

Read IT

March 2012

From the Desk of the CIO

by Kevin O'Halla

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Service Level Agreements (SLAs)

In general, a service level agreement (SLA) is a contract between a service provider and a customer that specifies in measurable terms what services the provider will furnish. The SLA defines expectations and provides a framework that will allow IT, as well as our customers, to measure its effectiveness.

By migrating all the computers on campus to Windows 7, we are now positioned to create an agreement that defines support. Kurt Meinders, our Customer Support Manager, is taking the lead in creating our new SLAs. Kurt will be working with a cross-functional group so you, our customer, will have input into the SLA.

Some metrics that SLAs may specify:

- What time services are available
- Abandonment Rate – percentage of calls abandoned while waiting to be answered
- First-Call Resolution – percentage of incoming calls that can be resolved without the use of a callback or without having the caller call back the support desk to finish resolving the case
- Turn-Around Time – time taken to complete a certain task
- Specific performance benchmarks to which actual performance will be periodically compared
- The schedule for notification in advance of network changes that may affect users
- Support desk response time for various classes of problems

The SLA will provide a clear understanding for our customers on what to expect out of IT, and a way to hold IT accountable.

PHONE STATS

October 2011

Total Calls: 2402

Increased 7%

from October 2010

November 2011

Total Calls: 2280

Increased 4.5%

from November 2010

December 2011

Total Calls: 1863

Increased 9.7%

from December 2010

January 2012

Total Calls: 4691

Increased 14.1%

from January 2011

February 2012

Total Calls: 2203

Decreased 2.34%

from February 2011

TICKET STATS 10/1/11-2/29/12

Tickets Opened: 8349

Tickets Closed: 7349

Data Center Move

by Donovan Wallace

GRCC moved the Data Center "server room" to Sneden, from the old Bostwick Ramp location over the Thanksgiving weekend break.

This required physically moving over 100 servers along with the networking and storage required for their functions.

The move was a result of an independent review of the previous facility which found some potential issues. This also allowed the college to update the server room to utilize more energy efficient equipment.

The move was a great success thanks to the hard work of the Infrastructure team and Facilities staff.

On Demand Training for Your Classroom

by Klaas Kwant

At the end of 2011, GRCC's YouTube Channel surpassed the million-viewer mark.

Standing currently at approximately 1,120,000 views, Grand Rapids Community College's YouTube Channel has become one of the best windows into the work of this public institution. Content on the channel runs the spectrum from instructional to lecture speakers to promos to community events. All public content is viewable at www.youtube.com/grcc.

The most-viewed content includes:

"Hands-on Luthier" at over 44,000 views on its own, in which GRCC music professor Brian Morris walks through guitar construction at Galloup Guitars http://www.youtube.com/grcc#p/u/0/Tdy_QqH0_gQ.

"LEED Home SIP construction," posted for our construction trades students, demonstrating methods for assembling Structural Insulated Panels, metal roofing and other best practices in green-home construction. This series collectively has over 140,000 views. Sample of roof SIP setting at http://www.youtube.com/grcc#p/u/3/_kvm2oOv3CA.

Business Law by Garret Brand, 7 posted chapters collectively have over 70,000 views: sample of Chapter 3 <http://www.youtube.com/grcc#p/u/5/BLKCKz3TaA>.

"The Psychology of Love" by professor of psychology Frank Conner, on its own has over 32,000 views: <http://www.youtube.com/grcc#p/u/4/iOHdZKDldlg>.

"10 Tips for Studying Anatomy" by professor of biology Paul Krieger has, on its own, 14,800 views: <http://www.youtube.com/grcc#p/u/10/hnQctcB-zwM>.

"Nature or Nurture: Genes, Environment and Free Will Affecting Human Behavior" by biology professor Greg Forbes, on its own with over 19,800 views: <http://www.youtube.com/grcc#p/u/7/3vMC3TPuOOo>.

"Diversity Conversation with Ray Suarez" with over 9,700 views: <http://www.youtube.com/grcc#p/u/20/q8PQ0WwD5GU>.

