

Read IT

October 2012

From the Desk of the CIO

by Kevin O'Halla

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Who's on First?

When you need to get technology assistance, the best place to try first is the IT Support Desk at extension 4357 (616-234-4357), which can also be remembered as 234-HELP. If they are not able to resolve your concern immediately, they will know how to contact the person who can help you.

Additionally, I thought it would be beneficial for you to know each IT department, and the managers of each area.

<p>Enterprise Applications Manager – David Anderson</p> <ul style="list-style-type: none"> ● PeopleSoft ● Business Process Improvement ● Document Imaging (ImageNow) ● QWEST/R25 ● Blackboard ● Raider Card ● CARP ● grcc.edu web site 	<p>Infrastructure Manager – Donovan Wallace</p> <ul style="list-style-type: none"> ● Data Center ● Telecom Closets ● Network (data & voice) ● Servers ● Database ● Enterprise Storage ● PC Imaging ● Virtualization
<p>Media Technologies Manager – Mark Vogel</p> <ul style="list-style-type: none"> ● Production Requests <ul style="list-style-type: none"> ○ Classroom/Instruction ○ Department/College ○ Fundraising/Promos ● Classroom Equipment ● College Channel ● Media/Event Support 	<p>Information Security Manager – Dave Syckle</p> <ul style="list-style-type: none"> ● Information Security ● Policy ● Awareness ● PCI/HIPPA/FERPA ● Access Rights ● Change Management
<p>Customer Service Manager – Kurt Meinders</p> <ul style="list-style-type: none"> ● Support Desk ● Desktop Support ● Lab Systems ● Account Provisioning 	<p>Project Management Manager – Darcy Swope</p> <ul style="list-style-type: none"> ● Project Management ● Software Licensing ● Project Prioritization

GRCC is Going Google

by Darcy Swope

GRCC has chosen Google for its new email and calendar platform. Over the next few months, we will be working on the migration, and we are looking forward to moving employees from GroupWise to the new services.

What Is Google Apps?

Google Apps is a suite of web-based messaging and collaboration applications that Google hosts on their own servers. Google provides these applications as a "service," rather than as software to download and install. To access these applications, you simply use a web browser on a computer that's connected to the Internet.

Why Move to Google

Google's email and calendar solution provides GRCC the following benefits:

- **Lower infrastructure costs** - All your email will be stored securely on Google's servers, so we'll no longer need to maintain email servers on-site.
- **Lower support costs** - Because Google hosts the email and calendar services, there is no more email client software to maintain on your computer.
- **Innovative solutions** - We can leverage the ongoing creative and technical solutions of the Google Apps platform to provide employees with powerful, easy-to-use tools for getting their work done.
- **Access to services from anywhere, anytime** - A key benefit of the Google-hosted solution is that we can access email, contacts, and calendars from any computer or mobile device with an Internet connection anywhere in the world.

Here are some of the key benefits we think you'll enjoy:

- **Lots of storage** - You get a full **25 GB** of online storage for your email. You'll no longer need to worry about deleting messages or saving them in offline folders.
- **Enhanced message organization and retrieval** - With Gmail, you'll spend less time managing folders and looking for messages. For example, you can add one or more tags, or "labels," to your messages to organize and store them more efficiently. The Google-powered search feature will allow you to find any message quickly and easily, whether it's in your inbox or stored in your message archive.
- **Easier calendar sharing** - Google Calendar lets you and your team members quickly and easily share your calendars with each other and specify the details you want to show. Calendar sharing is a great way for you and your coworkers to keep each other informed about your schedules. Now it's easier than ever to find out if someone is in a meeting, on a business trip, or on vacation.

We think you will enjoy your new Google Apps services, and we're committed to making this a smooth transition. More information to follow soon!

Software and Hardware Purchases

by Darcy Swope

The Importance of Engaging IT Early

Let IT help you save money and help you with your software/hardware choices. By engaging IT early in your process, you can be confident that your purchase is not wasted. You will receive the best pricing possible, and we have the resources to help you integrate when needed.

