

May 2006 Monthly Report



 **MUSKEGON COMMUNITY COLLEGE** **SUNGARD** HIGHER EDUCATION

A Partnership in Technology

May 2006 Monthly Report

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Executive Summary

It has been a busy month for the Administrative Applications team. The setup and transfer of forms for the new laser printer was completed. A draft procedure and policy was written for report/program modification, access to Colleague and user account set-up. The program for the data conversion of the demographic legacy data was written. Work was started on the student program mapping conversion program. In preparation for the Colleague module teams reviewing the reports that are available, sample Colleague reports were printed and delivered to the team leaders. The survey for the Higher Learning Commission was completed. We also provided Colleague interface training to members of the Financial Aid team. Team meetings for Accounts Payable/Purchasing, Accounts Receivable, Admissions, Implementation Oversight, CORE, and SAM were attended. Training sessions for Accounts Receivable and Financial Aid were attended.

The month of May brought closure for many projects that supported the edge functions of the OIT department. The Testing Center was relocated to room 134/138 which required the ordering, installation, and configuring of new equipments. The Testing Center was also configured for VOIP phone server and a new IP-based fax line was installed. Good progress was made on the students email and network account project in that the servers were installed, configured, and tested. The Datatel test server was completely rebuilt in preparation for the installation of the latest revision 18 of the Colleague software. The last remaining APC UPS power backup units were installed in all wiring closets on campus. The UPS devises also were outfitted with a management module so that all network components on campus can now be managed via the APC power management console. The backup system for the Meridian phone system was revamped and configured to allow for a redundant server configuration and a redundant backup tape set. The new Apollo DNS/web server was brought online, which allows for a much more reliable and quick interface for the server resources. This server supports external DNS, radius dial-in access, online transcripts, and many online java applets.

In the User Services department the Testing Center relocation project required the moving and re-imaging of over 25 PCs. Several printers were also installed and configured for the Testing Center. The physical inventory of all storage areas has been completed and documented. Additionally, a software-based inventory system was implemented to acquire data from all online equipment. We currently have over 90% of all computer equipment on campus inventoried. A project plan was developed and implemented to aid in the process of re-imaging all lab computers.

Our new Instructional Technologist has also been busy after his initial month learning the ins and outs of OIT and the college; he has begun to interface more with faculty, administration and staff. Besides providing training and support for

individual faculty and staff members, he has been able to provide larger-scale training to the OIT staff and President's Cabinet on Project Management Methodologies and MS Project 2003. He also trained the testing center in the use of their new VoIP units and a training session with the online faculty which informed them of the tools at their disposal for online course instruction. Besides the training and troubleshooting, he has been gathering information about how other schools integrate the CTL with their IT departments including a very productive visit to Delta College in which he was able to meet with the director of the Faculty Center for Teaching Excellence and get information on how their successes and projects. Furthermore, he has continued learning about and exploring options for technology and best practices for our CTL and technology (including web conferencing software, Impatica, Respondus and Camtasia) that will assist the faculty members in teaching and the staff and administration in performing to the best of their abilities. Furthermore, he has successfully passed an online course with an in-depth focus on Blackboard 6 and is working on a certification course in online instruction through ETOM that will allow him to discuss with faculty the best methods for delivering online courses.

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Management

- Conducted monthly Interim Technology Governance Council meeting, minutes and Agenda was posted on the website
- Attended Cabinet and Board of Trustees meeting
- Conducted monthly staff meeting

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Budget

- CIO submitted next year budget to President and VP of administration

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Remote Resources

- Cindy Atwood (Regional Manager) was onsite and met with VP Osborn
- Perry Goodwyn was onsite helping with Finance Live Simulation and implementation of the new ERP system
- Chris Mattie participated in weekly conference call and helped launch new website.

- Technicians from Delta College were here to look at MCC IT operations and suggest any improvements.

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Administrative Computing

Completed Projects/Tasks

- Write a program for the DEM (Demographic) data conversion
- Compiled copies of sample Colleague Reports
- Replace Operations Laser Printer
- Complete Higher Learning Commission Institutional Survey
- Installed patches on "Collive"
- Draft a policy and procedure for access to Colleague
- Draft Colleague Report/Program Modification procedures
- Draft an application form for user account set-up on Colleague
- EMS Academic Import

Upcoming/Ongoing Projects:

- Move Operations Laser Printer
- Attend onsite Colleague Training Sessions (Joan & Patricia)
- Attend off site Colleague Training Sessions (Joan & Patricia)
- Data conversion prep/mapping
- Setup Colleague users accounts on TEST and LIVE
- Work with Colleague module teams to setup security classes
- Research placement test score software
- Five year program trend report for Kathy Tosa, Sherry Candler & Bette Naruszkiewicz
- Develop a "Query" to create a file for EMS import (Joan)
- Write a program for the SPG(Student Programs) data conversion
- Draft a Colleague password policy

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Web Applications

Web Applications Significant Activities

- Launched PRODUCTION version of SBT for Muskegon Community College website on schedule and without incident.
- Set up intelligent error handling to monitor QoS factors for new website.

