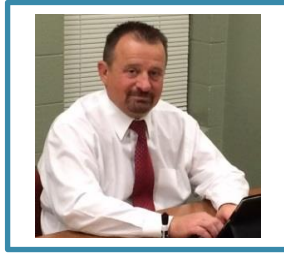


Read IT

March 2015

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PC Replacements

David Anderson/CIO

I.T. has revised the procedure for replacing college issued computers. We are no longer using "the list."

Would you like to know if you're eligible for a computer replacement? If you have any of the following computer makes and models, you are eligible for a computer replacement.

- Lenovo X200(7453W6R)
- Lenovo X201 (2985C3U)
- Lenovo T61 (6457VCQ)
- Lenovo X61 (7762V3B)
- Lenovo M57(9088AK8)
- Lenovo T400(2768WXF)
- Lenovo T500(2056W8Q)
- All Hewlett – Packard

If you have a system that is not listed, and you have a question about replacement, you may call the Help Desk at 234-HELP to see if you qualify.

If you do not know where to find the make and model of your system, please follow this link to learn [how to find the make and model of your computer](#).

If you have one of the computer models listed above and would like your computer replaced, please email your request to the helpdesk: ithelp@grcc.edu.

Technology Showcase

Kurt Meinders/Customer Support Manager

The IT Department is sponsoring a technology showcase on March 25th from 10:00 a.m. – 2:00 p.m. on G2 Main. The showcase will feature departments and vendors modeling their wares for all to see. Included in the showcase, but not limited to, will be the following:

- E-enable - Help e-NABLE "Give the World a Helping Hand."
- GRMakers - Together, we make everything.
- Lenovo - For Those Who Do.
- GovConnection - We Solve it.
- Nursing Department - Provides individuals with learning opportunities that enable them to attain licensure as a registered nurse or practical nurse and empowers them to succeed in a changing healthcare environment.
- Comprenu - Serving corporations and the community with best practice technology recycling.

Did You Know?

Michael Passer/Enterprise Applications Manager

♥ PeopleSoft Campus Solutions has changed its relationship status to "it's complicated."

Until recently, our Campus Solutions system (which handles curriculum management, student registration, student financials, financial aid, etc.) was in the same database as our Human Resources system. This combined configuration will not be supported by Oracle/PeopleSoft after June 30, 2015, and thus we had to "split" the Campus Solutions (including the Online Student Center, Student Financials, Financial Aid, etc.) and Human Resources systems to remain on a supported platform. Although the systems are now split, there are processes to keep information that resides in both systems synchronized, hence the complicated relationship status.

Human Resources and IT worked together on that fast track project—they, as well as customers throughout the College, helped tremendously by giving the new environment a thorough shakedown test, and we have been live on the split systems since March 2, 2015.

For most folks, self-service functions for students and staff have stayed the same. For example, paychecks and W-2 forms are still accessed by logging into the Online Center, and the fact that these services are delivered by a separate system is transparent. Those who use Human Resources for their jobs will now log into the newly "split" Human Resources System to do HR related things.

Links to the Online Center as well Campus Solutions and Human Resources systems are available on the CWIS (Campus Wide Information System) page at <http://cwis.grcc.edu>.

As always, feel free to get in touch with us if you have any questions or concerns!

PMO Office - Project Requests

Jeff Kissinger/Senior Project Manager

From November 10, 2014 to February 27, 2015, the IT Project Management Office received and researched IT project requests for the 2015/ 016 fiscal year. Upon completing project research, the PMO project managers met with the IT managers to determine the feasibility of each project request by examining their key deliverables and estimating the time and resources necessary to complete them.

Beginning in March, the research, feasibility information, and an executive summary for each project request will be sent to the Chief Information Officer, David Anderson. He will use a prioritization rubric to determine the top 20 requests to recommend for approval by the EBCOs who make up the project prioritization team. That same rubric will be used again by the prioritization team to finalize the scores. The team may also choose to include project requests that were not part of the CIO's initial list.

In the end, the team will determine the top 20 project requests by April 2015. Of these requests, the 15 with the highest scores will become projects managed by the IT Project Management Office and will be completed during the 2015/2016 fiscal year. Project requests ranked 16 through 20 will be placed on a contingency list. Their completion will depend on the availability of time and resources. Project requests not selected during the request cycle may be submitted again during the next request cycle, which will begin in November 2015.

