



Truckee Meadows Community College

Information Technology Operations

## Monthly Status Reports

**October 31, 2008**

### Network/Desktop Updates

ITO Network team has rebuilt and installed new equipment for improved network and server services in the T.M.C.C. Police Department.

#### Reiteration

- Academic Computing has salvaged over 250 PC & Macs to BCN for resale.
- Academic Computing has upgraded presently supported MAC labs to 10.5.5 in preparation to join supported MACs to the academic domain in order to support individual student login.
- Academic Computing has installed new dual output video cards in the new 15 Dell teachers station in order to support two different screen resolution simultaneously for the local monitor and projector.
- Academic Computing has released the fall 2008 image for testing by faculty in the sierra 109 computer lab.
- The ITO Server Team has successfully upgraded the hard drives on all four of the acad backup servers.
- The Software and Account management team has released a Dymo label printer push for Financial Aid.
- ITO Help Desk has completed performing security updates and routine maintenance at the Meadowood Center that will help keep computers running smoothly.
- Information Technology Operations continues to work on the fire code moves, various departments in the Red Mountain Building are affected at this time.
- Campus-wide student authentication was implemented on May 27, 2008. All students are now required to activate their student e-mail accounts and confirm login names and password are correct at <https://my.tmcc.edu/mytmcc/>.
- Administrative computing has finished the memory upgrades. We have completed 192 of 192 desktop memory upgrades, 7 of 7 Macintosh memory upgrades and 22 of 22 laptop memory upgrades. Our goal is to have every known computer up to a minimum of 1 GB of memory by the end of summer.
- IT Operations server and backbone teams have successfully completed the server room move.
- Administrative computing has completed and delivered an update for ViewWise 6.1.
- 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.
- Adobe reader 8.1.1 has been released to all administrative Desktop computers.
- QWS3270 secure has been released and is available from Application Explorer icon on the desktop of T.M.C.C. registered pc's.
- IT Operations has upgraded its work order tracking system Track-it! 7.5 To Track-it! 8.0.
- Internet access speed has been improved by installing an extra link to the Redfield Center, which also gives us redundancy and improves failover.
- Microsoft Office 2007 is now available for installation from the Application Explorer Icon on your desktop.

- GroupWise 7.0.2 is now available for install from the Application Explorer Icon on your desktop.

## Telephony Updates

- The telephony department has successfully recovered from a complete system failure due to a faulty fire system.

## 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 2008 (July 2008 through June 2009)

### 2832 Total Requests/ 2802 Completed

- October 2008 Statistics (from October 1, 2008 through October 31, 2008):
  - 593 recorded help desk requests (-128 from September 2008)
  - 583 Completed = 98.31%
  - Average Days to Complete Work Order = 3.41 (+ 0.21 from September 2008)
  - Email Viruses Blocked/Quarantined in October 2008 = 1132 – 0.02% of all email
  - SPAM Blocked in October 2008 = 5116950 – 77.21% of all email
  - Individual Computer Spyware/Adware and Other Viruses in October 2008:
    - § Dandini Campus = 2204 Spyware/Adware; 1480 Viruses
    - § IGT Applied Technology Center = 9 Spyware/Adware; 151 Viruses
    - § Meadowood Center = 2 Spyware/Adware; 1 Viruses
    - § Redfield Center = 0 Spyware/Adware; 0 Viruses