

FISCAL YEAR PROGRESS REPORT - INFORMATION TECHNOLOGY

Fiscal Year 2005 (July 1, 2004 through June 30, 2005)

Infrastructure - Telephony - Audio Visual - Software – Hardware – Database / Internet Systems

Firewall

Completion of a Firewall for JCC ensures a more secure learning environment for students and faculty and offers a higher level of security from external threats for all JCC data. The Firewall also manages network traffic, facilitating productivity in all environments: classroom and administrative.

- Installed ISA Firewall.
- Migrated workstation IP addresses to private IP addressing system and migrated workstations and servers behind Firewall.
- Completed IP address migration of Hillsdale and Lenawee computers to compensate for the change in the Novell client.
- Migrated hubs, switches, and printers to private IP addressing.

Directory Unification (DU)

Completion of the Directory Unification project ensures JCC's ability to make use of future technology innovation for learning. It also enables JCC to remain within the Microsoft support cycle allowing the most up-to-date learning and administrative environments.

- Installed new Hillsdale server and completed Hillsdale server room reorganization in preparation for Directory Unification.
- Installed backup agents for various servers to ensure security of JCC data.
- Transitioned servers to private IP in preparation for DU and published services to internet.
- Completed research and planning for Exchange migration and DU project with a focus on JCC's Windows 2003 Active Directory design (design and naming policies) and use of Organizational Units, groups and policies.
- Completed modification of Automated Provisioning (automated account building) involving exploration of the capabilities of SQL stored procedures and Data Transformation Service packages, Scripting and/or programming with WMI objects or LDAP Visual Studio .Net COM wrappers, Microsoft Identity Integration Server, Colleague EDX component, possible modification of Colleague code to accommodate single logon, etc.
- Developed Exchange migration plan.
- Researched and developed plan to revise DataSync to Automated Provisioning in Active Directory.
- Migrated Account Provisioning, Inventory, Heat, Scheduler Plus, Raiser's Edge, e-Services, & Frequently Asked Questions database applications to new environment.
- Installed IIS 6.0 on Windows 2003 Server for hosting the personal, production/development, & forms web sites.
- Migrated personal, production, and development web sites from old NT4 web server to new environment.
- Installed IIS 6.0 on Windows 2003 Server for web applications.
- Migrated e-Services & Frequently Asked Questions web applications from old NT4 web server to new environment.
- Installed SQL 2000 on Windows 2003 Server for database applications.
- Worked with External Consulting (Sarcom) to update Account Provisioning process to function within new Windows environment.
- Created JCCMI active directory domain.
- Created JCCMI domain controller SAM and installed DNS on SAM domain controller.
- Demoted Omega domain controller in AD-main to member server in JCCMI.
- Migrated servers (Eowyn, Mordor, HEAT, Atg, Xi, Omega, Eomer, Doc SUS, Isildur, Gima, Balen), all IT workstations, and all AD-main printers from AD-main to JCCMI.

- Created TAD1 and TAD2 domain controllers and TE1 and Pi exchange servers as interim step in migration of Exchange from old domain to new domain.
- Created orb exchange server as future Employee Exchange server.
- Created JCC email exchange site to host Exchange server.
- Migrated JCC-ad users, public folders, mailboxes, and groups to JCC.MI domain.
- Migrated DNS (Domain Name System), DHCP (Dynamic Host Configuration Protocol), and Wins Server (Windows Internet Naming Service) to Microsoft Active Directory. These are services which we now provide using Microsoft software as required by the DU project.
- Moved all printing resources from Novell to Microsoft as part of DU project.
- Reestablished sync from the Exchange server to all JCC supported PDAs on campus after the migration to new Exchange server.
- Created Softrack licensing service to replace the current Novell metering service and created license instances for all software on JCC machines on Softrack licensing server.
- Created MacAfee dat file update service for real-time virus scanning solutions.
- Created SWL server for distribution of software images; SW5 reload station for individual reloads of computers; NETIQ Exchange reporting service to tally statistics on Exchange server; SW1 SQL server to support NETIQ and GFI reporting services.
- Created GFI Spam service on Eta, Pi, Orb, Ring, and Axe servers to monitor and contain Spam; upgraded GFI spam service to 10.1 on Orb server.
- Installed Groupshield Exchange virus service 5 on Pi and TE1 server; upgraded Groupshield Exchange virus service to 6.01 on Eta, Pi, Orb, Ring, and Axe servers; upgraded Exchange virus scanning solution to version 5.1 on Eta, Pi, TE1, and Orb for security and stability and to ensure continued vendor support.
- Created SW3 SUS (Software Update Service) server; created two additional SUS servers (Smaug and Shelob); upgraded all SUS servers to WSUS server for better software patching delivery at the Hillsdale, Lenawee, and Jackson campuses.

