out the first part of the network infrastructure up-

grade project, we are now looking forward to tackle the next phase of the over all network infrastructure upgrade. We will provide you with more details about phase II in the next ITS newsletter.

ENS: With the Collaboration of HR and the Enrollment Center, we have successfully tested the Emergency Notification System (ENS) by sending alert messages to students, faculty and staff.

We encourage you to update your emergency contact information as soon as you change your home or cell phone numbers to keep the information current.



Group picture with SGA representatives, Ms. Clark and Patrick Jean-Louis
From left to right: Maxwell Opara, Morgan Wright, Jr. Ms. Clark, Marvell Setura Shay, Lashawnta Armstrong, Patrick Jean-Louis, Jesse Ulerio

Network Infrastructure Upgrades

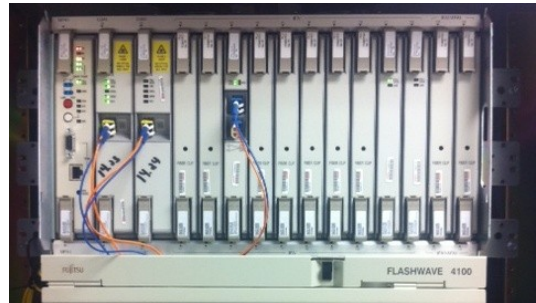
Over the past several months IT Services in collaboration with engaged consultancy AdvizeX has completed Phase I of our project to deliver cutting edge technology to the College. This phase, representing network infrastructure initiatives, has resulted in meeting the following deliverables:

Remote Access: By the fall of 2011, the ITS Department will be deploying to faculty and staff a secure remote access solution. This remote computing design will be enabled by utilizing the SSL Virtual Private Network (SSL-VPN) technology built into RCC's new firewall solution. Faculty and staff will be able to log into a portal with their current network credentials and receive access to a controlled set of network resources. The portal can provide the user with either "Web-only mode" (web/server applications) or full tunnel mode (access to all network resources).



New Core Switches
building

- Internet bandwidth throughout campus increased to 50 Mb/s
- Introduction of fiber backbone increased LAN throughput to 10 Gb/s
- Introduction of advanced LAN Core switches
- Improvement in LAN traffic management with segmented VLAN design and extending gigabit speeds to the client/desktop
- Improvement in LAN and perimeter security with replacement redundant pair of firewall/UTM devices.
- Advancement in security/management of wireless network infrastructure and signal coverage in the Academic building



Internet Bandwidth equipment

The ITS Department is currently providing 50 Mbs of Internet connectivity to the RCC community. We also plan to increase the bandwidth even more by the Fall semester. Stay tuned!

Information Technology Services Clinic

We are very pleased to inform you that we have had two productive IT Clinic sessions. Faculty and staff participated with ITS staff in making this effort successful. The first session took place on March 30th and the second one took place on April 27, 2011.



During the sessions, IT staff shared useful tips and network resources available to the community, and addressed all questions. Both sessions were well received by faculty and staff, and we would like you to check your email for the next IT Clinic session. Our goal is to continue with the IT Clinic on a regular basis and make them part of our outreach program to the community.



"We've had it twenty years - I'm replacing it with a laptop."

Jenzabar and MyRCC Upgrades

Roxbury Community college will be updating its select application servers to 64-bit platform to comply with Jenzabar and MyRCC requirements. The college has an annual support contract with Jenzabar Inc. and receives updates and enhancements to the systems on an ongoing basis.

We are anticipating a summer timeframe for this upgrade.

This upgrade will be following the ITS' phase II infrastructure upgrade.



Jenzabar and MyRCC application servers will be upgraded to 64-bit hardware and will run on 64-bit windows server operating systems.

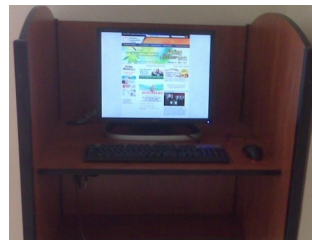
As part of our ongoing upgrades, Jenzabar requires the college to provide and run systems. In addition, SQL Server, IIS and ADAM applications will be upgraded to run on 64-bit platforms.

In addition, Jenzabar, MyRCC and PowerFaids applications will be upgraded to the latest versions of Jenzabar server applications on a 64-bit platform.



