The Office of Information Technology, (OIT) has been working on various projects during the Summer and Fall.

These projects include the following:

- The new Public Website: Secondary web sites, Branding Compliance, adding pages and Galleries, and Faculty pages.
- Off Campus Switch Upgrade
- Customizing the reimaged computers and laptops for the fall semester.
- Preparing for the upcoming Migration to Banner 8
- On-Line Admissions Application
- CASHNet Cashiering
- Dial by Name Directory for External Callers
- Off Campus Wireless System Upgrade
- Migrating the Library system from Horizon to VTLS/Virtua.
- Increased Internet access capacity.
- Email server migration with archive system.
The new Delaware County Community College public website has been recently replaced with a brand new design and content which has been re-worked to better serve our public audience. Much of the content that was aimed at our internal community, including faculty staff and students, will only be accessible through delaGATE now. The thinking behind this approach is to not overload potential students with information that does not apply to them while improving our delaGATE portal to be the one stop shop for our internal community. We have a content management system called Drupal which will allow departments to modify their own pages. These edits do not require any HTML or programming knowledge. A person can edit their pages much like a blogger posts a blog or a user fills out a form. Changes can be made easily directly from the web browser. Faculty will now be able to make changes to their faculty web pages directly. We are currently working department by department to get folks familiar with the new content management system. Until your department has been contacted, please continue to submit requests to Web Services to make changes through support.dccc.edu as you have done in the past. Once your department is contacted and trained on how to use the content management system, you will be able to post changes yourself. We would like to thank everyone for bearing with us as we’ve worked on the new website. We are continuing to make improvements based on feedback we are getting from the community so you should expect to see further enhancements in the near future. We hope that you like it!

Did you know?

Two common issues we’ve encountered is that users don’t know where the WebStudy and Staff email links are on the new website.

The answer is they don’t exist on the new website.

To access either of these you need to login to delaGATE and click on the WebStudy or staff email icon at the upper right hand corner to login to those systems.
Electronic Admissions Application:

Student Records and Admissions worked closely with the Banner application team and a SunGard consultant to set up electronic admissions applications for new students, international students, and students that are being re-admitted to the College. This has been successfully tested and will be rolled out once the new public website is in place. This will be a great tool for all prospective students and should streamline the admissions process considerably.

Banner 8 Upgrade:

The Data Custodian group and the Banner application team are on target for a November 22nd go live of Banner 8. This is a major Banner release that will make a great deal of new functionality available to the College. Phase 2 of the upgrade will be to train and rollout new functionality to key business offices.

New Facilities for the Fall

- Exton Campus now has (16) new iMacs and (21) new PCs (GX980’s) in room 120 and room 228.
- South East Center now has (9) GX980 PCs and (10) new iMacs.
- Pennocks Bridge now has (13) new Laptops added for the Earth/Science classroom use.
- Marple Campus has quite a few new items:
  - CAD- Upgraded computers to T3500. We were able to add 6 more workstations per classroom.
  - Adjunct Faculty Lounge-Room 3182 has (10) new GX960s added with IP phones.
  - Open areas with added iMacs are 3100 and 3300. (8) iMacs were added to each area.
- TECH building: 6 additional workstations were added to the Electronics classroom.
- Sympodium Carts were added for the Library & for Faculty Training.
- 23 Kiosks were purchased to cover Marple, Exton, Downingtown, and South East Center.
- 8 additional iMacs were installed in the student open area in the STEM building.
New faces & personnel changes in OIT since Spring

OIT has hired 3 new employees to replace recent vacancies.

**Tim Henry**

Tim Henry was recently hired by SunGard and joined the Desktop Support team in the OIT Support Center. Tim is a recent Temple University graduate with a B.S. in Information Science and Technology. Tim was President of Temple’s Association for Computing Machinery. He gained valuable Help Desk experience by working several summers as an intern for a Financial Services company. Tim joined us at the peak of our registration and Fall prep activities and jumped right in! He has been a valuable addition to our team.

**Crystal (Knapp) Patone**

Crystal Patone (previously known to some of you already as Crystal Knapp) has taken the position of Library Applications Specialist. Crystal will provide support primarily to the Library and, as time permits, will also assume responsibilities for other special projects within OIT. Crystal works jointly for the Office of Information Technology and Library Services on the planning, customization, and support of library applications and will be organizing their transition to a new integrated library system. Crystal comes to DCCC from the Community College of Philadelphia, where she supported their Innovative Millennium library system. Her previous positions include eGovernment/Web Services Librarian for the state of Oregon, Systems Librarian for a suburban Atlanta community college, and high school English teacher in France. Crystal has a BA from the University of Oklahoma and a MS from the University of Illinois. Crystal's position is unique, in that she splits her job responsibilities between 2 separate departments, OIT and the Library, she also reports to both Directors in these areas Bianca Valente/Director of OIT Technical Services and Karen Rege/Director of Library Services.