Asset Inventory System (AIS)

Work on JCC's AIS streamlines data queries, ensures data validity and security, and provides a more efficient method of gathering and retrieving information needed for data-driven decision making.

- Modified AIS by configuring a new tablet pc and barcode scanner for automatic input of room and asset IDs.
- Developed two custom Excel applications with automatic lookup of existing records that are designed to facilitate and expedite workflow in labs as distinct from offices and to ensure validity and security of inventory data.
- Modified Data Transformation Service package which is used to input inventory data from Excel applications to SQL database. DTS package now transfers data from Excel to SQL, validates new data against existing data, documents errors for follow up, updates database with valid data, and inserts all new input data in archive table in AIS database with timestamp for further validation and troubleshooting.
- Created application for use with scanner to document existence and location of JCC assets inventoried.
- Created automation process for bulk insert with data validation and error detection of data into AIS database.
- Documented and corrected (with Hardware personnel) several hundred changes in room identification and/or inventory asset identification.
- Completed comprehensive inventory of all JCC information technology items enterprise wide (3000 assets).

Meeting Maker Scheduler Plus (MMSP)

Work on MMSP provides better support for its users which in turn provides faculty and staff with better support in instructional and administrative duties.

- Provided JCC Scheduling Office with custom Crystal Reports to use with MMSP database. Installed custom reports to Terminal Server.
- Upgraded CEO to MMSP 8.7. Migrated data to the new production database server. Installed new client on all Scheduler Plus user workstations.

HEAT

Work on HEAT (Help Desk application) ensures continued vendor support and increased accuracy in data used by JCC in data driven decision making.

- Updated Heat database to new version. Installed new client on all IT workstations.
- Provided Distance Learning with Heat 8 database access so Distance Learning can start to track and manage work request efforts. Installed new HEAT client on all Distance Learning workstations.

Other Projects

- Installed Project Server computer system, which includes SQL, Web Server, SharePoint Server, and Project Server to develop project model for Information Technology.
- Installed generator/UPS for phone room and relocated server to allow full phone service during power outages. New equipment also lessens the risk of power related damage to phone switch. Full Internet presence (JCC website and Distance Learning courses) is in progress.
- Installed network and phone infrastructure for Lenawee Bookstore to accommodate student access to learning tools.
- Completed Merit dial-in service discontinuation in order to reduce expenditures and reallocate funds to learning focused endeavors.
- Dismantled JW 101 as computer lab as cost reduction measure and set-up JW 101 with computer and projection to facilitate instruction.
- Initiated Service Express contract to expedite parts and replacement needs.
- Updated budgets for all Information Technology purchases and planning.
- Participated in Learning Resource Center renovation planning to ensure feasibility of plans and growth into new technologies. This plan was not implemented in the LRC due to a change in JCC direction.
- Participated in Information and Technology Center planning to ensure technical feasibility of plans and growth into new technologies.
- Converted from Centurion Guard to DriveShield providing increased stability and more efficient service for student computer environments.
- Improved physical layout, cooling, and security systems in Server room for more efficient and uninterrupted college services.
- Installed infrastructure for Call box and Fire Alarm in Fieldhouse for safety and security of students, employees, and guests.
- Separated from Dahlem Environmental Center including removal of Information Technology related components to better address JCC's focus. Installed infrastructure for security camera at Dahlem Environmental Center asset security.
- Completed removal of all Michigan Space and Science Center Information Technology related components to better address JCC's focus.
- Closed Jackson Downtown Center and removed all Information Technology related components to better address JCC's focus.

