GRCC iT
INFORMATION TECHNOLOGY

Read IT

Inside This Issue

TRANSITIONS

Is time a technology? If so, one of the oldest concepts of intangible technology may possibly be the concept of time. If there is one thing we have learned, it's that we cannot predict the changes that will occur with passage of time.

As most of you already know, Kevin O'Halla, our CIO since May 2010, passed away in January. He battled cancer for over two years. Many never even knew he was ill, and Kevin, the consummate poker aficionado, wasn't one to tip his cards. He remained at the helm until close to the very end of his life. He leaves behind his wife, Debbie; children, Brian and Allison; his mother, Marianne; four brothers, Mark, Bradley, Craig, and Tim; two sisters, Maureen and Kathleen; and an IT department.

When it became evident that Kevin most likely wouldn't be able to return, Dr. Ender entrusted David Anderson to the position of interim CIO. David previously was the IT Manager of the Enterprise Applications department which oversees key campus software applications. He has worked in the GRCC Information Technology department for over 20 years, helping to develop our IT system from the ground up. Prior to that, he worked for Flint Community Schools as a Senior Programmer, Electronic Data Systems as a Systems Engineer, and Grand Rapids Public Schools K-12 as an Application Analyst. For the past eight years, up until his recent appointment, David also taught Political Science as an adjunct instructor at GRCC.

David grew up in Bear Lake, Michigan. He holds a BS degree in Information Systems from Ferris State University and a Juris Doctor from Thomas M. Cooley Law School.

Did you know that David is also the spouse of our very own Lilly Anderson, Associate Dean of the Lakeshore Campus and Academic Outreach? They are the parents of two sons, Colton & Jared. They enjoy spending their vacations along the sandy beaches of Mexico & Florida. David's favorite movie is the African Queen, and his favorite author is John Grisham.

Did You Know?
Michael Passer/Interim Enterprise Applications Manager

It is possible to sort PeopleSoft's Main Menu in alphabetical order. To see, follow these steps:
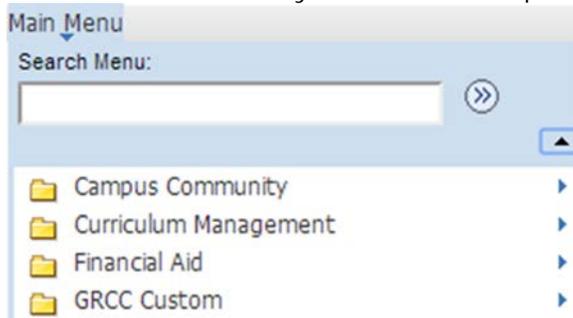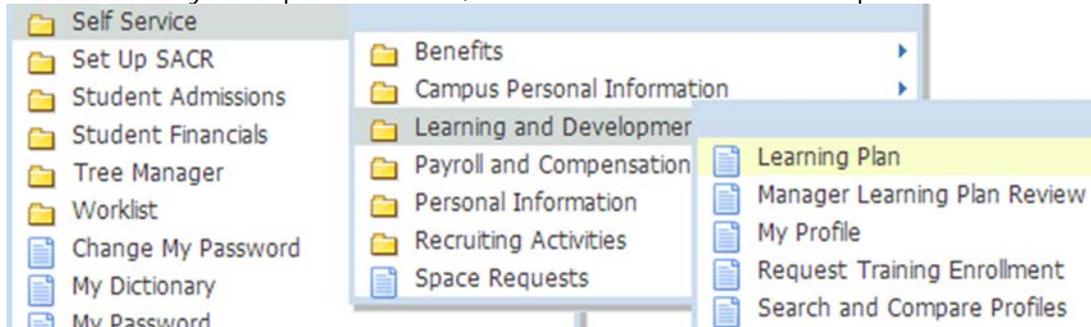
Click "Main Menu" to expand the menu:
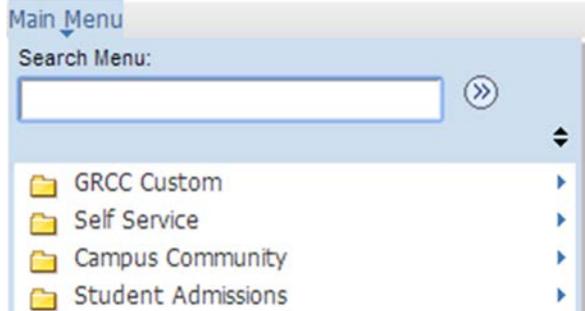
Click the upward pointing arrow on the double arrow icon on the right of the menu:

You should now see your folders in alphabetical order, followed by links in alphabetical order:

Note that as you expand menus, their contents are also in alphabetical order:

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"Any sufficiently advanced technology is equivalent to magic." ~ *Sir Arthur C. Clarke*

IT STATS

October 2013
Calls Handled: 3074
Tickets Opened: 2566
Tickets Closed: 2406
Password Changes: 864

November 2013
Calls Handled: 2445
Tickets Opened: 1900
Tickets Closed: 1811
Password Changes: 793

December 2013
Calls Handled: 2755
Tickets Opened: 2078
Tickets Closed: 1953
Password Changes: 876

January 2014
Calls Handled: 4269
Tickets Opened: 3104
Tickets Closed: 2994
Password Changes: 1711

February 2014
Calls Handled: 2391
Tickets Opened: 2032
Tickets Closed: 1939
Password Changes: 746

March 2014
Calls Handled: 2473
Tickets Opened: 2059
Tickets Closed: 1947
Password Changes: 714

Customer Support
Kurt Meinders/IT Customer Support Manager

GRCC Information Technology on Facebook
Like us on Facebook! We'll post alerts, tips and tricks, upcoming IT events, pictures/video and more. Go to facebook.com/grccit.

