



Director's Article

Dear IT Staff,

In the last Director's Update, I reviewed the characteristics of peak performers and discussed the importance of continuous self-improvement. For this issue of the newsletter, I would like to discuss a popular topic for schools worldwide – instructional technology. What is instructional technology, how is it shaping today's classroom, and what is our role in supporting it?

Instructional Technology focuses on the tools and methods used to support both teaching (faculty) and learning (students). Computers, laptops, tablets, and even smart phones are now being brought into classrooms in an effort to change the average lecture into an interactive lesson. Choosing what multimedia software and hardware these lessons might be delivered on, however, can prove both difficult and time consuming.

Understandably, it is all too easy to become overwhelmed by the multitude of technology and multimedia available today. Projectors, computers, cameras, video players, screens, speakers, amplifiers, smart boards,

and microphones make up just a small portion of any AV or multimedia department's collection. Even after the difficult choice of determining what hardware or multimedia software to use has been made, who will be around to maintain these technical tools? What about additional changes or upgrades in the future?

To address these issues, many institutions rely on a dedicated multimedia department to both maintain their smart classrooms and offer help and instruction to faculty and staff. These multimedia departments are on hand to research, maintain, and assist in the use of smart classroom technology. Some larger institutions even offer training and classes in the use of multimedia technology through their multimedia departments. For institutions that rely heavily on multimedia-based instruction, this sort of assistance is essential.

Technology is always advancing. I recently saw a refrigerator that connects to the Internet and can be remotely accessed through the owner's smart phone. The operating instructions to control its many

"To know what you know and what you do not know, that is true knowledge." - Confucius

Service Steps is a bi-monthly newsletter from the Information Technology Division.

Director's Article Continued

advanced features were exciting, but also overwhelming to me. The average college student, however, is a young adult who has grown up using a computer or cell phone all their life. To keep up with this technology savvy student base (and the generations to come), the IT Division must remain committed to advancing the state of learning here at CTC by supporting our instructors with the technology that will distinguish CTC as a progressive college.

~ Bruce Kendall

Service Steps

New Employee – The IT Division welcomes Dennis Kleiner, our new IT User Services Technician, to the team. Dennis is currently enrolled here at CTC and is three classes away from receiving an AAS in Network System Administration.

New Senior System Programmer – Congratulations to Michael Trevino, who became our new Senior System Programmer last month. Michael was previously the Windows System Admin.

Tivoli Storage Manager (TSM) Tape Drives – The Infrastructure Department recently obtained three new IBM LTO6 tape drives to speed-up our nightly backups. The TSM now has a total of 15 tape drives, and up to nine more drives can be added in the future.

New Help Desk Ticketing System – Dell's KACE management system has been chosen to replace our current Help Desk ticketing system, which will no longer be supported by the vendor after August 31, 2014. The Customer Service Department is currently testing the new ticketing system. Implementation of the new ticketing system will begin this September.

Benchmarking Process – The IT Division will be replacing its current five-year rotation of desktop computers with a new practice. Instead of sending

desktops straight to auction or other campuses after five years of use, desktops that pass the newly established benchmark will remain in rotation.

Softdocs – The Information Systems Department has been working alongside HR and Student Services to create and designate an organization structure for scanned documents. This setup and group permissions (what information will be shared amongst different CTC departments) are currently being implemented.

New Windows System Admin – Congratulations to Sean Ferreira, who was offered and accepted the Windows System Admin position in June. Sean will begin working as the Windows System Admin July 1.

Student Email – The Infrastructure Department is wrapping up student email account trials and is currently stress testing the new system. Student email services will be implemented on August 1, 2014.

Video Conferencing – With the acquisition of several video conferencing cameras and a Cisco Web X 12-port bridge, the IT Division will soon be able to support up to six video conferences simultaneously. Testing and configuration of our new video conferencing service will occur

Service Steps Continued

throughout the summer.

Tivoli Key Lifecycle Manager –

The IT Infrastructure Department recently acquired a new IBM XIV Gen 3 storage system with 27 TB of storage space. This new storage system will utilize Tivoli's Key Lifecycle Manager to encrypt stored data. Colleague will be among the first of many programs to be moved to the new storage system.

Hobson's Apply Yourself Update

– Hobson's Apply Yourself (a program for submitting online applications) was soft launched late January, but the Information Systems Department is currently working towards automating the process of converting information from online application PDF files to data stored on Colleague. The Information Systems Department will have this new process completed before the fall semester.

Incident Response Team –

The IT Incident Response Committee is currently researching and drafting procedures for IT personnel to follow in the event of a suspected HR computer policy violation or a future hacking attempt. The committee is made up of Michael Hunter, James Atchley, Timothy Lofton, Michael Trevino, and Cliff Gaines. New policies will be presented before the end of summer.

PBX Upgrade – The Board of Trustees approved the request to upgrade the PBX (a computer that manages incoming and outgoing calls). The upgrade will be implemented by September 1, 2014.

New Programmer Analyst –

The IT Division welcomes Michael Pavoggi to the team. Michael will be joining us July 1 as our new Programmer Analyst.

Multimedia Renovations –

Nathaneal Stewart and Nicholas Darnell recently reorganized the cabling in room 242, building 156. Cables were trimmed, rearranged, and sorted to make future changes or additions a less time consuming process. Both technicians and Freddie Love have also been working on the ballroom's cable and audio setup. The ballroom's microphone setup will be assessed next.

Starlight Conference Room

Planning – The Multimedia Department has started the process of revamping the Starlight Conference room. The room is used by many groups for meetings and events, and this will be taken into consideration as plans are drawn up. Several setups are currently being discussed and researched.