- Moved card swipe database and license server to higher performance computer to address needs of Security who facilitates access to JCC assets through this system.
- Installed equipment to allow for additional internet dial-up for Lenawee Flight Center.
- Installed computer for Copy Center to store large repetitive jobs (course packs); connected to network Xerox copier in Copy Center; created reliable back-up system for better service through Copy Center to all clients.
- Participated in planning for complete replacement of network and telephone infrastructure for Walker and McDivitt halls to ensure reliable services and feasibility of future growth.
- Replaced box office ticketing system, installed new server, completed modifications to Firewall to allow more efficient and secure environment.
- Moved most McDivitt faculty and staff to trailers including network, computer, and telephone to accommodate McDivitt renovations and ensure continuation of learning and student support through renovation process.
- Upgraded Plato Software to 4.2 and then to 4.41 for Center for Student Success as academic program required.
- Updated Edexpress and Edconnect Suites for financial aid three times to remain compliant with Federal requirements.
- Upgraded and configured SPSS (Statistical Package for Social Science) software licensing service twice and upgraded and configured SPSS software in Institutional Research and Distance Learning twice for better client use in reporting trends and statistics.
- Upgraded and configured Account Ability software for the JCC Business Office twice for use in the creation of employee tax forms.
- Upgraded JCC computer classroom software for stability, security, support, and as academic programs require. Upgrades include: Adobe Photoshop, Illustrator, and Image Ready to Creative Suite; Adobe Acrobat to Professional; Adobe GoLive, Distiller 6.0 and PageMaker 7.0 Creative Suite plug-ins; Local Workstation Softrack Metering; Microsoft XP Service Pack 2; MacAfee 8.0 and 8.0i; Novell client 4.9c and 4.92; Sam 2.5 and 3.0; Macromedia, Dreamweaver, Fireworks, Flash, and Freehand 2004; Glencoe College Keyboarding 2004 and Glencoe Skill Building 2004; Microsoft Office, FrontPage, OneNote, Project Pro, Visio, Publisher, and Visual Studio.net 2003; and printer drivers.
- Created Main Campus office software loads for e-4400, e-4600, e-4650, e-6000, e-6100, e-6300 desktop computers and 9300, 9500, 5350, 600X1, 675 notebook computers; Lenawee and Hillsdale office software loads for e-6000 and e-6100 desktop computers; 6100 Solution Center load in preparation for Microsoft only environment and college-wide transition to Office 2003 and to ensure vendor support.
- Installed multiple (18+) versions of HESI (Health Education Systems, Inc.: nursing exit exam) testing for the nursing department to ensure program testing validity.
- Updated and signed new MCA software contract so that employees may have work-at-home software and JCC can benefit from volume licensing.
- Created scripts to manage personal firewall and workstations as part of the Service Pack 2 upgrade of workstations.
- Developed special software load for Auto Shop to support continued enrollment and growth.
- Completed employee replacement of CRT monitors with LCD monitors; installed LCD monitors in JW 104 and JW 103.
- Facilitated four computer orders and deliveries.
- Facilitated new design of LRC HEX computers.
- Assisted Security with a CBRNE (Chemical, Biological, Radiation, and Nuclear Explosives) Prep and Functional Exercise in conjunction with Homeland Security and Disaster Preparedness.
- Completed monthly toner usage, purchase, storage and billing including all extension centers.
- Installed network / hardware / telephony infrastructure changes for Dean's offices, Allied Health, President's offices, and numerous other office moves to accommodate more effective and convenient location of employees.

- Removed Information Technology components from BW 101 to accommodate multi-media technologies.
- Completed infrastructure and equipment installs for eight multimedia rooms on main campus including computer, remote manageable projection system, wireless presentation tools, audio system, screens, VCR, and DVD to provide appropriate learning environments for faculty and students.
- Updated twelve InFocus Projectors to guarantee ease of use in classrooms.
- Supported audio visual needs for Nursing Graduation ceremony, All Campus In-Service, and Fall Convocation allowing state-of-art technologies at nominal cost.
- Members in these areas participated in 600+ hours of training related to changes and upgrades for our systems to remain skilled in needed functions; vendor selection and collaboration to ensure timely deployment of new systems; Information Technology hiring to ensure non-interruption of work flow; Project Management Retreats as part of developing a project model for Information Technology; Information Technology Survey development to learn client needs and better focus Information Technology effort; planning for multi-media room, Bell Tower, cafeteria sound system, and Walker Hall and McDivitt Hall renovations to ensure standards and support; and Gateway's business plan and executive briefing to ensure continued service and cost efficiencies.