Extended Hours for Service
Don't forget, the Customer Support department is now available via phone for extended hours of support.   We are staffing the phones Monday through Friday twenty-four hours a day, and Saturday and Sunday from 2:00 p.m. to 10:00 p.m.

IT is on the Move
As you know the college is making renovations all over campus. It seems that no one is unaffected by these changes, including the IT department.

The week of February 24th, we were temporarily moved to different locations. The Customer Support/HelpDesk staff moved across the hall into room 118 Sneden. If you need help and would like to visit us, please use the door off the hallway on the north side of this room. The rest of the IT department moved to the Lettinga House on the corner of College & East Fulton.

Thank you to Dewayn Faber and his crew for helping with the moves.

Our tentative "move back" days begin on April 15th. We should all be in back in our usual location by April 18th.

If you are not sure where someone is located, please call the HelpDesk at 616-234-HELP(4357).

HelpDesk on Location
If you missed us, we'll be back. In order to better serve our customers, the IT Customer Support Department has started a "HelpDesk on Location" project. For the next few months, we will have a table on the 4th floor of the Main building every Tuesday. This will make it more convenient for you to stop and get help with your technology. We will be there Tuesdays from 8:00 a.m. to 4:00 p.m. Please stop by!

Customer Service

The IT Customer Support department is always looking for innovative ways to better serve our customers. Recently, we introduced technician liaisons for a couple of the large service areas. One of those areas was the Tassel M-TEC. The response for this type of service has been very positive. The reason is due to the great service the customer received by having a technician dedicated to them in a specific time slot. The responsible, reliable, customer oriented technician servicing this area is Fred Lazo. Here is what Julie Parks had to say about what they term as "Fridays with Fred."

"The Tassell M-TEC has been transformed into a mecca of well-run computers and happy staff thanks to the Information Technology department and Fred Lazo. Fred comes out to the M-TEC every Friday morning, where he works on the IT tickets that have been filed during the week by the building faculty and staff. Many of our computer systems are in active working labs where dirt, dust and oil exist. We can count on Fred to get everything working well. Computer lab software issues, new software installation and problem solving issues with Fred enable all of us to work better and more effectively. We appreciate the support of the entire Information Technology team, but Fridays are special because we know Fred will be here to make it all work better."

If you have ideas for us to improve the way we offer service, please submit them to Kurt Meinders at kmeinder@grcc.edu.

New Podcast Features Conversations with GRCC Employees
By Noah De Smit/IT Media Video Production Coordinator

It's likely many of us have wondered about a particular department here at the college. Perhaps you've been curious about how it functions or maybe its role in contributing to the college's success. Even our co-workers, the people outside our own department, can be so far removed and unfamiliar that it hinders collaboration and a thorough understanding of student success.

In thinking about how to solve this problem, Media has launched a new podcast series featuring conversations with the people working within the various departments at Grand Rapids Community College. Simply named, "GRCC: the podcast." Not only does the podcast explore how each department is attempting to reach its goals, but it also explores the stories of the people within those departments and what's brought them to this institution.

The first two episodes, "IT Media (Mark Vogel & Klaas Kwant)" and "Enrollment (Eric Mullen)", are already available. You can subscribe to the podcast on iTunes or listen on YouTube. All information can be found at grcc.edu/podcast.

Staff 411

From Helpdesk to Computer Technician

Jeff VanderVeen began working in IT as a student worker in 2012, and then moved on to full time employment with the Helpdesk. Jeff recently applied for, and was offered, the open position of computer technician.

He was on both the President's and Dean's lists at GRCC for every semester since 2011 and is also a member of Phi Theta Kappa honor society. Jeff is currently pursuing a Bachelors of Science degree in Computer Information Systems from Ferris State University.

New Security Analyst

Kyle Eaton grew up in Middleville. He attended Davenport University focusing on information security and computer networking. After graduating in 2012, he took a contingent position at GRCC in the Information Security department. He was hired full-time as a Security Analyst (replacing Rob Marmo) in March.

Kyle enjoys spending time with friends and family. His hobbies include watching movies, listening to music, playing video games and reading.

Application Packager

Justin Jones recently made the transition to an Application Packager. Previous to this, Justin was our computer technician. Now a technical lead, his current responsibilities include high level analysis and consulting for the Desktop Support Group with an emphasis on Desktop Imaging and Applications Packaging, and System Architecture.

