

Read IT

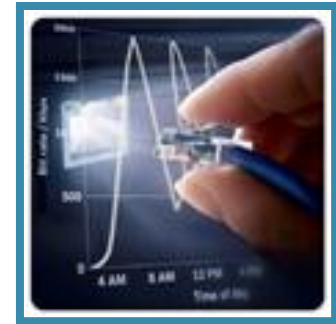
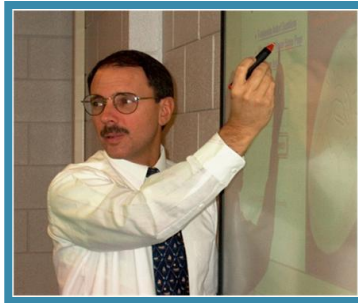
March 2013

From the Desk of the CIO

by Kevin O'Halla

Inside This Issue

- 1 From the Desk of the CIO
- 2 Aligning the Budget & Project Request Process
- 2 2013-2014 Project Request Cycle
- 3 IT Stats
- 3 Enterprise Applications Update
- 3 Infrastructure Update
- 4 SICE Amphitheater
- 4 GRCC YouTube
- 5 Staff 411
- 6 Security Corner/Myths of Computer Security



IT Initiatives

In any new initiative that IT takes on, it is critical that we gain some tangible benefit. This could be an improved business process or better return on investment. Change for the sake of change is perilous and should be avoided. I'd like to share some information on three current IT initiatives that will impact a majority of you.

Most of you are aware that the college opted to migrate to Google mail and calendar only to have us stick with GroupWise. Upon close examination on how you use GroupWise, it was determined that a few key processes would be at risk with a move to Gmail. Executive leadership recognized this and opted to stick with GroupWise, which will be upgraded in the coming months. The new version, GroupWise 2012, will have a very similar look to your current GroupWise client, but offers several added features, especially in the calendar that will make your lives easier. The WebAccess for GroupWise will have more changes that we will communicate at a time closer to the upgrade.

We are in the process of upgrading our wireless network to the latest technology. This should help improve wireless access for faculty, staff and students. In addition, we will be upgrading our Internet bandwidth. Recently, we began shaping traffic to help ease some of the slow performance. Despite this, we did recognize a need to increase our Internet capacity. This upgrade will quadruple our current Internet bandwidth. Yes, that's right – quadruple! All at a cost that will not exceed our current bandwidth price!!

2013-2014 Project Request Cycle

by Darcy Swope/IT Manager - Project Management Office

March 11 th	2013-2014 Project Requests due PMO Office (Use Project Submission Form) www.grcc.edu/pmo
April 2 nd & May 7 th	Project Prioritization Team will evaluate projects and do preliminary prioritization
July 2 nd	Final prioritization will be completed after BOT approves 2013-2014 Budget

Please note: Midyear and off-cycle project requests will be accepted during the same time-frames as GRCC's financial budget requests.

Busy Making Plans – Aligning the Budget and Project Request Processes

by Jeff Kissinger/IT Project Manager

"Life is what happens to you while you're busy making other plans." This famous line from John Lennon's song, "Beautiful Boy (Darling Boy)," has often been quoted to argue for more spontaneity in life. While this may be true for some aspects of life, spontaneously developing budget and project requests is risky, to say the least. So, with that in mind, let's consider this turn of phrase: plans are what happen while you're busy requesting projects and the money to pay for them. Yes, it's not as catchy as Lennon's song, and it's difficult to put to a tune. However, careful planning is necessary for developing accurate budgets and essential project requests at GRCC.

An important question has been bandied about the IT Project Management Office since its inception: How can we make the project request, planning, and resource allocation processes more efficient? To help us answer this question, it was decided recently to run the budget and project request processes side by side. As a result, the March 11, 2013 deadline for budget and space requests is now the deadline for IT project requests. Please don't panic, though; this actually has many advantages for those of you considering IT project requests, as well as for those who process, prioritize, and manage the requests.

First of all, budgets are typically planned around department needs with respect to GRCC's mission, vision, values, as well as its ends, policies, and strategies. The same is true for projects. Any gaps or issues identified in budget planning sessions often become the seeds for project ideas. And, if those project ideas are nurtured through further discussion, some may become IT project requests. Therefore, aligning the budget and IT project request processes facilitates the discussion of project ideas within the context of the money and resources needed to carry out those projects. Then, once decisions are made to move forward with a proposed IT project, the necessary information is submitted in writing in the form of an IT project request to the IT Project Management Office.

