



Truckee Meadows Community College

Information Technology Operations

Monthly Status Reports

November 30, 2009

Network/Desktop Updates

- ITO academic computing has completed a review of five-year life-cycle plan. Submitted Tech Fee Requests for Academic replacement equipment for SIER, EDSN, MDWS & RCB buildings consisting of 24 laptop PCs, 157 mid-tower PCs, 37 desktop PCs, 20 iMacs & 5 laser printers.

Reiteration

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

3818 Total Requests/ 3775 Completed

- November 2009 Statistics (from November 1, 2009 through November 30, 2009):
 - 551 recorded administrative help desk requests (-80 from October 2009)
 - 548 administrative help desk requests completed
 - Average Days to Complete Work Order = 4.60 (+.44 from October 2009)
 - Email Viruses Blocked/Quarantined in October 2009: 1813 = 0.10% of all email
 - SPAM Blocked in October 2009: 1,513,971 = 87.14% of all email
 - Campus wide Computer Spyware/Adware and Other Viruses in October 2009:

§ Action	Viruses	Adware/Security Risks
§ Cleaned	0	0
§ Suspicious	0	0
§ Blocked	40	6
§ Prevented	18202	32
§ Deleted	0	9
§ Manually Repaired	34	31

- 128 Student Support Requests (Learning Management, Password, Portal, Printing, etc.)