Engaging IT before making a purchase ensures:

- **Network Security**
Some software may contain security holes or back doors that can be exploited and cause our network to be vulnerable. Our Information Security Officer has many resources to see if there are known exploits.
- **Data Security**
There are state and federal compliance requirements regarding appropriate use and transfer of specific types of data. IT can be helpful to ensure your purchase and implementation will be in compliance with Federal/State requirements.
- **Redundancy**
We may already have unused licenses for certain software. Rather than buy a new license, save money by using one of the existing licenses that are not being used.

We may have similar software available that may exactly or closely fit your needs which, in turn, would save you money.
- **Pricing**
We have several memberships with a variety of software alliances and collective purchasing programs. We may be able to use our association to save money on the cost of maintenance fees, number of seats, etc.
- **IT Resources**
We are here to help with your project and to make sure we have the resources available to assist you. We have many projects that are in process and in our queue waiting to get started. These projects are prioritized to ensure IT is using its resources in the most effective way. We don't want you to purchase a product and not have the resources to assist with implementation.

Supporting Technology and Infrastructure

Before you purchase technology, please engage us to verify that we have the infrastructure to support the device as you intend to use it. Some consumer products do not have the ability to be supported on our network. Be especially cautious regarding devices that attach to the network, both wired and wireless.

IT Customer Support Walk-In Hours

by Kurt Meinders

IT Customer Support now has official walk-in hours for technical support. An IT Technician will be available in room 130 Sneden Hall, Monday through Friday, 9:00 a.m. to 11:00 a.m. and 1:00 p.m. to 3:00 p.m. When the new IT Workbench space is complete, this service will move to the main campus.

During these walk-in hours, we will be happy to help with any minor repairs, answer how-to questions, help reset passwords, repair most account issues, or check in your system for longer repairs.

Please understand that we may be limited as to what can be repaired during this time frame. This service will be on a first-come, first-served basis.

Sorry, we cannot support personal devices.

Media Technologies ~ Open for Business

by Jim Schafer



If you have visited Media Technologies recently, you may have experienced some difficulty in getting inside. Since we have had no assigned person stationed in our front office, visitors have been faced with a locked door and a phone on the wall to call for help. Well, those days are over!

Beginning this fall, we have opened our doors and have staff minding the front office during our regular business hours. The Media Technologies staff is rotating shifts to greet customers, answer phones and checkout equipment. We feel this "open door policy" will do nothing but improve our service to customers.

In addition, we have several online forms to expedite and organize equipment checkout and media events. Listed below are our online forms for services:

Equipment Checkout - <http://cms.grcc.edu/checkoutform>

Media Event Request - <http://cms.grcc.edu/eventform>

Duplication Services - <http://cms.grcc.edu/duplicationform>

You can also visit our Classroom Support page at <http://cms.grcc.edu/classroom-technologies-support> for questions regarding classroom multimedia systems. And, as always, you can see what's on the College Channel by going to <http://cms.grcc.edu/channel28>.

iClickers - The New Standard in Town

by Jim Schafer

It seems just yesterday we were embracing TurningPoint on campus as our choice for audience response needs. Now, thanks to the work of the "Clicker Team" we have agreed on iClicker 2 as the standard for the college. iClicker is used by many colleges and universities across the country and is easy to use.

How It Works

iClicker is a self-contained audience participation system, which means that everything needed to operate it is in the package. Each kit contains a receiver base that can be plugged into any outlet, a USB drive containing the software and storage for collected data, a USB cable to connect the base to the computer, and remotes to control and test presentations. Every room with a multimedia system has a frequency assigned to it so faculty can program their system for their classes without the worry of interfering with another iClicker system nearby.

Easy To Use

The beauty of iClicker is that it utilizes screen captures which allows the user to create questions and answers by using a variety of programs from Powerpoint to the Web to create easy to reference slides. These slides can be projected and reviewed. It's a great tool for test review and class participation.

The Academic Governing Council (AGC) at the College is also utilizing iClicker for member voting, and they plan to use the system at their first meeting in September. Many faculty members picked up their iClicker sets over the summer and have been practicing.