IT STATS

Kelly Webber/
Help Desk Technician

April 2014

Calls Handled: 2858
Tickets Opened: 2224
Tickets Closed: 2090
Password Changes: 924

May 2014

Calls Handled: 3455
Tickets Opened: 2769
Tickets Closed: 2630
Password Changes: 981

June 2014

Calls Handled: 2511
Tickets Opened: 2106
Tickets Closed: 1990
Password Changes: 790

July 2014

Calls Handled: 3152
Tickets Opened: 2464
Tickets Closed: 2374
Password Changes: 1116

August 2014

Calls Handled: 5401
Tickets Opened: 4056
Tickets Closed: 4574
Password Changes: 1556

September 2014

Calls Handled: 2839
Tickets Opened: 2478
Tickets Closed: 2343
Password Changes: 453

October 2014

Calls Handled: 2064
Tickets Opened: 1909
Tickets Closed: 1822
Password Changes: 521

November 2014

Calls Handled: 1479
Tickets Opened: 1360
Tickets Closed: 1266
Password Changes: 351

December 2014

Calls Handled: 1800
Tickets Opened: 1435
Tickets Closed: 1366
Password Changes: 538

January 2015

Calls Handled: 3461
Tickets Opened: 2623
Tickets Closed: 2547
Password Changes: 768

February 2015

Calls Handled: 1860
Tickets Opened: 1653
Tickets Closed: 1583
Password Changes: 362

Customer Support - Software Updates

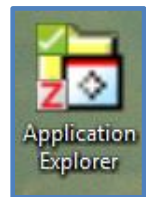
David Houseman/Help Desk Technician

Do you need a software update? You may not need to submit a ticket to do this!

If you have never used the Application Explorer, you may want to take a look. We think you will be pleased. This desktop tool allows users to access software, software and plugin updates, updated Follow-U print drivers, remote access tools, and much more!

It is easy to access too! Just double click on the Application Explorer icon on your desktop.

You will find an assortment of icons within; just double click on any desired icon to launch the associated program's installation. The Application Explorer may also be accessed via the Novell ZENWorks folder in the Start Menu.



Be aware that if you are expecting the usual Installation wizard and notifications, you may not see them. The Information Technology department packages our software installations and updates to make the process as non-intrusive as possible. Feel free to continue to work while your software installs. We will notify you if it requires a system restart.

If you are interested in the progress of the installation, you may right click on the ZENworks icon in the System Tray and select "Show Progress."



The System Tray is located near the clock. This will open a ZENworks Progress window, displaying the completion percentage of each queued installation.

Once installed, each new piece of software will appear in your Start Menu, highlighted for easy access. Please keep in mind that the Application Explorer is a "Windows Only" tool.

Do you have a question for I.T?
If you do, please send it to Ask_IT@grcc.edu,
and we will choose questions to answer in our next newsletter.

"Technology is the campfire around which we tell our stories."

~ Laurie Anderson

Media Technologies - Laptop Checkout

James Schafer/IT Media Broadcast & Events Coordinator

Even though Media Technologies has been checking equipment out to faculty and staff for the past two years, one item is seemingly the most popular: laptops.

Laptops have been an item available in the checkout system since the beginning of the program in 2012, with 10 available at first. Due to demand, that number was increased to 20 and now stands at 30. The greatest numbers of laptops are checked out to individuals needing one for a conference or for a temporary replacement while their primary computer is being serviced.

A growing use for the laptops are student centered events where multiple machines laptops are needed to allow students to access various college sites for registration, information presentation, financial aid and testing. Although they are usually only day long events, they can require up to 20 laptops.

One important thing to remember if you are taking a laptop off campus is to log in to the machine using your GroupWise name/password while you are still on campus to ensure it will work when you try to connect to the internet off campus. It should be noted that laptops can only be checked out to current faculty/staff for no longer than eight days. In addition, each customer is required to fill out a laptop loan agreement at the time of pickup. The agreement contains a list of rules the borrower must to adhere to while using the laptop for college business. Each laptop is checked after it is returned to ensure it is working and all accessories are included.