Secondly, aligning the budget and project request processes allows those of us in the IT Department to more effectively coordinate our resources, schedules, and existing projects with respect to the new project requests the college leadership chooses to approve. There are currently 60 approved IT projects that are either in progress or on hold waiting for resources. Adding more and more projects without carefully considering the effects that new projects have on existing projects, project priorities, and the resources needed to perform the tasks necessary to complete these projects is detrimental to effective project and department management. Having new requests submitted together within a defined timeline along with budgets allows us to focus our planning and prioritization resources far more effectively with respect to all projects.

Lastly, aligning the budget and project request processes makes it easier to tie project requests to the resources and money needed to fund them properly. This increases efficiency. Oftentimes, we get project requests that require us to purchase software, systems, hardware, and/or networking services. Also, there are times when a project requires us to contract outside consultants. If project requests requiring these resources are evaluated in light of all other project requests (and even those projects that are on hold), it increases the likelihood of bundling equipment and other resources into bulk orders, which increases the likelihood of capitalizing on more favorable rates with fewer orders. This also reduces shipping timelines, costs, and the efforts of those whose job it is to plan and purchase these resources. All of this saves the college time and money. In addition, it reduces schedule and cost constraints that often become risks that threaten projects. The more we can do to avoid or mitigate risks, the better.

As you can see, aligning our budget and project request processes makes it far more likely to manage our budget and project resources more effectively and efficiently. This better positions the IT Department to manage projects on schedule and on budget, which results in better service to all.

There are likely no musicians out there writing beloved songs about aligning GRCC's budgeting and project planning processes. However, saving time and effort while reducing costly risks to GRCC is certainly music to the ears of anyone who is responsible for managing GRCC's limited resources.

PHONE STATS**October 2012**

Total Calls: 2589
Increased 15.3%
From October 2011

November 2012

Total Calls: 2116
Decreased 4.81%
From November 2011

December 2012

Total Calls: 2213
Decreased 18%
From December 2011

January 2013

Total Calls: 4483
Decreased 4.4%
From January 2012

February 2013

Total Calls: 2364
Increased 7.3%
From February 2012

TICKET STATS

Tickets Opened (10/12 – 1/13) - 7,676
24.3% Increase from 10/11 – 1/12

Tickets Closed (10/12 – 1/13) - 7,262
15.3% Increase from 10/11 – 1/12

Password Changes (10/12 – 1/13) – 2,397
19.4% Decrease from 10/11 – 1/12

Enterprise Applications Team

by David Anderson/IT Enterprise Applications Manager

It's been a busy winter in the Enterprise Applications area.

We are responding to a complaint filed with the Office of Civil Rights regarding the accessibility of the college's web site, Online Center and Blackboard. The Information Technology Department hired an external audit company to review these areas. We have received the audit reports and are currently making the suggested changes.

The college's document management system, ImageNow, has been upgraded to version 6.7 and now 20 departments are using ImageNow with over one million pages scanned.

The PeopleSoft Financial System was upgraded to version 9.1 this past fall, which was the first upgrade to this system in about four years.

This spring, the college's website is being updated from Drupal 6 to Drupal 7 and will move into a new high redundancy hardware environment.

The data warehouse installation continues to move forward. We are currently pulling production data from both the PeopleSoft student record system and the Blackboard Learning Management System into the new data warehouse. The Data Warehouse Team continues to verify the data and create reports needed for the Title III grant used to fund this project.

The new Customer Relations Management (CRM) system is currently pulling production data from the PeopleSoft system and the first communication has been sent.

The Enterprise team has made changes and improvements to the PeopleSoft system for State of Michigan mandates for retirement, self-service for the ability to print personal W2's and Benefit Profiles; and a prompt has been added for students to update their home address, phone number and personal email address.

Some of the other high priority projects this group is working on are implementing a new online catalog system, enhancements to online student application and Online Student Center, Nelnet eCommerce Manager, CollegeNet 25Live calendaring system, and upgrading the room scheduling software.

Infrastructure Update

by Donovan Wallace/IT Infrastructure Manager

- It has been a long road, but the transition to the new Cisco phone system will be completed by June. All staff and faculty who are not using the Cisco Contact Center feature will be on the new system by the end of February with the rest scheduled to go live by March 20th. By the end of this fiscal year, we will have all 1,300 phones and required voice mail boxes migrated off of the old Avaya phone system.
- Disk space - there never seems to be enough. To help meet the demand for storage, the college has purchased an updated enterprise storage system from EMC. This new system will not only provide more storage but position the college to better meet our needs in the future. We expect it to arrive in the beginning of March, and then the real work begins. We need your help in cleaning up any outdated or unneeded data. If you could look through your "J" and "S" drives and remove or relocate any files that are not current or GRCC related, that will help speed up the process.
- It's almost here, our increased bandwidth to the internet! Our new internet bandwidth was delayed during the permit process, but we have finally made it through the process. The target date to have the new ISP online and have our bandwidth increased to 400 – 500 Mb/s is now March 29th. Our current bandwidth is 100 Mb/s, so with this increase we should be able to meet the increased demands resulting from our use of internet hosted solutions and our current teaching model.

