



Truckee Meadows Community College

Information Technology Operations

## Monthly Status Reports

**June 30, 2007**

### Network/Desktop Updates

- We are currently working on a Microsoft Office 2007 Installation that will be available for install from the Application Explorer Icon on your desktop sometime in July 2007.

### Reiteration

- Qws3270 and QFTP have both been released for use by TMCC faculty and staff they can be installed from the Application Explorer Icon.
- Adobe Acrobat 8 Reader can be installed from the Application Explorer Icon.
- IT Operations computer Help Desk has updated our web site <http://www.tmcc.edu/ito/helpdesk/> for password registration and reset as well as barracuda documentation and Faxing with the Xerox.
- We have posted a new web site for Information Security and Privacy <http://www.tmcc.edu/security/>
- Wireless computer access has been expanded to include the Meadowood and Edison campus.
- IT Operations computer Help Desk is finished with the 2006-2007 Lifecycle replacement of 145 pc's.
- On Wednesday September 20th, we began enforcing current TMCC and State of Nevada password policy. This consists of the following:
  - Your login password will need to be changed at least every 90 days (for most of you, this will occur sometime in October).
  - Your login password must meet the minimum security requirements outlined here:
    1. Is at least 8 characters;
    2. Must be unique; that is, it has not been used in the previous 24 passwords
    3. Contains the following four character groups:
      - English uppercase characters (A through Z);
      - English lowercase characters (a through z);
      - Numerals (0 through 9);
      - Non-alphabetic characters (such as !, \$, #, %).
- Anti-virus scanning: A full scan of network computers will occur on Wednesdays. Quick scans of local hard drives for common locations for viruses will occur on all other days. This should reduce the amount of time it takes for scanning to occur. Additionally, we recommend the following:
  - Archive to CD/DVD any files that are two years or old (or haven't been accessed in two years).
  - Of any remaining files, place critical files that would cripple your ability to do your work on your network drive ("H") - there is a limit to the amount of space available, so be judicious in your selection. These should not include picture or music files.
  - Have the Help Desk defragment your hard drive.
- IT Operations has a weekday maintenance window from 6 a.m. to approximately 7:30 a.m.; during this time routine server maintenance is accomplished. Access to network files, email or the Internet may be unavailable during those times.
- Wednesday morning is typically the day when new applications are distributed by IT Operations via the ZEN desktop to the Dandini campus (to include Symantec Anti-virus updates, client login software updates, etc.).

Thursday morning is used to distribute software to Edison Way and Meadowood. This may require the reboot of your computer. Do not cancel out of these automatic distributions or your computer may experience problems.

## Telephony Updates

### Reiteration

- A new voice mail system will be activated on May 21, 2007!

What do you need to do to prepare for this change?

1. Recognize that the old voice mail system is not compatible with the new system so any messages currently stored in voice mail will have to be manually written down or recorded by each individual voice mail user if they desire to keep them. Unfortunately, there is no way to electronically transfer voice mail messages from one system to another.

2. The phone number to access voice mail and the access menu functions within voice mail will not change so you will not have any difficulty learning how to use the new system. Detailed instructions will be on the Voice Mail web page: <http://www.tmcc.edu/ito/telephony/voicemail/>.

3. When you connect the new voice mail system, you will need to use your default voice mail password to access your new voice mail mailbox. Once you do, you will also need to create new greetings for your voice mail. Again, you can find detailed instructions on how to do so at <http://www.tmcc.edu/ito/telephony/voicemail/>.

4. As long as the old voice mail system continues to run, you can still review messages stored on it through the month of May after the switch to the new voice mail system. The phone number to access the old voice mail system will be provided soon.

- Do not move telephones from one location to another. They are not plug and play. These digital phones only work with the TMCC PBX and must be programmed for each location they are plugged into. If moving to another location or even within your current area, do not unplug the phone and move it yourself! Prior to moving the phone, the telephony team must retrieve valuable information in order to ensure the phone works properly in its new location; prematurely moving the phone will cause a delay in getting the phone working correctly. Contact the Help Desk if a phone needs to be moved.

## Help Desk: Fiscal Year 2006 (July 2006 through June 2007)

### 12,320 Total Requests/12,318 Completed

- June 2007 Statistics (from June 1, 2007 through June 30, 2007):
  - 536 recorded help desk requests (-208 from May 2007)
  - 555 Completed = 103%
  - Average Days to Complete Work Order = 5 (+ 1 from May 2007)
  - Email Viruses Blocked/Quarantined in June 2007 = 863 – 0.08% of all email
  - SPAM Blocked in May 2007 = 746,219 – 70.25% of all email
  - Individual Computer Spyware/Adware and Other Viruses in June 2007:
    - Dandini Campus = 1687 Spyware/Adware; 312 Viruses
    - IGT Applied Technology Center = 16 Spyware/Adware; 4 Viruses
    - Meadowood Center = 31 Spyware/Adware; 6 Viruses
    - Redfield Center = 0 Spyware/Adware; 2 Viruses