Comments posted on this diverse of a channel run the spectrum. Many are complimentary, such as:

YouTube subscriber "janedean" on "10 Tips for Studying Anatomy," stating "This is incredibly helpful! Wish you were my professor. THANKS!"

Or "MsRohan20" on "The Psychology of Love," stating: "This video was informative and helped me recognizing people."

Or "youlovej" on "Forensic Psychology: the Real World of CSI:" stating "This is the field of work that I want to work in. I learned a lot from this video."

These are just a few of the over-10,000 comments which have been posted to the content.

Comparatively speaking, other local colleges with active YouTube channels include GVSU currently with 178,968 views, Ferris with 206,019 views, and Aquinas with 33,294 views.

The content is reflective of what also airs on The College Channel, the local higher education access channel originating from GRCC that is viewable both on Comcast and AT&T Uverse (Comcast analog 28, digital 903; AT&T Uverse on channel 99). The current channel line up and links to the Youtube channel are available at www.grcc.tv.

2011 – 2012 Media Intern – Hanna Prill

by Benjamin Wright



As some of you may know, each year before the fall semester begins, we welcome a new intern to our Media Technologies team. The Media internship program has been around for almost eight years. It began as only a six month internship, and we would get a new intern each semester. Three years ago, we extended the internship to a full year as we thought it would provide more experience and opportunities for the interns. We have had a total of 10 interns, not including our current intern.

This year, the honor of being the GRCC IT/Media Production Intern was bestowed upon Ms. **Hannah Prill**. She was raised in Battle Creek, MI but was born in Kalamazoo. Upon graduating from High School, she enrolled at Ferris State University in the Nuclear Medicine Program. She took only a semester's worth of Nuclear Medicine classes but stuck with other health classes for a year. Fortunately for us, she just wasn't feeling the "pull" towards the health field. Once she made this realization, she paid a visit to her advisor and talked about their Television Digital Media Production (TDMP) program. She was sold!

Upon her arrival in our Media Technologies department, we quickly realized how lucky we were to have such a talent on our team. It didn't take her long to feel comfortable, open up and be herself. She has displayed a phenomenal ability to handle the stress that comes with the many duties she has inherited, as well as the ability to carry them out with a high standard of excellence. She is making a very compelling case in becoming one of our favorite interns.

If you watch the College Channel or the YouTube Channel, then you may be familiar with the fabulous work of Ms. Hannah. She has filmed many things, including, but not limited to, the World Affairs lectures and Actors' Theatre promos. She has also done a multitude of shoots for the GRPS K12 Access Channel. She most recently worked with Sibley Elementary school, filming the students as they built and placed "duck boxes" at Millennium Park. Hannah is looking forward to being part of the best shoot of the year - our very own commencement ceremony.

Where Are They Now?

Here is a list of previous interns and where they are now. The interns are listed in chronological order with an overview of what they've done since leaving GRCC.

Casey Stormes went to GVSU, and then he created Fresh Look Video, a successful local production company.

Andrew Zeno went to FSU and now works at 5/3 Bank handling investments.

Kevin Lee has worked for the State House Communications Office, Channels 9 & 10 in Cadillac, and he is currently employed with WWMT-3 in Kalamazoo.

Christina McIntyre went to ESPN, and she loves it there!

Bryan Worthington is working for Purdue University's Media Department.

Katie Rumpf went to work for Battle Creek's public access station.

Adam Earl went to Real Images Video in Indiana, now he's the video specialist at the Repair Clinic in Brighton.

Nick Drabicki moved to Anchorage shooting video for Larry Moore Associates, then on to Essence Video in Chicago.

Julie Vance worked at Family Futures in Communication, and she is now at Fox 47 in Lansing.

Kelly Armbruster started in the Masters Program at CMU in communications.

Who's New in IT

Ian Riley is our new Software License Manager here at GRCC and is part of IT's Project Management Office.

Ian's first contact with GRCC was as a dual-enrolled student during his Junior and Senior years at Central High School. He later earned his Bachelor Degrees in Sociology, Philosophy, and American Culture from the University of Michigan in 2001.