Students can purchase their clicker for class in our bookstore. At the end of the semester, they can either sell it back or keep it for future classes in their college career.

If you are teaching and would like to use iClicker in your classroom, please contact Lisa Gloege at 234-4781. After your training, you can fill out our online checkout form at <http://cms.grcc.edu/checkoutform>.

PHONE STATS

March 2012

Total Calls: 2385
Decreased 15%
From March 2011

April 2012

Total Calls: 3174
Increased 16.52%
From April 2011

May 2012

Total Calls: 2980
Decreased 6.84%
From May 2011

June 2012

Total Calls: 2390
Decreased 12.58%
From June 2011

July 2012

Total Calls: 2713
Increased 12.5%
From July 2011

August 2012

Total Calls: 4687
Decreased 4.54%

September 2012

Total Calls: 2491
Decreased 18.48%
From September 2011

TICKET STATS 4/1/12 - 9/30/12

Tickets Opened: 14,478
Tickets Closed: 14,231

Change in Media Production Staff

by Klaas Kwant

It is always difficult to see talented staff leave a department or the college. Earlier this year, IT Media experienced that loss of talent when Mike Colby, who had worked at the college for 5 years, took a job at Harvest Creative Services in Lansing. Our only consolation was the fact that he was replaced by someone who is also extremely talented: Noah DeSmit. Noah is a graduate of GRCC's Recording Technology program and Western Michigan University. One of his earlier jobs was at FOX47 in Lansing, where coincidentally he replaced the outgoing - yes, you guessed right - Mike Colby.

Mike Colby's son happens to be named "Noah," but as far as we know that's not a tribute to his successor.

Noah's immediate past job was in the promotions department at WOODTV, where he honed his Avid editing, Adobe After Effects and DSLR operation skills. He has hit the ground running at GRCC, producing instructional and recruitment content for the Library, Fall Enrollment and the Learning Corner's Turning Point Academy, just to name a few. He's a big fan and player of soccer and loves to travel abroad (although not necessarily to play soccer.)

Another staff person within Media, our intern Hannah Prill, has also taken a new position, but fortunately it's within our department. Hannah has replaced Ben Wright as a Media Technician, making sure that technology is functioning properly within the classrooms and at events. Our new intern is Brett Atwood, a fourth year student from Ferris who was salutatorian of his high school in White Cloud. Brett's first projects at GRCC include introductions to some of the tutoring labs as well as instructional pieces for Chef Olawsky in the Secchia Institute for Culinary Arts. Both Noah's and Brett's work is viewable on youtube.com/grcc.

Thank you for welcoming these individuals to the IT staff!



Project Prioritization Team

by Darcy Swope

GRCC's Project Prioritization Team (PPT) is a cross functional team whose purpose is to prioritize IT projects, ensuring IT is focusing its time and resources on projects that best serve the college. To build the team, Cabinet identified 16 representatives for the PPT.

The team meets regularly to review project requests. During the meeting, they review the project information provided by the requestor, along with supplemental information from the Project Management Office (PMO). Each member then scores each project. The scores are averaged to assign the project's overall prioritization score. IT uses this prioritized project list to assign resources to work on the projects.

Future plans of the PPT include associating project requests with "Department Plans" and the budget cycle. Unless it is an emergency, compliance or regulator necessity, projects will only be accepted during budget cycles.

You can view more information about the Project Prioritization team at our web-page: www.grcc.edu/ppt.

IT Announcements

Married ❤️

Congratulations to Chad Senna & Amy Frantz-Senna who were wed on Saturday, September 22nd. A fun celebration, complete with family, friends and a live band, was held at Area 96 in Nunica.



New Babies! 👣 👣

It's a Boy for Gary & Christie Tidd

At 10:36 a.m. on Saturday, July 14th, Isaac Gary Allen Tidd entered this world. He weighed 8 lbs, 9 ounces and was 21.5 inches long. He is the little brother to Anna (pictured below with Isaac) and Izzy.



It's a Girl for Kelly & Ryan Webber

Adelyn Leone Webber, weighing in at 7 lbs, 10 ounces, and 20 inches long, was born on Friday, September 21st at 1:01 p.m. Addy (her nickname) is their first born child. She's an active baby and a healthy eater.