- Performed pre-launch and post-launch link analysis reports to ensure QoS.
- Continued regularly scheduled weekly "webmaster" meeting / conference call with appropriate committee staff and CIO.
- Further training on Information Channels system layer for different staff members at MCC for working with event calendar.
- Enhancements and refinements to applications based on web committee meetings and CIO requests (Calendars, Searchable Directories, etc...)
- Implemented fix for printable versions of the content

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Network Infrastructure / Telecommunication

Completed Projects/Tasks

- Installation of new Testing Center switch and VOIP system
- Relocated License and MCC Web servers
- Configured new Radius server
- Configured new classes for Spring semester on Blackboard
- Reconfigured Datatel Development server to support Revision 18 of Colleague
- Rebuilt corrupt database on Blackboard server
- VOIP cabling for Higher Education Center
- Network cabling for tutoring system
- Configure external DNS server
- Configuration of FTP server
- Established and documented backup system for phone system
- Installed APC UPS and power management module in 18 wiring closets
- Apollo web server update to new hardware

Upcoming/Ongoing Projects:

- Migrate domain system from Novell to Windows Active Directory
- Create server based web site for ASP server data
- Installation of Microsoft Project Server
- Get new system for library server

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User Services

Completed Projects/Tasks

- Moving and installing computers for new Testing Center
- Created, installed, and tested inventory scripts for new inventory software

Upcoming/Ongoing Projects:

- Computer inventory software
- Software metering system
- Lab imaging
- Place copies of all software CDs on server

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Instructional Specialist

Completed Project/Task

- Gave basic session to President's Cabinet and OIT Staff on Project Management and MS Project
- Updated and completed *Microsoft Project Basics* documentation
- Updated links on CTL website to include helpful references, documents and tutorials for faculty members
- Met online faculty, answered questions about BlackBoard, Respondus, Impatica, Snagit, Adobe Acrobat, PowerPoint, etc. for their classes this Fall
- Contacted Delta College Director of the Faculty Center for Teaching Excellence and discussed questions of how their center runs and subsequently Visited Delta College to see how they manage academic technology needs
- Provided VoIP training to Testing Center
- Finished participation in a BlackBoard in-depth training course online
- Participated in the two-day Educause Learning Initiative Web Symposium on education and technology
- Finalized Camtasia upgrade for current licenses

Upcoming/Ongoing projects

- Testing web tools, examining documentation and planning training for Outlook Web Client for student access
- Planning Visio training for President's Cabinet (and OIT?) for next month
- Continuing to pursue web conferencing software options (Horizon Wimba, Elluminate, Macromedia Breeze, etc.) based on our needs. Participated in several live demonstrations (Microsoft Live Meeting, Horizon Wimba, Elluminate, Macromedia Breeze). Working with vendors and ETOM to receive pricing options
- Surveying faculty to determine how many would use Impatica to determine how many licenses we need to purchase/upgrade
- Meeting with Teresa, Sue and Don to plan for upcoming CTL activities including Faculty Seminar Days in August, monthly workshops/training for faculty and staff, etc.
- Working with Tom Race to create a list of some of the latest technology for faculty, staff and students for a fall presentation

- Working towards every class having a BB course whether the class was originally slate to be online or hybrid

Help Desk

HDO Cases	March			April			May		
	New	Closed	End	New	Closed	End	New	Closed	End
Total	388	387	34	329	345	18	385	381	22

Customer Satisfaction Survey

Month	Surveys Sent	Responses	Response Rate	Response Timeliness	Skill set	Resolution Timeliness	Communcation	Overall Satisfac tion
March	387	116	30%	8.67	8.78	8.53	8.66	8.53
April	344	81	24%	8.49	8.60	8.43	8.56	8.63
May	345	81	23%	8.37	8.47	8.45	8.51	8.44

Response Legend							
7.00-9.00	Excellent	5.00-6.99	Good	3.00-4.99	Fair	1.00-2.99	Poor

	March		April		May	
Case Status	New	Close	Open	Close	Open	Close
Administrative Computing	39	49	34	39	44	47
Helpdesk	89	55	89	70	106	96
Instructional Technology	0	0	2	1	7	7
Media Services	9	10	8	9	22	21
Telecom	25	26	14	18	39	39
User Services	156	175	112	124	108	109

