GRCC iT
INFORMATION TECHNOLOGY

Read IT

March 2011

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Life Cycle Replacement

"The List"

29 faculty/staff replacements completed

18 in process

6 waiting for customer response

From the Desk of the CIO   by Kevin O'Halla

Web Site Update

In the previous issue of *Read IT*, we discussed the redesign of the college web site. During the past three months, the web team has worked diligently to produce the new web site which has been available to all of you in preview mode since February 28. I want to thank the core group who spent countless hours negotiating the thousands of existing pages in our old web site, working with departments on the new site, migrating content, building applications, training content authors, etc. This effort was a collaboration of Communications and IT staff. Key contributors included Patrick La Penna, Szymon Machajewski, Peggy Gorno, Nate Hamilton, Raul Alvarez, Ryan Lockwood, Derek Devries, and Malinda Powers. I would be remiss in not mentioning that the web team also "stole" Mary Beth Beighly from Employee Development & Enrichment for the duration of this project. Thank you to Steve and Cathy for loaning MB; we couldn't have done this without her.

This new website increases functionality and user-friendliness, gives GRCC a consistent look and mission-centric message. This web presence serves our existing students and internal campus community while marketing to potential students and engaging our broader external communities. In addition to the new look that you have been exploring the past few days, you will see improved search functionality when we go live later in March.

As you type in the search box at the top of the screen, the new search's auto complete algorithm offers searches that might be similar to the one you're typing. Start to type [Biological Sciences] -- even just [Biol] -- and you'll be able to pick searches for Biology, Biological Sciences, and Biological Issues (to name just a few).

Enjoy the sneak peek, and be sure to send us your feedback via the Feedback button prominently displayed on the right side of the page during this preview. We also have answers to some frequently asked questions available on the new web site.

Be Prepared When Contacting the Customer Support Desk

Our first tip: **Restart your Computer**.
Some of the most common problems are resolved by letting Windows restart normally.
Restarting your computer helps Windows to reorganize its memory.

When you call Customer Support, please have the following information ready:
- Your name
- Building/room where the affected computer is located
- Contact email address
- Contact phone number
- If there is an error message, we will ask for the "Exact" message
- Are you calling about a student? We need the student's full name and ID number
- Is anyone else having this problem?

Questions that can help diagnose the nature of your difficulty:
- Have you restarted your computer?
- When did the problem first begin?
- What has changed since this last worked correctly?
- What were you doing/what happened just before the problem occurred?
- Is the problem you are experiencing happening in all programs or just one?
- Is anyone else having this problem?
- What have you attempted in order to try to resolve the problem?

We hate to ask, but we must – occasionally these do help:
- Is the computer AND monitor plugged in?
- Are they both turned on?
- If plugged into a power strip – is the power-strip turned on?

Our New Website

In addition to the new look and feel of the campus web site, IT has updated our Customer Support page.

New Features
- Knowledge Base - over 1000 articles ranging from resetting passwords to setting up rules in GroupWise.
- Ticket Portal - you can now place service requests, update information on existing tickets, and look at past requests.
- IT Status blog and twitter feeds - if you are experiencing an issue with your computer, check the blog and twitter feed. The latest outages/issues will be posted. If your issue is not posted, call us.

Using Our New Ticket Portal
In addition to requesting service/support through our ticket portal, you can review previous requests and check on the status of open requests.

Highlights: Our New Ticket Portal
- Uses your Novell Username/password to access your ticket information.
- Notifies you of updates to your tickets – If you receive an email notification from the Ticket Portal (GRCCSupport@grcc.edu), please take a moment to log in and review your ticket. We may be providing a critical update or requesting needed information.
- Allows you to comment directly on your ticket, notifying a technician of update/change.

Looking For Forms or Instructions?
No more searching through outdated documents on the S drive or digging through our web pages. The most recent instructions and newest versions of forms will now be available to download wherever you are located.

You can access the "Online" Support Center from our web page: http://www.grcc.edu/itsupport.

Who's New in IT

Kelly Webber

Kelly is a perfect example of someone who has worked their way up! She started her GRCC career as a student employee with the IT Customer Support Center in May 2007. Due to her excellent customer service skills, she was offered a contingent position in June 2009 and then became a full-time employee this past September. Her primary role in the Information Technology department is supporting and troubleshooting computer and software issues for faculty, staff and students. She has a strong passion for helping others through their technical issues.

Kelly grew up in the Walker area and graduated from Grandville High School. She has her Associate's degree from GRCC and is working towards a Bachelor's degree at GVSU.

Last May, she was married to Ryan, and they spent their honeymoon in North Carolina. Kelly loves a challenge! In her spare time, she enjoys indoor and outdoor rock climbing, downhill skiing, biking, gardening, running, and also has a photography side business with her husband. She loves a good thunderstorm and to capture lightening on film.

Chad Senna

"Ima dude, playin' a dude, disguised as another dude."
- Tropic Thunder

Chad is another person who stood out as an exceptional IT student employee after he started in August 2008. Due to his enthusiasm and knowledge, he was offered a contingent position in the fall of 2009 as our Inventory and Replacement Systems Specialist. He recently earned a full-time position in our Customer Support Center. His primary role within the IT department is to help analyze and troubleshoot computer related issues for faculty, staff and students. Chad loves to help any way that he can. Every new issue adds to his repertoire of knowledge and makes him a better problem solver.