Internet Access Kiosks

As promised, Information Technology Services has now completed the installation of the six Internet kiosks throughout the campus. These kiosks are scattered on campus buildings to facilitate quick and easy access to Internet resources.



Academic Building (fourth floor on the north side)

Administration Building (Lobby)

Reggie Lewis Center (first floor)

Students, faculty, staff and guests will be able to use these kiosks to access any online services provided by the institution such as: email (Outlook, Gmail, Yahoo) MyRCC, Moodle, Help Desk, online videos and many other online applications.

to use ITS related services that are available online.

The kiosks are located in the following locations:

Student Center Building (Cafeteria)

Academic Building (first floor by the DCE office)

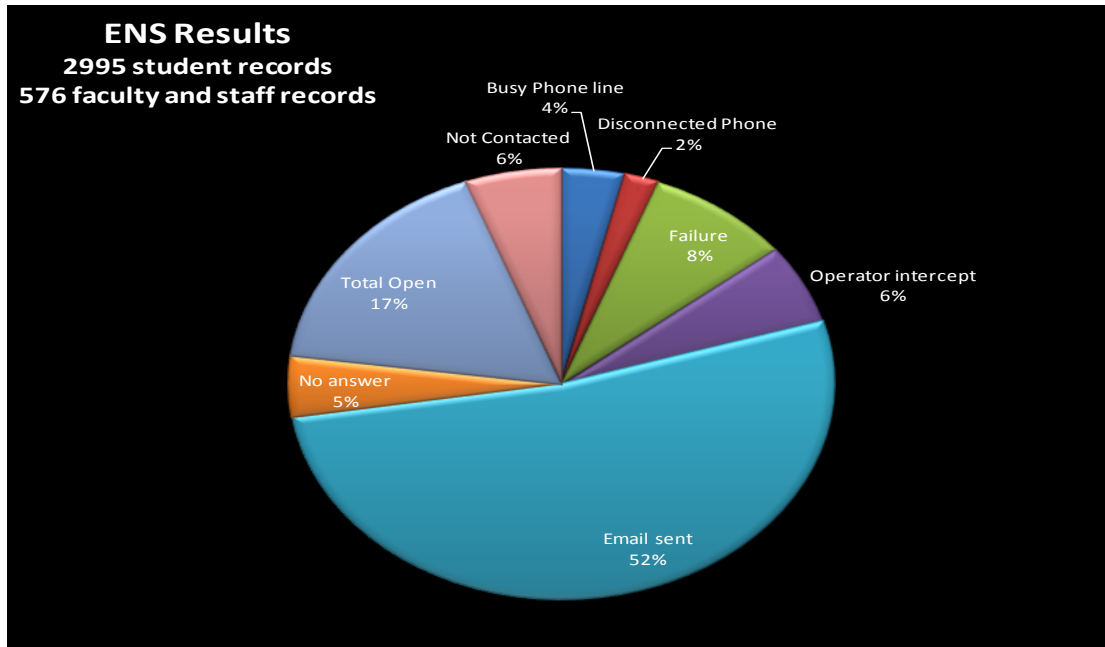
The kiosk located on the second floor of the Academic building (Library) has been lowered to chair height in order to accommodate students who use wheelchairs.

At times, these kiosks will also be used for training students on how Academic Building (second floor by the Library)



Emergency Notification System (ENS) Test Results

The test proved successful largely due to your cooperation. Once again, I want to thank you for taking the time to update your emergency contact information. We tested the system during busy hours on a Thursday morning. The Emergency Notification system sent out an emergency test alert to a total of 3,571 emails, text and voice messages to students, faculty and staff combined.



Computer Labs Usage

As we approach the end of the semester, the computer labs are being used extensively by students to conduct their research and com-



plete their projects. The College hosted several professional development workshops for faculty and students using three of the 19 computer labs on campus. These events were all-day sessions on different Saturdays.

Free Apple iPad

ATTENTION RCC FACULTY and STAFF
THIS IS AN INFORMATION TECHNOLOGY SERVICES ALERT!

WIN
an APPLE
iPAD



In order to qualify, you MUST be currently employed
By
Roxbury Community College

Simply fill out the survey to be automatically entered into the lottery
[Click Here](#)