



Truckee Meadows Community College

Information Technology Operations

## Monthly Status Reports

January 31, 2008

### Network/Desktop Updates

- Academic computing has Upgraded 24 wireless academic work stations from 802.11b to 802.11g for faster throughput for labs RED – 301, 302, 320 & The Dental Lab.
- Performed critical Windows updates on 1000 + academic workstations.
- Administrative computing has completed an inventory of all desktop, Macintosh and laptop pc's for units with less than 1 gig of ram and order enough ram for those units to bring them to a minimum of 1 gig each.

### Reiteration

- Adobe reader 8.1.1 has been released to all administrative Desktop pc's.
- Java 1.6.030, Shockwave 10.2.0.23, and Flash player 9.0.47.0 have all been released to administrative pc's.
- Internet Explorer version 7 has been released to all T.M.C.C. registered pc's.
- QWS3270 secure has been released and is available from Application Explorer icon on the desktop of T.M.C.C. registered pc's.
- We have upgraded our work order tracking system Track-it! 7.5 To Track-it! 8.0.
- Internet access speed has been doubled by installing an extra link to the Redfield Center, which also gives us redundancy and improves failover.
- 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.
- 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.
- 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.

## 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)

### 4478 Total Requests/ 4475 Completed

- January 2008 Statistics (from January 1, 2007 through January 31, 2007):
  - 794 recorded help desk requests (-413 from December 2007)
  - 810 Completed = 102.01%
  - Average Days to Complete Work Order = 8.75 (- 4.8 from December 2007)
  - Email Viruses Blocked/Quarantined in January 2008 = 449 – 0.03% of all email
  - SPAM Blocked in January 2008 = 1,547,300 – 87.28% of all email
  - Individual Computer Spyware/Adware and Other Viruses in December 2007:
    - Dandini Campus = 3987 Spyware/Adware; 75 Viruses
    - IGT Applied Technology Center = 4 Spyware/Adware; 2 Viruses
    - Meadowood Center = 9 Spyware/Adware; 1 Viruses
    - Redfield Center = 0 Spyware/Adware; 0 Viruses