A graduate of Coopersville High School, Chad played four years of football and baseball for the Broncos. He has an Associate's degree from GRCC and is only six classes away from a Bachelor's degree at GVSU.

When Chad is not working, he likes to spend time with his family, workout, play games (PC games, Xbox 360, PS3), and study about artificial intelligence. He has a keen sense of humor and is seldom seen without a smile on his face. Chad also loves to quote lines from comedy movies when the situation is relevant.
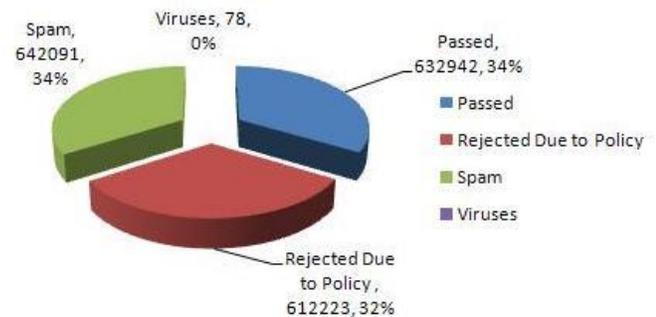
IT Announcements

A Birth
Dave & Katie Syckle are celebrating the birth of a new arrival! Elizabeth Lee (Ellie) Syckle was born on February 15th weighing 8 pounds 10 ounces and 21 inches long. This is their second child. Big sister, Ava, is four years old.

IT Keeping You Safe from Email Attacks

Spam Filter
1/1/11 - 3/11/11

Spam, 642091, 34%
Viruses, 78, 0%
Passed, 632942, 34%
Rejected Due to Policy, 612223, 32%

- Passed
- Rejected Due to Policy
- Spam
- Viruses

PeopleSoft 9.0 and
Online Student Center Upgrade
PeopleSoft/CSProd and the Online Student Center will be going down on Thursday, April 14th at 8:00 p.m. and coming back up at 8:00 a.m. on Tuesday, April 19th.
BlackBoard will **NOT** be affected by this.

Scared Yet? Personal Information under Attack!

Everyday someone is out there attempting to steal all your personal, financial or confidential information, or **worse!** To protect yourself, you can take steps to minimize your risk.

Viruses and Trojans and pop-ups, Oh, MY!   Stealth worms and rootkits and keyloggers, Oh, MY!

Attacks on computers are designed to have different affects. Some are built to be disruptive to the operation of your system; others are used to gain access to other systems or networks. Many are use to collect personal and financial information. By collecting this information, the attacker can gain access to your bank account, steal your identity, steal the identity of those you come in contact with, and disrupt complete network operations.

In addition to the loss of personal and financial information, treating malware is expensive. Computer Economics Inc. reports that malware damages worldwide in 2006 totaled $13.3 billion.

Some threats of attack come in the form of carefully plotted deceptions. The attacker acts as a known company (your bank, email rep) asking you to verify account information.   This is what is known as social engineering. They claim to be checking on your account information, asking you email your user name and password to be sure that it matches their records. **DON'T DO IT!** A legitimate organization will never ask for this information.   Most organizations don't want to know this information and are setup in so that only you know your user name and password.

Other security risks are delivered through code in email or picked up from a seemingly legitimate web site.   When you access particular websites, the code is uploaded to your computer or the site will ask you to download something. A site called coupon clipper is famous for delivering savings with exploits. You get a coupon and malware, what a deal. Many times it's delivered through media such as an email from another user. By accessing a user's address book, the attacker can e-mail the infections to others.

Ten Things you can do for protection:

1. For <u>personal systems,</u> setup a second account on your computer for day to day use. Limit the access this account has by not allowing this account the ability to install software. This helps prevent any unwanted installation of infected software from being installed without your knowledge.   You can find more information about creating Windows accounts at http://windows.microsoft.com/en-US/windows-vista/Create-a-user-account.   For campus systems, have your IT Customer Support department make these adjustment to your current windows account.
2. Never open an email from someone you do not know, and never open an attachment from someone you do not know.
3. View email in a text format rather than HTML. Code can be hidden in emails in HTML format. If you know the source of the email and need to view it in HTML, do it on an individual basis.
4. If you receive an attached file that you are not expecting from someone, verify over the phone that they sent it before opening it. Many exploits are delivered in this fashion.
5. Avoid sites that you are not familiar with.   Some sites embed exploits in their content. If you are concerned that a site may be infecting your system avoid it, or have IT check it out.
6. Make sure your virus definitions are up to date. This can be done by looking at the date you last received an update. If you are more than a couple of days out, contact the Support Desk or connect to the internet and manually update them.
7. Make sure that any patches or updates to your window operating systems are current.
8. Scan files on thumb drive and other media before opening it.
9. Only use reputable security software. This will ensure the authenticity of your security.
10. Be aware of pop-ups telling you that your system is unsecure and that you should download software to fix the problem. Call the Support Desk to verify it.

By protecting your computer, you are protecting yourself as well as everyone you communicate with. You're also saving Grand Rapids Community College money.