**Walt Witkowski**

Walt Witkowski was hired by SunGard and joined DCCC OIT in early Spring as our Primary Network Specialist. His position falls under the Infrastructure Technical Team and he reports to Don Sloat, the Technical Infrastructure Manager. Walt has over 30 years experience and training in the computer networking field. Walt started his career as a bench tester for RCA and Control Data Corporation pursuing a degree in Electronic Engineering. He changed his career path when an opportunity to travel presented itself. Walt has worked ever since as a field support engineer supporting manufacturers such as IBM, Novell, Cabletron/Enterasys Networks, and recently Aruba Networks.

Walt has experience and background skills in networking technologies for switching, routing, wireless, firewalls, IDS monitoring, network monitoring platforms and network diagnostic tools. Responsibilities include the installation, maintenance, monitoring, troubleshooting and design of everything network.
Other Personnel Changes in OIT...

We have some other exciting news to share regarding our team.

We had 2 open positions that were both filled within our department. Both of these positions were an advancement for the parties selected and can be justifiably considered promotions well deserved.

We are pleased to announce that Phil Sloat has been promoted to Lead Network Services Specialist.

Phil will now provide overall technical leadership to the Server Operations & Support Team.

Peter Franco (MAC Daddy) has been promoted to Help Desk 2/Computer and Mac Tech. Pete has earned the following certifications while working here at DCCC: MCSE, (Microsoft Certified Systems Engineer, and ACTC, (Apple Certified Technical Coordinator).

Pete will now be a part of the Server Operations Team instead of the Helpdesk. Pete will continue to specialize in Mac support for servers and desktops. Pete will be greatly missed at the Help Desk but a well needed asset within his new support team.

Pete Franco (MAC Daddy)
Help Desk II / Computer and Mac Tech

Did you know... that we reimage over 2000 PC’s and Laptops before the Fall Semester.

Photo of classroom being imaged.

Congratulations go out to Don Sloat & Jenny Rarig on the birth of their baby girl Juniper this summer.

Phil Sloat
Lead Network Services Specialist
Email Update

In July we migrated GroupWise staff and faculty email to a new hardware environment. Hard work and many extra hours were put in to make this a reality. So far, the speed of the new servers is quite evident and there is great comfort and confidence in knowing we are supporting this mission-critical service on high-speed servers in our standard Suse/Linux/VMWare environment. We look forward to the rest of this project completion with the new email archive and eDiscovery system.

Migrating the Library System

The DCCC Library will be migrating their Horizon integrated library system to VTLS Virtua. The library uses their integrated library system to order, checkout and inventory books, textbooks, laptops, and other material. Like Horizon, the Virtua system has an online catalog feature that allows you to search for available books. Virtua will also include additional functionality like the ability to renew your books online. Look for more detailed information to follow.

Wireless Upgrade

The College wireless system is being upgraded to latest generation of wireless. Aruba was selected as the replacement system and has already been installed in STEM and TECH. The replacement of existing equipment will begin at the Off Campus centers, beginning in November. This new technology brings us much faster wireless connectivity using both 2.4Ghz and 5Ghz 802.11n protocol. This newer protocol supports has both increased range and throughput. In upgraded areas, users with 802.11n wireless cards, can now connect at up to 300Mbps. The system is backward compatible and support 802.11b/g connectivity. The Aruba system also adds capabilities to provide additional security to end users as well as simplified management of the wireless infrastructure and guest accounts. In addition faculty and staff can now login to the network with their Administrative Novell Desktop login credentials. You may request guest accounts for vendors online at support.dccc.edu by clicking “Wifi Request” on the Submit a Ticket page.

CASHNet Cashiering Implementation in progress!

In December 2009, our Banner Application Team worked in conjunction with Accounting to install CASHNet’s ePayment and eMarket software for web payments. This added several additional levels of security and new convenience features for students. Those same groups are now in the process of implementing CASHNet’s Cashiering software for use by cashiers on all of our campuses. This is also going to be used by Community Education to process mail and phone payments. This solution will help to align the College with ever tightening credit card industry security standards, and will add new convenience features such as check imaging. We will pass on more news once this is in production.

Did you know...

That there are 39 Aruba wireless access points in STEM and 8 in the ATC.

Look ... up on the ceiling, and you will see the new Aruba Wireless equipment.

Note the Aruba Wireless device on the ceiling in the STEM building lounge area near the iMacs. One does not notice them until you actually look for them.
**Fall Semester Computer imaging**

We reimage over 2000 PC’s every Fall in addition to replacing old equipment and new software faculty requests.