SICE Pietro and Regina Amphitheater

by Todd Torrey/IT Media Technologies Engineer



On Thursday, September 27, 2012, the Secchia Institute for Culinary Education (SICE) unveiled the new culinary teaching amphitheater, named the "Pietro and Regina Amphitheater" after the grandparents of longtime GRCC supporter Peter Secchia.

The 54 seat amphitheater can be used for teaching, cooking demonstrations and special events. The \$765,000 renovation of the classroom, which is located inside the ATC building, was funded entirely through private donations.

In addition to having all the amenities of a high-end luxury kitchen, the amphitheater also has a state-of-the-art multimedia system which was designed and installed by the GRCC IT Media department. Three high-definition robotic cameras feed detailed views of the cooking action to three 55 inch HD screens, providing students and guests with a close-up view of the chef's technique. There is also a 5000 lumen video projector illuminating a 10 foot motorized screen for displaying content from the kitchen's built-in computer, although any camera source can also be routed to the projector if desired. All of the technology in the room is controlled through a 24 inch high resolution touch monitor, which also functions as the computer workstation display. This touch monitor gives the instructor the ability to route video sources, pan/tilt/zoom the cameras, raise/lower the screen, and adjust the room lighting. The integration of all the systems in the amphitheater was greatly simplified by the use of Crestron Digital Media (DM) throughout the room. DM gives us the ability to send video, control signals and Ethernet to all display devices over a single shielded CAT6 cable.

During the first semester of the amphitheater's operation, SICE has hosted events such as the "Cooking with Angus" show, which was recorded with a live studio audience, and a guest lecture by Chef Jeff Henderson, the star of the Food Network reality show "The Chef Jeff Project."

Related videos:

- Amphitheater dedication: <http://www.youtube.com/watch?v=vjubtJV0mEU>
- Cooking with Angus – Beer and Cheese: <http://www.youtube.com/watch?v=EqQRrhvDOXU>
- Cooking with Angus #92 – Crabs and Lobsters: <http://www.youtube.com/watch?v=LMgMein-tDE>
- Chef Jeff Henderson at SICE: <http://www.youtube.com/watch?v=EIK-fXSQ5Yw>

GRCC Surpasses Two Million Mark on YouTube

by Klaas Kwant/IT Media Technologies Video Production Manager

Established in 2007, the channel, www.youtube.com/grcc, is co-managed by GRCC's IT Media and Distance Learning departments and is a repository for instruction, events and promotion originating from the college.

Among the most popular videos are:

- A lecture by GRCC's Frank Conner on the psychology of love, <http://www.youtube.com/watch?v=iOHdZKIdlg>, with approximately 230,000 views
- "10 Tips for Studying Anatomy," <http://www.youtube.com/watch?v=hnQctcB-zwM>, by biology professor Paul Krieger with over 97,000 views
- A construction clip on placing floor trusses, <http://www.youtube.com/watch?v=TVfiNKi4gtE>, amassing over 51,000 views

One clip resulted in the Discovery Channel recruiting an adjunct professor. Jeff Kieliszewski, who gave a presentation on Forensic Psychology, <http://www.youtube.com/watch?v=dOBSYw4KjYg>, spent part of last summer being filmed as a content expert for "Brainwashed," which aired on the Discovery Channel on October 28th.

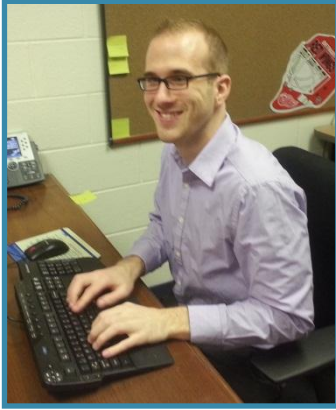
Popular campus events being viewed include GRCC's Poetry Conference and Diversity Lectures.

Kevin O'Halla, our CIO, stated, "We're proud to support students with digital, online content as well as provide the community a window into the activities at their community's college."



Staff 411

New Security Information Officer



This past January, Dave Syckle, our first Security Information Officer, left the college to explore a new job opportunity. After interviewing several candidates for his position, our Security Analyst, **Mike Ahrendt**, was offered the position.

