



Truckee Meadows Community College

Information Technology Operations

# Monthly Status Reports

## December 31, 2009

### Network/Desktop Updates

- Updated 206 academic computers with the latest Windows and Symantec updates.
- Verified hardware operation on 206 academic computers.
- Installed security cabling on 206 academic computers and monitors.
- Installed 27 new HDD removable caddy systems in ATC-112.
- Preliminary testing of Windows 7 to prepare for fall implementation of Windows 7 in the academic computing environment.

### Reiteration

- 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.

### 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)

### 4291 Total Requests/ 4260 Completed

December 2009 Statistics (from December 1, 2009 through December 31, 2009):

- 473 recorded administrative help desk requests (-78 from November 2009)
- 485 administrative help desk requests completed
- Average Days to Complete Work Order = 6.25 (+1.65 from November 2009)
- Email Viruses Blocked/Quarantine November 2009: 801 = 0.07% of all email
- SPAM Blocked in November 2009: 1,005,197 = 82.67% of all email
- Campus wide Computer Spyware/Adware and Other Viruses in November 2009:
 

§ Action	Viruses	Adware/Security Risks
§ Cleaned	4	0
§ Suspicious	0	0

§ Blocked	3616	2
§ Prevented	18305	60
§ Deleted	0	3
§ Manually Repaired	3	22

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