- The Fall Semester is OIT’s busiest time of the year. Imaging the new PC’s and reimagining the ones we already have is a mandatory yearly project that keeps us on the latest versions and checks the machines compliance with the operating system.
- After faculty requests what software they need for the Fall semester, before Summer break, OIT gets busy. First we need to confirm that we own the licensing. If not, the licenses are ordered, received and the serial numbers are acquired for installation.
- Then the actual image for each classroom is established. Once the base image is complete, each room needs to be customized with individual requests and needs. It is a time consuming task that can only be accomplished with the entire OIT department joining together as a single team.

**Bring on the Bandwidth**

Over the past few years the Internet usage has skyrocketed. In order to keep pace with the growing demand the College recently entered into an agreement with Sidera Networks to provide an additional 100Mbps of Internet Bandwidth. Prior to this addition, the College had a total of 50Mbps, which was being 100% utilized during peak periods. The current total of 150Mbps, provides for a faster page loads and gives us room for future growth. The additional bandwidth was brought online on September 17th.

As part of this project we also enhanced our Internet routing infrastructure. The installation of an F5 Link Controller provides automatic failover between our two internet providers as well as automatic failover for many of our mission critical servers. If one Internet Service Provider (ISP) fails, all user traffic is seamlessly re-routed to the other ISP while mission critical servers, such as www.dccc.edu, remain accessible.

**Marple Campus Network Switch Upgrade Completed**

We recently completed the replacement of the Marple campus network switch infrastructure. Like STEM and TECH, the A and FH buildings are now running 1Gbps to the desktop, a ten fold increase over the 10 year old switches they replaced. High Density network closets (more than 192 PCs) have 10Gbps links to the our new core routers. This upgrade positions the College well for implementation of new technologies such as virtual desktops and hi-definition video streaming. Each stack of switches is also able to provide 15 watts of power to equipment over the same cable which provides network connectivity. This technology, called power over Ethernet (POE) allows us to power new VoIP phones and wireless access points. New switch gear has just been received to allow us to begin upgrading the Off-Campus centers switch infrastructure.
Academic Print Management

This program will manage printing to Academic printers on all campuses. These printers are primarily intended for use by students for printing documents related to course work at DCCC. The program is an effort to be eco-friendly, reduce waste and conserve costs. This program is expected to significantly reduce the amount of paper and print toner used on an annual basis. IT commenced at the beginning of the FALL 2010 term. Academic printers are those in classrooms and open labs on all campuses. The only exceptions are plotters used in CAD classrooms.

To print to an Academic printer, you will issue a Print command as you have always done. A pop-up window will then appear that will display a status of how many pages you have remaining. At that point you can click ‘Print’ to print or ‘Cancel’ to stop the print. If you click ‘OK’ your page allocation will be decremented appropriately. If you click ‘Cancel’ your page allocation will remain unchanged.

If you issue a Print command for a document that contains more pages than your available page allocation and paid pages, the pop-up will show this discrepancy. If you clink ‘Print’ you will receive another pop-up with the message ‘You do not have enough credit to print document name’, and the document will not print. At that point you can reissue the print command for only the number of pages you have remaining, or you can decide to purchase additional pages before attempting to print the entire document.

Additional pages beyond the initial 300 page allocation can be purchased in blocks of 50 for $5.00 by contacting the OIT Support Center. If you require immediate assistance, you can contact the OIT Support Center at 610-359-5211.

If your document doesn’t print right away, don’t resend it without first checking the print queue. There may be other jobs ahead of yours, or the printer may have run out of paper. If you keep resending your document to the printer, multiple copies will be printed and deducted from your page allocation.

OIT’s winning entry for our department’s internal poster Kick Off Contest for of the Academic Print Management System. The Winning Picture below was submitted by Phil Sloat.

Did you know...

As of 10/19 printing is down 37% from same time last year. This translates to 113k fewer pages printed!

We’re also adding duplexers to all printers to encourage 2-sided printing.

Today’s trees; tomorrow’s print job. Print responsibly.
Office of Information Technology
901 South Media Line Road
Media, PA 19063-1094
Marple Campus
Room 4213
(610) 359-4151
Phone Ext. 4151
Fax: (610) 359-4123
E-Mail: OIT@dccc.edu

We're on the Web!

OIT SUPPORT CENTER
Marple Campus
Room 4274
(610) 359-5211
Phone Ext. 5211
Fax: (610) 359-4123

Web address: support.dccc.edu

Hours
Mon-Thur…7am to 10PM   Saturday …8am to 4 pm
Friday…7am to 5 PM      Sunday…Closed

#1 Tech Tip:
Remember…
when in doubt…
put it in a
Support ticket.

To search and find useful techniques, and technical information visit the OIT Knowledgebase at www.dccc.edu/oit/kb

Reminder:
Maintenance Windows are the First and Third Fridays of the month from 5pm to 10pm. Please review the email notices for details on what services are affected.
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