

September 2, 2011

Dear Trinity Community,

### **Information Technology Services (ITS) Update**

The start of the fall semester brings the excitement of new beginnings and an opportunity to share information on departmental changes and the results of a productive summer.

#### **Organizational Changes**

The summer brought lots of changes to our organization starting with Phil Duffy taking on the leadership role for Central Services and the Post Office in addition to his Media Technology Services responsibility. Phil has enthusiastically spent the summer learning about the operations of these offices to ensure a smooth start of the Academic Year. Requests for media/AV support should be sent to [MTS@trincoll.edu](mailto:MTS@trincoll.edu) and requests for Central Services can be sent to [centralservices@trincoll.edu](mailto:centralservices@trincoll.edu).

We are pleased to introduce several new employees to the campus. Joining our Distributed Computing team on August 1<sup>st</sup> is Kyle VanBrocklin. Kyle comes to us from St. Lawrence University and is an Apple and Dell certified technician. He is responsible for working with faculty and staff in the support of desktop computing issues. Kyle fills the vacancy created by Emmanuel Chang's departure.

Joining our Enterprise Applications Group effective September 1<sup>st</sup> as a Programmer/Analyst is Latha Raganathan. Latha comes to us with 13 years of PeopleSoft experience, most recently with Travelers Insurance. Latha fills the vacancy created by the retirement of programmer/analyst Donna Fitch.

In another exciting hire in our Enterprise Applications Group is Heather Quaintance. Heather will join us at the beginning of October in the new role of Associate Director of Enterprise Applications. Heather comes to us from Union College where she most recently was a Financial Systems Analyst. Heather has 20 years of Higher Ed experience working in a variety of capacities supporting, Development, Finance and Student Services. Heather will be a primary interface with our Administrative Departments working on new initiatives.

We have made a lot of organizational changes to improve support of Administrative Offices, including combining the Administrative Systems with the Enterprise Reporting group and filling the open slots. Now our attention turns to increasing the support in Academic Computing. During the fall semester we will initiate a search for a third Instructional Technologist. Dave Tatem and Greg Matecjik provide excellent support to the faculty, and now we have an opportunity to augment their efforts and provide more individualized assistance to faculty.

And finally, the Access Control Team is now a part of Information Technology Services. We are excited to welcome Curtis Gamble and Lurdes Fernandes to the ITS family. By October 1<sup>st</sup> we expect to transition the functions and location of the operation to LITC, including card service which will be available through the Help Desk. As the details are worked out, we will provide updates on Trinity Today.

## Computer Lab Updates

We set a goal to have all of our lab computer software updated by August 1<sup>st</sup>. While we made a lot of improvements to our process, we didn't complete this project until August 19<sup>th</sup>. This is an improvement from the prior academic year, but clearly more work needs to be done to streamline the process. In addition, a delay in getting specialized locks has affected the upgrade of Library public computers. The machines are ready to be installed and given the current shipping estimates we expect this to be complete by the end of September.

This past spring, we initiated a more formal team approach to the management of our labs, led by Instructional Technologist, Dave Tatem. The team has made several changes including transferring responsibility for the actual creation of the images to Pete Sylvester and Jason Luis' Technical Services group manages the installations of updates. One of the changes that you will see is that the windows operating system has been upgraded to Windows 7. A detailed list of software included in the image can be found at our website: <http://www.trincoll.edu/Library/its/computing/Pages/Lab.aspx>

## Drop-box Announced

During the past academic year, several requests had been made by faculty to provide a solution to emailing large attachments, primarily for sending manuscripts to publishers from a Trinity email address. Working with the Networking and Systems Group and Academic Computing, we have set-up a customized Drop-box at: <https://dropbox.trincoll.edu/> which can be found on the Portal. The service is designed for the Trinity Community to drop off or receive large files with people outside the campus and we have significantly increased the limit on file size to accommodate individual needs (email attachment size constraints are 5MB, Drop-box constraints are 2GB). This is not intended to be a permanent storage location, so documents placed into the drop-box will be deleted after 14 days. If you need assistance with the process, please contact our Help Desk.