	March	April	May
Cases Backlog	34	18	22

Centralized Helpdesk for Students

CHD Call Statistics	May	YTD
Total Calls to CHD		
Total Calls Answered by CHD		
Percentage of Call Abandoned		
Total Call Time		
Average Call length		
Average Speed to Answer		

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Metrics

Media Services

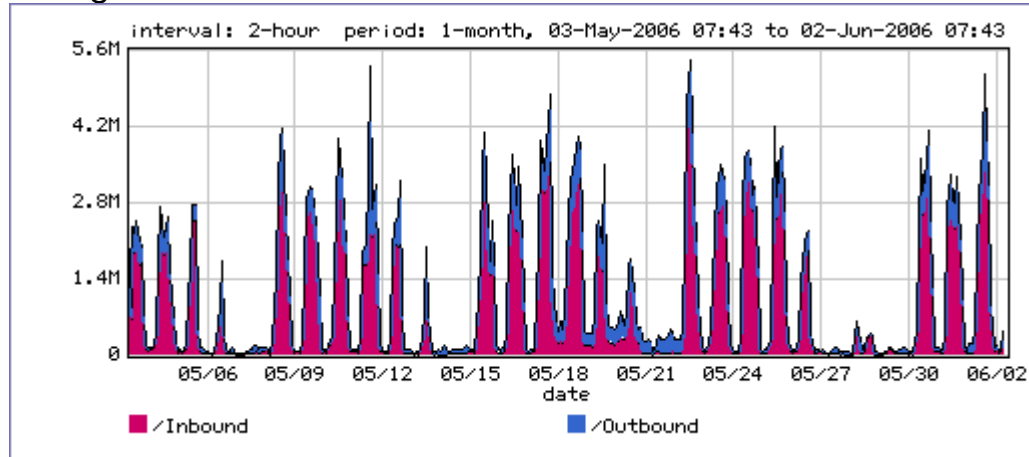
- Total media items delivered - 390

Bandwidth Utilization

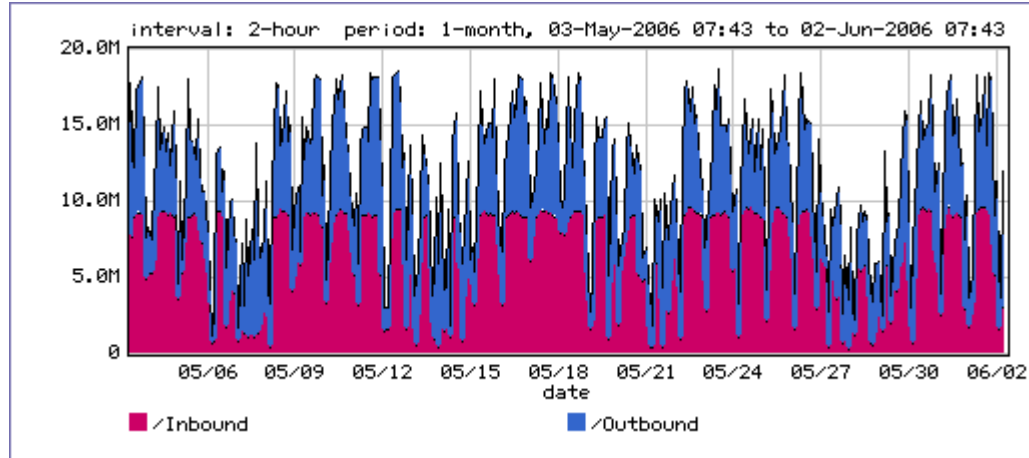
- Total Available Bandwidth 9.0MB
 - Average Inbound Bandwidth Utilization 4.1MB
 - Average Outbound Bandwidth Utilization 1.2MB
 - Average Total Bandwidth Utilization 5.3MB

- Bandwidth Efficiency (ideal = 100%)
 - Inbound Network Efficiency 98%
 - Outbound Network Efficiency 98%

