



Truckee Meadows Community College

Information Technology Operations

Monthly Status Reports

December 31, 2008

Network/Desktop Updates

- Results of the NSHE IT Security audit require have required IT Operations to do the following:
 - Student workstations in academic computer labs do not have access to the administrative network although teacher workstations will continue to have this access. Access to the TMCC administrative network from a student workstation will occur through the virtual private network (VPN).
 - All academic computer labs must be managed by IT Operations.
 - Critical security updates must be installed to computers within a week of their release in order to ensure workstations have current security patches.
 - Authorized computers and network devices must have a permanent network address (IP) assigned for connecting to the TMCC network.
 - Unauthorized computers cannot be physically connected to the TMCC network and will be removed. This includes unauthorized wireless access points.
 - Servers that are accessible from the Internet must be placed in a DMZ. This will require most access to TMCC networked resources to occur through the virtual private network (VPN).
 - Information on sensitive information technology hardware, software, and organizational information has been moved to move to a secure web site requiring authentication for access.
 - Administrative and academic wireless networks will use WPA or higher encryption.

Reiteration

- Administrative computing has finished the T.M.C.C. Administrative Ram up grades campus wide. We have completed 192 of 192 desktop ram upgrades, 7 of 7 Macintosh ram upgrades and 22 of 22 Laptop ram upgrades. Our goal is to have every know pc up to a minimum of 1 gig by end of summer.
- QWS3270 secure has been released and is available from Application Explorer icon on the desktop of T.M.C.C. registered pc's.
- Microsoft Office 2007 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

- 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)

3765 Total Requests/ 3759 Completed

- December 2008 Statistics (from December 1, 2008 through December 31, 2008):
 - 491 recorded help desk requests (+49 from November 2008)
 - 509 Completed = 103.66%
 - Average Days to Complete Work Order = 4.58 (+ 0.63 from November 2008)
 - Email Viruses Blocked/Quarantined in December 2008 = 151 – 0.01% of all email
 - SPAM Blocked in December 2008 = 2,119,915 – 80.02% of all email
 - Individual Computer Spyware/Adware and Other Viruses in December 2008:
 - § Dandini Campus = 11319 Spyware/Adware; 27415 Viruses
 - § IGT Applied Technology Center = 0 Spyware/Adware; 5 Viruses
 - § Meadowood Center = 2 Spyware/Adware; 1 Viruses
 - § Redfield Center = 2 Spyware/Adware; 0 Viruses