Please visit the Equipment Checkout webpage at

<http://www.grcc.edu/informationtechnology/mediatechnologies/equipmentcheckout>

or go directly to the online form at

<http://www.grcc.edu/informationtechnology/mediatechnologies/equipmentcheckout/mediaequipmentcheckoutrequestform>

Once an online request is received, it is vetted and appointments are sent out with a pickup and return date. Please call the Media Technologies offices at 234-3830 for more information.

CIO - E-mail AUA Reminder

Just a reminder that engaging in the following actions are violations of our electronic mail agreement:

- Forging (or attempting to forge) electronic mail messages
- Reading, deleting, copying, or modifying (or attempting to read, delete, copy or modify)e-mail belonging to others
- Sending harassing, obscene, offensive, disruptive, and/or other threatening e-mail to another person or the attempt to do so
- Sending or forwarding unsolicited junk mail, a commercial or "for-profit" message, or a chain letter or the attempt to do so
- The user must comply with all state and federal privacy laws and GRCC's policies regarding privacy, confidentiality, and proprietary information

Staff 411

Junior Enterprise Analyst

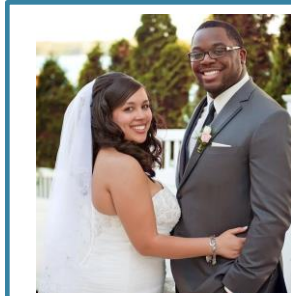


David Dick is the new Junior Enterprise Analyst at GRCC.

He grew up in Grand Rapids, Michigan and is the oldest of six children. David was home schooled during high school. He is currently attending Calvin College and is in the process of finishing his Bachelor of Computer Science and Mathematics Degree.

Before coming to GRCC, David worked as a student intern in Calvin College's IT department working with ImageNow.

David is history buff, enjoying both fiction and non-fiction books. In addition, David enjoys playing the piano and hiking and camping with his family.



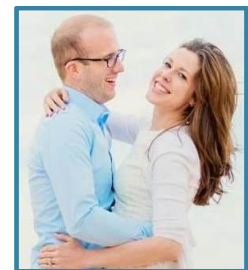
WEDDING

Eric Johnson,
Enterprise Analyst, married
Cassandra Fahndrich
on May 25th, 2014.
The ceremony was held at Bay Pointe
Inn in Shelbyville, Michigan.



ENGAGEMENTS

On February 7th, 2014,
Mike Ahrendt,
Information Security Officer, asked
Elizabeth Payne
to be his wife.
Amazingly, she said, "Yes!"
They will be married sometime in the
near future.



Jeff VanderVeen,
Desktop Technician,
started the New Year out
by proposing to
Laurie K. Hansen.
She happily accepted.
The wedding will take place on
Saturday, August 29th, 2015.

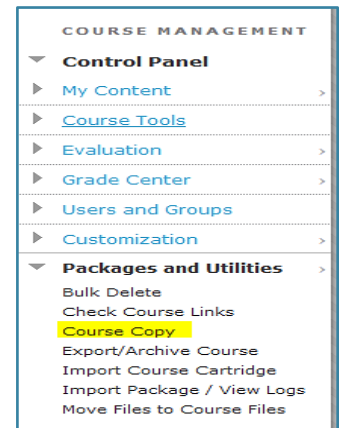


Enterprise Applications - Blackboard Tips & Tricks

1. Copying Course Content from Prior Semesters

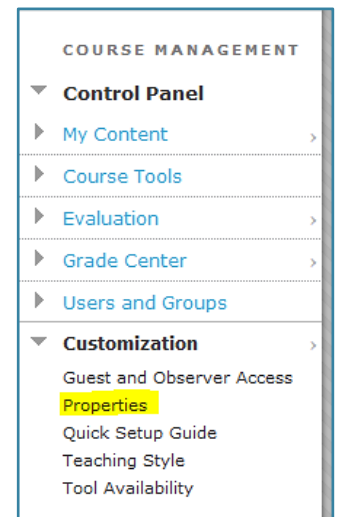
The Course Copy feature allows you to transfer all content, such as PowerPoints, tests, grade center settings and columns, etc., from prior semesters into a new course. You can select all materials or only specific sections of your prior course.

- First, go to the old course that contains all of the materials you want to copy.
- Click Packages and Utilities in the Control Panel area.
- Click Course Copy.
- Complete the fields, and then click Submit.
- You should see a green bar at the top of the page indicating that the course copy request was successful and has been queued. You should receive an e-mail when the course copy process is complete.