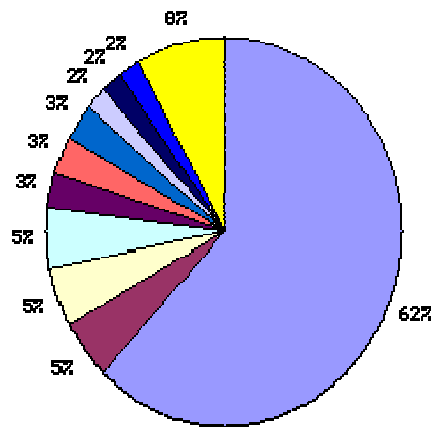
Average Rate



Peak Rate



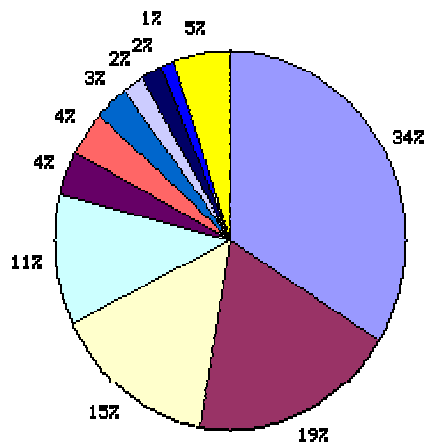
Top 10 Bandwidth Utilization Class for month of May 2006
Inbound



Class Name	Average Rate (bps)	(%)
1. /Inbound/HTTP	590k	62
2. /Inbound/WinMedia	49k	5
3. /Inbound/Default	43k	5
4. /Inbound/MPEG-Audio	43k	5
5. /Inbound/Blackboard	31k	3
6. /Inbound/Real	29k	3
7. /Inbound/Admin	24k	3
8. /Inbound/FTP	23k	2
9. /Inbound/P2P_Games/eDonkey	18k	2
10. /Inbound/SSL	17k	2
All other classes	73k	8

period: 1-month, 03-May-2006 07:48 to 02-Jun-2006 07:48

Outbound



Class Name	Average Rate (bps)	(%)
1. /Outbound/HTTP	73k	34
2. /Outbound/SiteBuilder	39k	19
3. /Outbound/Admin	32k	15
4. /Outbound/Apollo	23k	11
5. /Outbound/SNTP	8595	4
6. /Outbound/WebAcc	7532	4
7. /Outbound/Default	6195	3
8. /Outbound/SSL	4841	2
9. /Outbound/Blackboard	3358	2
10. /Outbound/WinMedia	1486	1
All other classes	10k	5

period: 1-month, 03-May-2006 07:48 to 02-Jun-2006 07:48

Wireless Access

	March	April	May
#of Wireless access Hosts	-	161	108

Spam/Content Filtering

	Total	Daily Average	Hourly Average
Blocked : Spam	3,157,629	3,952	678
Blocked: Virus	37,170	89	13
Quarantined	38,053	83	10
Allowed: Tagged Questionable	78,252	104	11
Allowed	634,982	416	47
Total Received	3,946,086	4,644	759

Top Viruses Report

- 1) Worm.Mytob.CL (384)
- 2) HTML.Phishing.Pay-35 (287)
- 3) HTML.Phishing.Bank-424 (286)
- 4) Worm.SomeFool.P (270)
- 5) message.scr (239)
- 6) HTML.Phishing.Bank-457 (212)
- 7) HTML.Phishing.Bank-477 (203)
- 8) Worm.Mytob.IZ (198)
- 9) HTML.Phishing.Pay-51 (152)
- 10) HTML.Phishing.Pay-37 (133)

Microsoft Server Uptime

Name	Uptime %	Error %	Last
ASP – Web training	offline	offline	offline
CW – Cisco Works	100.00	0.00	Good
E-Web – Movaris	100.00	0.00	Good
ESQL – Database for Movaris	100.00	0.00	Good
EZProxy – Proxy server for proxy (not in production)	100.00	0.00	Good
Ghost – Lab images	100.00	0.00	Good
MCC-EMS – Room scheduling server	100.00	0.00	Good

MCCDC01 – Domain Controller	100.00	0.00	Good
MCC Web Sup – HVAC	100.00	0.00	Good
MCCDC02 – File Server	100.00	0.00	Good
MCCMAIL – Exchange email server	100.00	0.00	Good
Payroll - ADP	100.00	0.00	Good
Site Builder – New web server	100.00	0.00	Good

Unix Server Uptime

Name	Uptime %	Error %	Last
Apollo – Web server	99.92	0.08	Good
Student – Student web page	100.00	0.00	Good
Library – Library server	100.00	0.00	Good
Production - TIP	100.00	0.00	Good
StuServ – Online Registration	100.00	0.00	Good
MCCDataProd – Datatel Prod	100.00	0.00	Good
MCCDataDev – Datatel Dev	100.00	0.00	Good

Novell Server Uptime

Name	Uptime %	Error %	Last
Campus – file storage	100.00	0.00	good
Campus-2 – domain controller	100.00	0.00	good
GRPwise – Email	100.00	0.00	good
WebACC – Web Interface for email	100.00	0.00	good

* Servers were rebooted for regular maintenance

Respectfully Submitted by:

Kamlesh Sanghvi

Chief Information Officer

Sungard Higher Education Managed Services

Muskegon Community College