Enterprise Resource Planning

- Completed Raiser's Edge Upgrade including migration of server, upgrade to workstations, and training which accommodates the JCC Foundation's acquisition of funds.
- An Affirmative Action Employment Applicant Database was started for the Office of Cultural Affairs. This Database will allow the Office of Cultural Affairs and Human Resources to create reports that are required by the government regarding applicant data.

NOTE: Early in the year this position was changed to better focus on JCC instructional and administrative needs.

Administrative Systems

Directory Unification

- Upgraded the DMI listener (a key component used for e-Services and COD processing) from version 3.0 to 3.4.
- Upgraded WebAdvisor (e-Services) from version 2.14 to 2.16, then from version 2.16 to 2.17 providing increased WebAdvisor capabilities.
- Assisted with the implementations of the Web Time Entry and My Budgets workflows in e-Services. Implemented enhancements for online registration features in e-Services.
- Upgraded JRE to version 1.4, as required for compatibility with other software updates.
- Migrated WebAdvisor application to new server running Windows 2003 Server. Modified WebAdvisor to use LDAP authentication against Microsoft Active Directory. These create a more stable and efficient service.
- Modified Colleague to generate users 771 at the time a person is created in Colleague. This allows Colleague to be the authoritative database when generating user accounts.

Other Projects

- Participated in three days of Human Resources consulting for assignment contracts, which when fully implemented may streamline the hiring and payment of adjunct instructors.
- Participated in two days of Financial Aid module consulting on various topics such as auto packaging, COD processing, and communications management.
- Modified the ACS6 report (state mandated enrollment report) to use a different date to count student enrollment in a course.
- Collaborated with JCC Foundation to create a data extract that is used to build Smarthinking (vendor provided online tutoring service) accounts for all registered students.

- Collaborated with Students Services, Financial Aid, and Foundation Studies implementing the use of the midterm grading feature of e-Services to track attendance as required and to comply with Title 4 regulations.
- Offered and participated in a Research Tools & Techniques course from Datatel. The course covered the basic principles of retrieving data from Colleague.
- Added several hard disks to the Colleague server for increased data storage capacity. Migrated root directory from the old disks to the new disks.
- Hosted Colleague product demonstrations, presented by Datatel to introduce JCC faculty to features and functions.
- Collaborated with the JCC Scheduling Office to use communications management to generate letters for students whose class has been cancelled. This will improve JCC-student communications.
- Offered seven User Interface training sessions with a focus for JCC Faculty members. 21 employees participated.
- Trained Information Technology Student Computer Consultants on the use of Colleague for troubleshooting work requests to improve first-level client service.
- Upgraded FACOD (Financial Aid – Common Origination & Disbursement) software to version 3.2. This software automates Pell processing with the Department of Education.
- Purchased and installed the optional Campus Organizations module. To be implemented in 2005-06.
- Offered a second round of Research Tools & Techniques training to JCC employees. This course teaches attendees how to retrieve data from Colleague.
- Collaborated with Student Services, Foundation Studies, and Marketing in the development of procedures and training for deploying targeted e-mails to the JCC student e-mail system.
- Worked with the Business Office and a vendor to implement a more automated process for processing FACTS tuition payments. This process will save 120-180 hours of manual data input.
- Applied Software Updates to Test & Live Colleague Environments, performed all related pre-installation and post-installation procedures.
- Modified rules used in Financial Aid processing to use new database file structure. These rules are used in communications management, a tool used to automate communication to students.
- Members in this area participated in Datatel User's Group conference and Datatel training to remain skilled in needed functions; Information Technology hiring to ensure non-interruption of work flow; and Information Technology Survey development to learn client needs and better focus Information Technology effort.

Support – Training – Policy and Procedure - Communications

- Checked each computer in each classroom, lab, and multi-media room weekly for operability, accurate data, and to ensure the best learning environments possible. Information Technology currently maintains a 94-97 % “up and running” status for all computer facilities.
- Installed computers to assist Hardware area due to personnel absence in that area (2004); installed 70% of computers in 2005.
- Completed removal of Novell (150+ computers) for DU project.
- Completed Microsoft Office updates (60+ computers) for 05 Fall Startup.
- Completed software reloads for 150+ computer classroom / lab computers; installed software loads for multi-media carts and Tweener rooms.
- Staffed Solution Center 54 hours per week during winter and fall and 45 hours per week during spring to ensure support for clients. Supported an average of 50 client contacts (email, phone, walk-in) at Solution Center daily.
- Staffed computer labs 60 hours per week to serve student drop-in, OEOE instruction, and JCC Testing needs in an effort to provide on-demand assistance for students. Supported JCC@ VoTech and Hillsdale with on-site student computer consultants serving student and employee needs. Supported student requests in computer

labs. Approximately 3,000 students log in 50,000 times in Information Technology supported computer labs. Requests from students are resolved by Student Consultants.