2. Change Course Availability

- Click Customization > Properties in the Control Panel area.
- Make sure Make Course Available is set to Yes in the Set Availability area. Please note that since the Course Availability works in conjunction with the dates set in Course Duration, this field should only be set to No if you want the course to be completely unavailable to the student regardless of the date.
- Modify the Course Start Date or End Date in the Set Course Duration area.
- The Course Start Date and End Date are automatically prepopulated with the course date information from PeopleSoft. The End Date is padded with 30 days extra to allow ample time for the student to review the course once the end date has transpired.



3. Set Availability

Make this course available to users?

Make Course Available

Yes
 No
 Use Term Availability
 (2014 Winter is Available)

4. Set Course Duration

Duration

Continuous
 Select Dates

Start Date 02/23/2015

Enter dates as mm/dd/yyyy

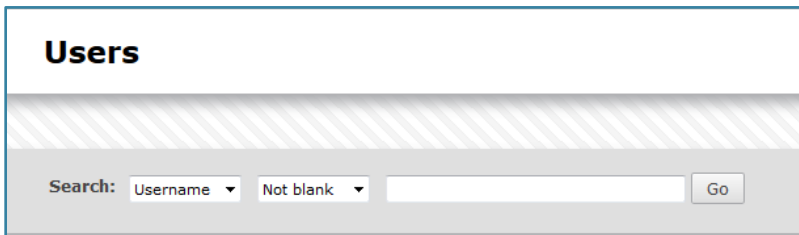
End Date 02/27/2015

Enter dates as mm/dd/yyyy

Blackboard Tips & Tricks (continued)

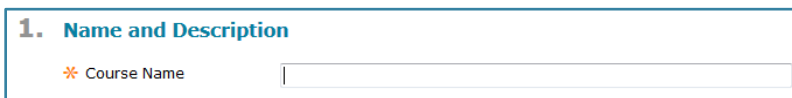
3. Viewing Course User List

- a. Ever try to view users enrolled in your course or organization and no one is listed?
- b. Click Users and Groups > Users in the Control Panel area.
- c. In the search bar, make sure the second box is selected to “Not blank” and click the “Go” button.
- d. This will display all the users enrolled in your course or organization.



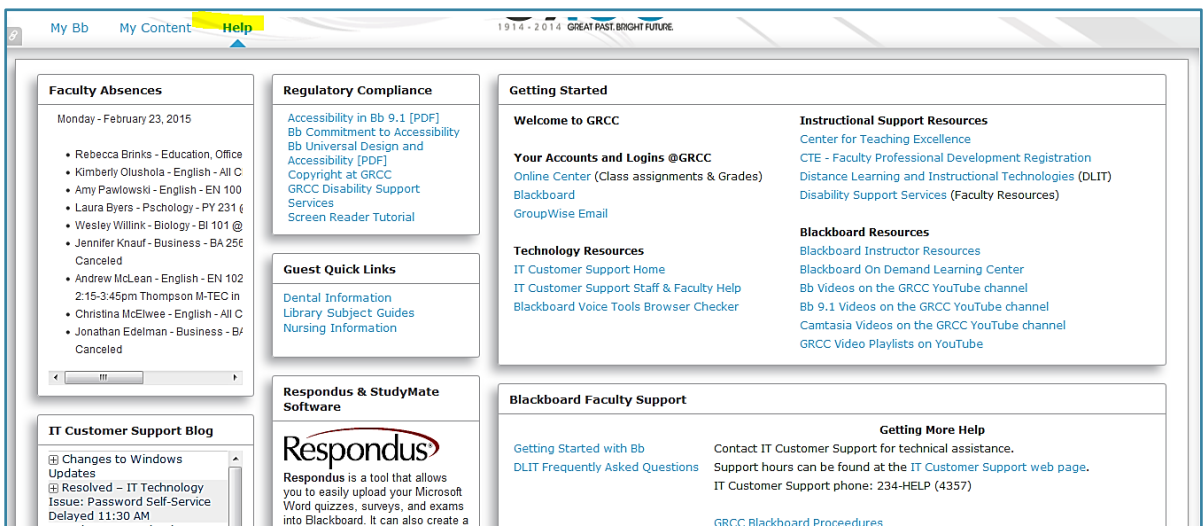
4. Delete Old Courses/Organizations That Are No Longer Needed

- a. Click Customization > Properties in the Control Panel area.
- b. Update the Course Name to “Delete” in the Name and Description field
- c. Every Friday, IT removes courses and organizations that have a name of “Delete.”



