



Truckee Meadows Community College

Information Technology Operations

Monthly Status Reports

February 28, 2010

Network/Desktop Updates

- Upgraded 23 public kiosks to the Windows 7 operating system
- Released the latest Flash player, Acrobat Pro 9.3 and Acrobat Reader 9.3.1 as software updates through ZENworks.
- Completed 110 of 134 Administrative computer life cycle replacements.
- Completed memory upgrades to 2GB on 16 laptops in the RDMT 310 classroom.

Reiteration

- 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.

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 2010 (July 2009 through June 2010)

5612 Total Requests/ 5612 Completed

February 2010 Statistics (from February 1, 2010 through February 28, 2010):

- 589 recorded administrative help desk requests (-143 from January 2010)
- 596 administrative help desk requests completed
- Average Days to Complete Work Order = 3.10 (-2.10 from January 2010)
- Email Viruses Blocked/Quarantine February 2010: 850 = 0.08% of all email
- SPAM Blocked in February 2010: 853,100 = 78.83% of all email
- Campus wide Computer Spyware/Adware and Other Viruses in February 2010:

§ Action	Viruses	Adware/Security Risks
§ Cleaned	2	0
§ Suspicious	0	0
§ Blocked	67	2
§ Prevented	33500	16
§ Deleted	0	16
§ Manually Repaired	25	61
- 307 Student Support Requests (Learning Management, Password, Portal, Printing, etc.)