- Redeployed model of Building Rounds. Student Consultants, monitored by Student Consultant and Solution Center staff check in with each office in every building weekly to provide proactive service and on-demand assistance.
- Developed support documentation for multi-media rooms, Groupware and Student Email to provide learning alternatives for new systems.
- Developed and deployed numerous communications and handouts to support users during Directory Unification.
- Developed new procedures for JCC Testing in Walker Computer Lab. Trained student personnel and monitored progress to provide increased security and service.
- Developed communication plan and documentation for Information Technology to ensure consistency and documentation.
- Coordinated Information Technology Liaisons group to provide proactive and two-way communication of current and pending information technology issues.
- Coordinated work to change 8,373 student passwords due to a security breach.
- Developed new process to access Information Technology Student Computer Consultant eGuidebook to reallocate work hours required for this service to student learning initiatives.
- Developed materials for new student employees and compiled packets to ensure increased consistency in training and commitment to department.
- Supported Course Placement at Hillsdale with InfoTech student consultants to alleviate pressure on Hillsdale staff, make better use of Hillsdale staff time, and continue the cost avoidance associated with staff coverage.
- Researched all key codes and developed spreadsheet for their use to assist Security in new efficient process.
- Developed Information Technology college-wide survey in collaboration with Institutional Research to learn client needs and better focus Information Technology efforts.
- Organized external travel and training for all Information Technology staff to facilitate extensive training required to implement new systems.
- Organized and scheduled interviews for all Information Technology positions to manage turn over of staff due to competition for talented Information Technology personnel. Trained new Information Technology employees in process and procedure.
- Implemented HEAT 8 in Information Technology and facilitated the deployment of HEAT 8 in Distance Learning in order to provide a more robust system for tracking client requests and to gather data for decision making.
- Completed training for print queues in library and JCC @ VO-TECH, 20+ hours training for Marketing, 40+ hours training for Center for Student Success, and 60+ hours of individual training for faculty and staff. To assist clients in achieving their departmental goals.
- Completed extensive preparations for Policy, Training, Student Consultant Assistant maternal leave; trained new assistant. Prepared for Policy, Training, Student Consultant Assistant's leave for new position; developed new model for position and trained new personnel to ensure non-interruption of work flow.
- Prepared for Policy, Training, Student Consultant Coordinator medical leave and trained employees to ensure non-interruption of work flow.
- Trained and managed two temporary employee's work and hours accommodating loss of staff during medical leave and high level of administrative projects scheduled for 05 Fall completion.
- Members in these areas participated in Project Management Retreats as part of developing project model for Information Technology, AQIP initiatives as part of Information Technology focus on providing appropriate learning environments, and Information Technology hiring to ensure non-interruption of work flow.

Staff Changes – Staff Transitions

- 4 resignations
- 2 medical leaves
- 2 position transitions
- 2 temporary employees
- 2 new employees

Completed Work Request Assignments

Area	2003-2004 Fiscal Year	2004-2005 Fiscal Year
<i>Audio Visual/Infrastructure</i>	470	1213
<i>Network</i>	200	386
<i>Account</i>	455	439
<i>Telephony</i>	198	208
<i>Software</i>	537	709
<i>Postmaster</i>	220	317
<i>Hardware</i>	522	869
<i>Administrative Systems</i>	687	748
<i>Databases-Internet Systems</i>	233	206
<i>Enterprise Resource Planning</i>	61	139
<i>Student Consultant</i>	488	792
<i>Solution Center</i>	2027	3258
<i>Management</i>	29	188

Computer Lab Event Scheduling

2003-2004 Fiscal Year: 224 Computer lab/classroom event requests scheduled and supported.

2004-2005 Fiscal Year: 543 Computer lab/classroom event requests scheduled and supported.