



Truckee Meadows Community College

Information Technology Operations

Monthly Status Reports

January 31, 2010

Network/Desktop Updates

- Installed security cabling on 125 additional academic computers.
- Updated 700 academic computers with the latest Windows and Symantec updates.
- Verified hardware operation on 700 academic computers.
- Deployed Windows 7 on two public kiosks for testing.

Reiteration

- 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.

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)

5023 Total Requests/ 5017 Completed

January 2010 Statistics (from January 1, 2010 through January 31, 2010):

- 732 recorded administrative help desk requests (+259 from December 2009)
- 757 administrative help desk requests completed
- Average Days to Complete Work Order = 5.20 (-1.05 from December 2009)
- Email Viruses Blocked/Quarantine December 2009: 1099 = 0.09% of all email
- SPAM Blocked in December 2009: 946,797 = 79.88% of all email
- Campus wide Computer Spyware/Adware and Other Viruses in December 2009:

§ Action	Viruses	Adware/Security Risks
§ Cleaned	7	0
§ Suspicious	0	0
§ Blocked	76	1
§ Prevented	13294	27
§ Deleted	0	20
§ Manually Repaired	32	29

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