His first position after graduation was as an Applications Systems Analyst with Allstate Insurance in Chicago. Over the years, Ian served in a variety of government and non-profit agencies including positions such as a Grand Rapids based Civil Rights Representative for the State of Michigan, a Community Resource Associate, and a Database Administrator with United Way.

Ian enjoys spending quality time with his wife of seven years, Pamela, and three daughters: Makayla, Sierra, Olivia, and the family Labrador and two cats. He looks forward to continuing his efforts in information technology, as well as furthering his efforts as a mentor at the College and with Grand Rapids Public Schools.



Mike Ahrendt joined the Information Security Office in the summer of 2011 as an intern. Due to the quality work he completed during that time, he was offered an interview for a full-time position as an Information Security Analyst. His main area of focus revolves around implementing proper security procedures and policies to help defend against possible cyber threats to the College.

Mike currently attends Davenport University, where he is obtaining a degree in Information Security Assurance. He has spent the last 5 years working with computers professionally in a wide range of areas revolving around customer support. Now, he specializes in Digital Forensics and Incident Response, or in other words, figuring out how an attack happened and what actions were performed.

He lives in Byron Center and has lived in the Grand Rapids area his entire life. For fun, you will find him outside grilling, playing water polo, or enjoying video games. In his free time, Mike enjoys working on Digital Forensic challenges. Last year, he was part of a team that placed third in the undergrad category of a challenge sponsored by the Department of Defense. He also maintains a blog relating to Information Security topics.



Creighton Goins joins GRCC as the Assistant Manager of IT Customer Support; leading the IT Customer Support staff on the Helpdesk and PC Technician sides. With over 20 years' experience in Information Technology, building strong teams and customer service,

Creighton is a welcome addition to the GRCC IT team.

Prior to joining GRCC, Creighton was a Senior IT Service Manager for a large national healthcare organization, where he led the IT infrastructure teams, worked as a Project Manager and implemented new client systems and technologies. He was involved in the implementation of Electronic Health Records, research and development and supported several non-owned entities through joint venture opportunities and outsourcing agreements.

From 2006 through 2010, Creighton's teams finished in the top three out of 44 on annual Customer Service and Employee Satisfaction surveys, finishing first in two out of those four years with one second place finish.

Previous to this, he held various positions as Senior IT Service Manager, Regional Manager of IT Services and IT Site Manager.

Creighton is ITIL (Information Technology Infrastructure Library) certified in IT Service Management and holds a Bachelors of Science degree in Computer Science with dual minors in both Novell and Microsoft Networking. He is an active member of the Queen Esther Missionary Baptist Church and is also youth league football coach.

IT Announcements

Married

Ryan Warblow (IT Infrastructure Analyst) & **Ashley VanderLoon** were married in a beautiful ceremony on November 26 at South Harbor Church in Byron Center.



New Baby

It's a Boy for Paul & Stacey Siegel

At 8:02 a.m. on January 22, 2012, Joshua Robert Siegel was welcomed in to the world! He weighed five lbs 13 ounces and was 19 inches long.

His name was given because his daddy, Paul Siegel (IT Infrastructure Analyst), really wanted a JR. After discussing the pros & cons of the name, they decided JR was a safe bet because by the time he got to school no one would know who J. R. Ewing was, let alone who shot him. Upon returning home from the hospital they found Dallas returns to TNT this summer!



Project Management Learning Lean Office

by Jody Graves

The primary purpose of Lean Office is to identify and eliminate "waste" in our processes that are not valued by the customer. By doing this, we are better able to provide exactly what the customer wants, when they want it, and the way they want it. Instead of focusing on **how** to get things done better or faster, we should examine **what** things we really should be doing. Often we spend a lot of money on automation that leads us to doing the wrong things a bit faster or automating bad processes.

By mapping current processes, including the information and paper flows, we are able to identify waste (time & activities) and determine what we really should be doing. Next, we can create future state maps that will determine how to build or redesign our processes. A plan for auditing our work will build in a mechanism for continuous improvement.