Justin has his baccalaureate degree from Ferris State University in the field of Information Security and Intelligence. He graduated Cum Laude with a 3.7 GPA and holds certificates recognized by the Department of Homeland Security, FBI, and NSA. In the fall, he plans on pursuing his Master's Degree in an Information Security discipline.

Application Packager

Josiah Johnson has moved from computer technician into the Application Packager role within Customer Support. He has been with GRCC for the past three years and brings his knowledge and experience to the Packaging team.

Before joining the GRCC IT team, Josiah served 5 years in the US Army as a Signal Support NCO. He is a distinguished veteran with multiple commendations awarded while in the service.

IT Announcements

It's a Boy! 👣

On March 10th at 10:33 a.m. **Paul & Stacey Siegel** became the proud parents of their second son. Gordon Cooper weighed 8 lbs, 2 ounces and was 20.5 inches long.

Gordon, Paul & Joshua

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Accomplishments

This past December,
Elina Melkonyan,
our Media Technologies
Broadcast Coordinator,
graduated from
Western Michigan University
with a
Bachelor of Arts in Criminal Justice.

Noah DeSmit, also from Media Technologies, graduated from Ferris State University in December with a Master of Science in Career and Technical Education.

Staff 411 - continued

Project Manager

Michael Scantlebury & Olwen Urquhart

Please welcome **Olwen Urquhart** <pronounced *Ul-wen Erk-hart*> to our I.T. family. She joins the I.T. Project Management Office with more than 15 years of project management and information technology experience. Olwen has worked with Pricewaterhouse Coopers and CGI Consulting Services Canada in their international project management, information technology, and consulting practices. She has also worked on consulting projects for the University of North Carolina Wilmington, the University of Aruba, and the University of Central Florida. Since moving to Grand Rapids, Olwen has worked with Grand Valley State University in the Brooks College Sustainability Community Development Initiative in Brooks College, and with Talent 2025.

Olwen moved from Orlando to Grand Rapids with her husband, Michael Scantlebury, in 2010. Prior to that, she lived in various countries, including Canada (in Toronto, to be exact). Among her hobbies and interests, she counts travel and music, and loves to sing. She also has a great interest in unique architecture and historical houses, and can happily spend an afternoon researching homes and areas. This has been put to good use each time she and Michael have moved.

Olwen is glad to be here at GRCC, and we are happy to have her as well. She looks forward to getting to know the community as she works with them to provide the best educational experience possible for the students.

Junior Enterprise Analyst

This past January, **Eric Johnson** joined the I.T. team as a Junior Enterprise Analyst. He was born in Detroit and has lived in the Grand Rapids since 2003. Eric has always had a passion for solving problems and making things easier for other people using technology.

In 2003, he attended Grand Valley State University. During his time at Grand Valley, he participated in intramural football and was very active in community service activities around campus. In the fall of 2005, he became a member of Phi Beta Sigma Fraternity, Inc. He graduated from GVSU in December of 2007 with a BS in Computer Information Systems.

Eric Johnson

In May of 2008, Eric began working for the Admissions Office at GVSU as a Data Communications Specialist.

While in this role, some of his responsibilities included reporting, website management and other technology support for the admissions staff. During his employment at Grand Valley, he successfully implemented a new electronic communication plan that spanned across all audiences of admissions applicants. In his free time, he also runs a side business of electronic support that includes computer and other electronic equipment repair, technology consulting, and computer optimization.

During his spare time, when he is not taking electronics apart, he enjoys video games, cars, movies, community service, cooking (especially grilling), and being adventurous.

Security Corner
by Michael Ahrendt/IT Information Security Officer

Storing Protected Data

Information is, seemingly, moving to electronic format. Our world is moving away from physical mediums and moving on to digital storage. With this, come a lot of great things, mainly the ease of accessing our files from the cloud from almost anywhere today. However, it does beg the question: how is this information secure? Well, here are some tips for keeping your information secure.

Updates: Do your best to ensure that all of your software is up to date with the latest software versions. Check that your Operating System and Anti-Malware scanners are updated to the latest software. Doing so will help protect you against the latest computer threats. This is especially true for the applications you may use for file storage.

Passwords: When asked to create a password, always use a stronger password. Try using a phrase rather than a word. Also, never use the same password more than once. Otherwise, if one is broken your multitude of accounts are not compromised.

Encryption: When dealing with important information, make sure you're utilizing encryption (or, the act of masking data in an unreadable format). Double check that the applications you use for viewing or transferring data use a secure transport encryption mechanism. For instance, when you are online and uploading/downloading a photo and you see *https://...* versus *http://*, this means that it's utilizing an encrypted transport connection.

These three things can help you immensely when you're trying your best to make sure that your data is secure, which in the day of a million plus data records being stolen is an essential task. As always, if you have any questions you may contact the Information Security team at: IT_Security_Team@grcc.edu.

IT TURNS OUT THAT THE PEOPLE'S BIGGEST FEAR ABOUT CLOUD COMPUTING ISN'T 'DATA SECURITY', IT'S 'WHAT HAPPENS IF THERE'S A THUNDERSTORM?'

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