5. Help with Blackboard

- a. Contains Faculty and Staff resources. If you don't see what you are looking for, we would like to know. Just send a note to IT Customer Support.
- b. Navigate to the Help tab.



Security Corner

by Michael Ahrendt/IT Information Security Officer

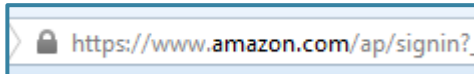
Data Leaks

Companies suffering from data breaches due to malicious computer activity have seemingly become the norm. Target, Home Depot, Anthem and even JPMorgan Chase are among the many businesses to be breached in recent months. Attackers have grown to become masters of finding a vulnerability to exploit to gain access to thousands to millions of private user information. The sad part of this story is that there is not much you can do in today's world to stop this from happening.

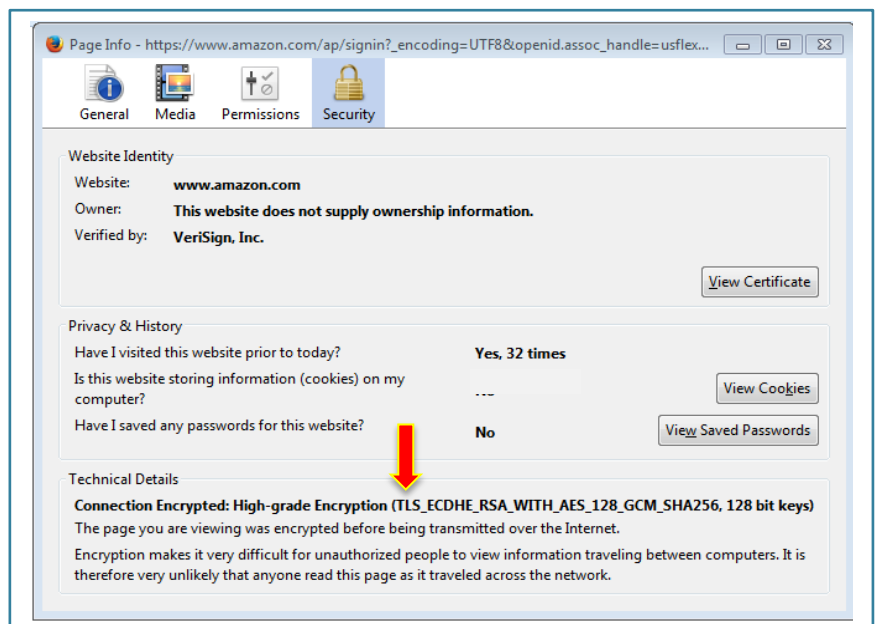
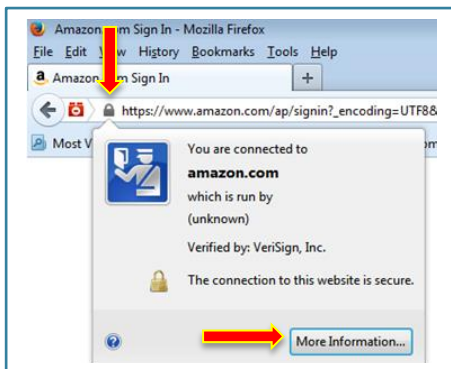
As our lives grow more and more to be lived in the cloud, we provide dozens of companies our personal information in order to gain access to their services. From convenient online banking and retail shopping to enjoying the latest TV and movies online, our information has the possibility of being found at each of these sites. When you're giving a service your information, especially payment card data, you want to make sure you trust the company and verify they are doing their best to protect your information.

Here are some measures you can take to protect yourself from these breaches, or lessen the hassle that can occur when your identity is stolen:

- Verify that site you're using is utilizing HTTPS. You'll find this in the URL at the top of your browsing:



- For the best security, take this a step further and verify that the connection is using Transport Layer Security (TLS) versus SSL:



- Never use the same password on multiple websites. Commonly, users use one e-mail address to sign up for all their websites. If you use the same password for each site, it's a common attack method to use credentials stolen from one site on other popular websites.

As always, if you have any questions, please email us @ it_security_team@grcc.edu.