Who Else is New in IT?



Paul Herdegen is our new Enterprise Data Warehouse Architect. He grew up five blocks from GRCC. As a youth, he was involved in community planning – kickball, football in the road (CAR!!!), and the one time only TEAM Rock Fight. After his brother was hit in the head, they realized it was a bad idea. He explains, "Hey, there was no snow in the summer!"

He attended Central High School and went on to graduate from Grand Rapids

Junior College (now GRCC) and Western Michigan University.

His career in IT can be traced to his three older brothers who used him to practice their wrestling moves. Even though he thought he could take them all on at once, he realized he was no Jimmy Superfly Snooka, so he knew he had to find another way to make a living.

In the past, he worked as a clown in a circus, a DJ, a cameraman, ordered phone lines and cut grass. He worked his way into IT by asking, "Really, this is the only way to do this?" He found ways to help others with programs, and then he discovered there was a thing that held all the data which was called a database! A light bulb went off – wow, the things you can do with all that data!

He has two wonderful children, Lilia, 15, and Gabe, 11. Lilia is considering work in the medical field. Gabe plans on being a Ninja and is surprisingly good at it with back flips off walls. Paul won't even know if Gabe comes over for Christmas until he is right next to him!



Last May, **Gary Tidd** joined the IT team as a Junior Enterprise Analyst.

Gary was born and raised in the Grand Rapids area. He was suspended from the first grade for three days, but that didn't stop him from completing school. He attended Forest Hills Northern High School and went to Space Camp in 10th grade. He graduated from Grand Valley State University, obtaining a B.S. in Information Systems.

He & his wife, Christie, have three children: Anna Lynn, 5; Isabella (Izzy) Clara, 3 ½; and Isaac Gary Allen, three months.

For four and a half years, Gary worked at Calvin College where he served as a Systems Analyst for Ellucian's Colleague, the system administrator for ImageNow,

R25, CBORD systems ID card and retail food service software, AMAG security system software, PyraMED health systems software and RoomMaster2000's InnQuest room reservation software. Prior to that, he was an intern at Gordon Food Service where he wrote custom Perl scripts for their mainframe migration and SOX Compliance projects.

He enjoys downhill skiing, camping, bike riding, Sundays with his family, and playing with his children.

Security Corner

by Dave Syckle

Safely Handling Personally Identifiable Information (PII)

Grand Rapids Community College stores a vast amount of sensitive information called Personal Identifiable Information or PII. PII is defined as any information about an individual which can be used to distinguish or trace a person's identity. Some information that is considered to be PII is available in public sources such as telephone books, public websites, college listings, etc. The following information is considered to be **Public PII**:

- First and last name
- Address
- Work telephone number
- Work e-mail address
- Home telephone number
- General educational credentials

In contrast, **Protected PII** is defined as one or more of types of information, including, but not limited to:

- Social security number
- Passport number
- Credit card number
- Clearances
- Banking information
- Biometrics
- Date and place of birth
- Mothers maiden name
- Criminal, medical and financial records
- Educational transcripts

If a question arises about what is or isn't PII, please contact the Information Security Department.

When handling Protected PII, it is important that we take additional steps to protect this data. Some additional steps to include when handling protected data are:

- Keep physical documents in a locked cabinet
- Encrypt electronic files containing Protected PII
- Only keep Protected PII while there is a business need
- Shred physical documents when no longer needed
- Securely delete electronic files when no longer needed
- Report lost, stolen or suspected disclosures of Protected PII immediately

There are also things that should be avoided when handling Protected PII. The following list contains things that we **shouldn't** do:

- Never email or instant message Protected PII without encryption
- Don't leave Protected PII where an unauthorized person can view it
- Don't share Protected PII unless there is a business need, and the recipient is authorized to view the data
- Never store Protected PII electronically without encryption
- Never take Protected PII home with you without properly securing it

If you have questions about this article, the Information Security Department is here to help. Please call us at extension x3576, or email us at it_security_team@grcc.edu.