



Truckee Meadows Community College

Information Technology Operations

Monthly Status Reports

August 31, 2007

Network/Desktop Updates

- As part of an overall technology plan that is being implemented this fall, the college has changed our internal e-mail distribution lists to improve e-mail efficiency and effectiveness, improve network usage and decrease potentially unwanted e-mails. This upgrade will reserve several e-mail group distribution lists, such as "ALL MAILBOXES" for official college information and create "ALL DISCUSSIONS" for faculty and staff to send information of interest to our colleagues. The complete list of e-mail distribution lists that are being upgraded and reserved for official college information are:
ALL MAILBOXES, ALL MEADOWOOD, ALL DANDINI, ALL EDISON, ALL REDFIELD, ALL PERFORMINGARTS
ALL PTFACULTY, ALL PROFESSIONAL, ALL CLASSIFIED, ALL DISCUSSIONS
- Microsoft Office 2007 is now available for install from the Application Explorer Icon on your desktop.
- Microsoft Office 2007 has been successfully deployed in the entire academic environment.
- GroupWise 7.0.2 is now available for install from the Application Explorer Icon on your desktop.

Reiteration

- The Microsoft office 2007 converter has been installed on all workstations.
- 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 student access has been expanded to include the Meadowood, Redfield and Edison locations.
- IT Operations computer Help Desk is finished with the 2006-2007 Lifecycle replacement of 145 pc's.
- On Wednesday September 20th 2006, 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 was activated on May 21, 2007!
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/>.
- 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 2007 (July 2007 through June 2008)

1507 Total Requests/ 1474 Completed

- August 2007 Statistics (from July 1, 2007 through June 31, 2007):
 - 914 recorded help desk requests (+321 from July 2007)
 - 895 Completed = 97%
 - Average Days to Complete Work Order = 3.4 (- 3.4 from July 2007)
 - Email Viruses Blocked/Quarantined in August 2007 = 291 – 0.02% of all email
 - SPAM Blocked in August 2007 = 1,053,817 – 69.24% of all email
 - Individual Computer Spyware/Adware and Other Viruses in August 2007:
 - Dandini Campus = 1076 Spyware/Adware; 216 Viruses
 - IGT Applied Technology Center = 0 Spyware/Adware; 3 Viruses
 - Meadowood Center = 25 Spyware/Adware; 0 Viruses
 - Redfield Center = 0 Spyware/Adware; 0 Viruses