Mike was born and raised in the Grand Rapids area. He attended Grandville High School where he was a part of the swim and water polo teams. After high school, he attended Eastern Michigan University where he worked towards a degree in American History Education. However, after one year he moved back and began working in computers.

After years in the service industry fixing computers, both over-the-phone and as in-home technician, he decided it was time to move on. After quitting his job he went to Davenport University where he found his passion for Information Security, especially digital forensic and incident response. It was during this time that Mike interned in the GRCC Information Security office where he developed the system to monitor our PCI compliant environments. He then moved into an analyst position where he maintained

that system, developed policy, handled IT related investigations and worked at improving the security posture here at the college. During that time, he obtained many professional certifications and developed a leading open-source application for incident response triage which has afforded him the opportunity to speak as a guest lecturer at Davenport and as an expert at security conferences.

In his free time, Mike enjoys working out, hiking, kayaking, reading about computer security, or spending time with family and friends.

Antonio Aguillon is originally from Mexico City. He lived, went to school, and worked there until he was 19 years old. At that point in time, the opportunity to move to the United States presented itself in the form of a permanent resident visa. The visa became available after a long nine year wait.

Antonio knew little to no English, despite taking it for a couple of years as a foreign language in high school. Regardless of the odds, and not entirely convinced that moving to a totally different country was a good idea at the time, he left his family, girlfriend and friends. He sold his car and electric guitar, packed a carry on and boarded an airplane to Ciudad Juarez.



Upon arrival he underwent a very strict interview process conducted by the Department of Customs and Immigration before he was allowed to enter the United States.

One of Antonio's dreams was to attend a college in the US., however the language barrier and lack of funds and support made it impossible for him to start taking college classes right away.

It took him six months to learn English well enough to carry on a basic conversation, get a steady full time job, and settle in his own apartment. After almost two years, he finally felt comfortable to enroll in a college class. During those two years, he studied English as a Second Language, worked fulltime, and continued to read literature in his native language. He then enrolled at GRCC and ventured into the

American college life while continuing to work full time throughout his college career. After graduating from GRCC, he transferred to Grand Valley State University and pursued a bachelor's in Information Systems and Business Administration.

Three months before graduating from GVSU, Antonio started working at GRCC. Since then, he has been working at the Lakeshore Campus as a Customer Support Technician. Currently, he spends two days a week at the main campus and three days at the Lakeshore Campus and Byron Center Regional site. He is now working on a master's degree in Educational Technology at Michigan State University. He only has four classes left before he completes his master's degree program.

He is the father of a 7 year old daughter, Lis, with whom he enjoys spending time, reading books and doing homework. He is also a volunteer for the City of Holland, St. Francis de Sales Church, and Latin Americans United for Progress (LAUP), a nonprofit organization in Holland. He enjoys traveling, visiting family and friends in Mexico and other places, and helping those who are less fortunate than him.

Security Corner

by Michael Ahrendt/IT Information Security Officer

Myths of Computer Security

Myth: Anti-Virus and firewalls will protect me from hackers.

Fact: This may have been true ten years ago, but as technology advances so do evasion techniques against it. It is vital to make sure that the software on your PC is updated on a regular basis in order to protect yourself from new threats that are released daily.

Myth: I don't need to worry about security until I'm attacked.

Fact: The way many attacks occur today, it can be almost impossible to know when you have been compromised. It is better to be prepared for the possibility of being hacked rather than assume it will never happen to you. Ensure you are installing updates regularly and practicing safe computing habits.

Myth: Having one really long password is all I need.

Fact: It is recommended that you use a different password for each account that you use. A common technique used by hackers is to use the same credentials they have gathered on other accounts. Meaning if they were to get your password once, they could possibly get access to everything. If you have trouble memorizing your passwords, try using a password manager such as KeePass: <http://keepass.info/>.

Myth: I deleted sensitive information off of my computer; I don't have to worry about it.

Fact: An advanced attacker may be able to recover files off of your computer even after they're deleted. If you have sensitive information on your computer and you wish to delete it, it is recommended to use a secure deletion tool, such as a program called Eraser that will remove the file in a way to make it unrecoverable.

Myth: I don't download anything online; I am safe.

Fact: When browsing the Internet, your computer is constantly downloading files in the background. Stuff you may not even realize about. Getting attacked can be as easy as clicking the wrong link and going to a webpage.

The Internet is a great resource. We just have to remember to utilize it in a safe manner to keep ourselves secure. Use common sense, and if something about a website or e-mail seems suspicious, it probably is and you may want to avoid it. If you ever have any questions or concerns regarding your security in regards to your computer, please feel free to contact the IT Security department at: IT_Security_Team@gccc.edu.