



Truckee Meadows Community College

Information Technology Operations

Monthly Status Reports

September 30, 2009

Network/Desktop Updates

- ITO has completed deployment of Symantec end point protection to all campuses

Reiteration

- ITO Administrative Computing Has began the imaging and delivery of 135 life cycle replacement pc.
- ITO Administrative Computing has implemented a new nightly automatic PC shutdown program.

Telephony Updates

Reiteration

- 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 2009 (July 2009 through June 2010)

2636 Total Requests/ 2602 Completed

- September 2009 Statistics (from September 1, 2009 through September 30, 2009):
 - o 784 recorded administrative help desk requests (-292 from August 2009)
 - o 802 administrative help desk requests completed
 - o Average Days to Complete Work Order = 2.75 (+0.09 from August 2009)
 - o Email Viruses Blocked/Quarantined in September 2009: 668 = 0.05% of all email
 - o SPAM Blocked in September 2009: 1,261,144 = 87.57% of all email
 - o Campus wide Computer Spyware/Adware and Other Viruses in September 2009:

§ Action	Viruses	Adware/Security Risks
§ Cleaned	4	0
§ Suspicious	0	0
§ Blocked	72	2
§ Prevented	10589	31
§ Deleted	1	8
§ Manually Repaired	10	29
 - o 333 Student Support Requests (Learning Management, Password, Portal, Printing, etc.)