For Lean offices, the goal is for a reduction in non-value added work, which generally robs performance. Improved performance generates higher returns on investment and the organization also benefits by a reduction of errors and rework.

Jody Graves, Senior Project Manager in the Information Technology Project Management Office is currently going through the Lean Champion program that is offered through Training Solutions. When she completes her certification, she can help departments streamline their processes and reduce redundancies (eliminate waste).

Demystifying Software Requests

by Ian Riley

The software applications that we utilize on campus help us to facilitate learning and service at the College; the importance of having these tools at our disposal cannot be overstated. It is for this reason that the software request process was created: to effectively provide our colleagues with a means to procure software as it is needed, while ensuring proper processing and oversight. Many faculty and staff, while aware of the process, may not fully understand how the process works. This article will provide a short tutorial on how to request software.

Software requests can fall into one of two categories: Instructional and Non-Instructional.

Instructional Software, as the name implies, is software utilized for academic instruction on campus. Grand Rapids Community College defines instructional software as software that students use at GRCC in class or in a computer lab to facilitate classroom learning objectives. All instructional software is purchased by IT, following approval by the Deans Council. The request period for Fall-Winter semester s occurs for roughly ten weeks (Mid January – End of March). A letter is sent out to ESPs, Department Heads, and Deans to officially *announce* the request period. Departments seeking software will contact the Software License Manager to make their requests. Once the request period ends, the list of requested software is then forwarded to the Deans' Council for final approval. Once approved, the software requests are processed and the IT Department begins a schedule for installation. Requests that are made after this timeframe must be approved by Deans' Council. After the beginning of Fall term, emergency software requests can be made for a one month period (Late September –Late October), for software that is absolutely vital for the requesting department to have by the start of Winter term. These requests are also subject to approval by Deans' Council.

Non-Instructional Software is software used on campus for any non-academic purpose. This type of software can be requested at any time. Departments may contact the Software License Manager by phone or email to inquire about software licensing and pricing, and be provided with technical details, cost, and maintenance information. In many cases, the process results in faster turnaround times and more competitive pricing. In addition, IT covers the cost of ongoing software maintenance – which significantly lowers the per year cost of software.

The IT Department understands how important software is in our professional lives. Please feel free to contact our Software Licensing Manager, Ian Riley, with any questions about the request process. Our goal is to empower our community with the tools to perform at their best!

Security Corner

by Dave Syckle

Are you Secure?

Good Information Security means that personal data is protected against theft and misuse and that the data needed to do your job is **available** and **accurate**. Maintaining security will require **every individual** to take some **precautions** to **protect** themselves, each other and the college.

Use the checklist below to discover your Information Security strengths and weaknesses.

Passwords

Secure passwords ensure the security of user accounts and data contained on the information system. **Everyone** is responsible for creating and maintaining secure passwords.

My password:

- is 10-16 characters in length
- uses alphanumeric and/or contains special characters
- uses at least two letters and at least one non-letter (e.g. To\$hn312)
- is unique (does not contain dictionary words or)
- is not my phone number or PIN

I never:

- write my passwords down
- share my passwords with others
- select the "Remember Password" requests
- store my passwords without encryption

Workstation

Appropriate measures must be taken when using workstations to ensure the confidentiality, integrity and availability of sensitive information.

I know:

- I must adhere to the GRCC password policy in order to access a workstation
- I may not install software on workstations without the consent of the IT department
- when leaving the line of sight of my workstation I must lock it (windows key + L)

Email

Email attachments are great vulnerabilities to information systems.

I do not:

- open email attachments from unknown senders
- attach sensitive or confidential data to emails

Concerns

Something doesn't seem right?

I should:

- report viruses or malware to the Help Desk
- report any serious information security concerns to the Information Security department at IT_Security_Team@grcc.edu

How did you do?

All of the check boxes should be checked off. If not these are things you should incorporate in your daily routine. Just adjusting your daily rituals to meet these standards sets you well on your way to creating a secure work environment.