## Faculty/Personal Web Pages

The Academic Computing Group is introducing *Trinity Banter* a new blog and website community. With Banter it is easy to create your own website or blog. If you are interested in giving it a try or finding out more, browse to: <http://www.trincoll.edu/Library/its/instructional/Pages/Banter.aspx> or by directly linking to the blogging website: <http://commons.trincoll.edu>. Our Instructional Technologists, Greg Matecjk & Dave Tatem and our Student Technology Assistants (STA's) are ready to help you get started with your web page or blog.

## Moodle Upgrade

The Moodle upgrade was put on hold. Early indication was there were bugs with the latest release and we determined it was better to wait until all of those problems had been addressed. We realize that several faculty members were looking forward to the new features in the WIKI and apologize for the inconvenience.

## **Scheduled Maintenance Windows**

On-going maintenance of our systems is essential for the health of our IT infrastructure. Effective September 13<sup>th</sup>, we will establish a maintenance window from 5:00am to 7:00am every Tuesday morning for this purpose. There will be weeks where we won't schedule any upgrades, but notifications of system maintenance will continue to be posted through Trinity Today. Large maintenance windows for upgrades to systems like PeopleSoft will continue to be scheduled in coordination with other campus offices as necessary.

## **Bandwidth Increase**

The final connection to "light-up" our connection with our second internet service provider occurred on Friday, August 26th. Our bandwidth has been increased from 120 MBPS to 330 MBPS.

## **Mobile Website**

Partnering with the Communications Office a mobile website will be launched mid-September. Enhancements will be on-going, but the initial release will include directory look-up, course schedules, Trinity Today and more. Stay tuned for an announcement from the Office of Communications.

## **Sharepoint 2010**

Sharepoint has been used by many departments as a collaborative file sharing tool, as well as the colleges intranet. We have begun the migration process from Sharepoint 2007 to Sharepoint 2010. End-user testing is currently underway and cut-over is expected for late September. Please contact Peter Sobering if you are interested in being a part of the test group.

## **Data Security Initiatives**

A number of states have enacted Identity Theft Legislation which requires securing laptops and other portable computers which store "personally identifiable information", such as social security numbers, credit card data, student grades, non-public directory information and college financial information. In order to comply with these new laws we will soon be requiring that all Trinity owned laptop computers storing personally identifiable information be protected by disk encryption. Since it is difficult to know which laptops have stored personal information we will be choosing to encrypt the laptop hard drives of those who commonly work with this type of information. The program that we have chosen is called TrueCrypt, which is an open-source, freely distributed disk encryption program that can be used to encrypt the contents of a Windows or Mac OS disk volume. Encrypting your laptop will take several hours, depending on the size of the hard drive and on the system's performance. Once the laptop has been fully encrypted, you should not see any degradation in performance. We have chosen to use whole disk encryption, it provides the highest level of security because all files, including temporary files, are permanently encrypted. Whole disk encryption requires that you enter a pre-boot authentication password each time the system boots. Without this password the computer cannot be booted and the

disk cannot be read. Remembering and entering the pre-boot password is the one and only added step to using your laptop after it has been encrypted.

### **Enterprise Applications**

Beginning in August, the Health Center began storing student medical information and chart data in an on-line system. On Demand from PyraMed Health Systems is hosted off-campus in a secure facility and gives our health care providers access to the data anywhere they have an internet-connected computer. The system will also electronically monitor the in-house pharmacy and laboratory tests we send to Quest Diagnostics. It was a warp speed implementation, and the Health Center went live in just under two months from the project kick-off. Many thanks to David Andres, Martha O'Brien and the staff of the Health Center for their partnership in this effort.

We continue to work with the Office of International Programs on the implementation of the Horizons Study Abroad solution, which is scheduled to go live mid-November. A hosted solution for study away applications, Horizons will allow the Office of International Programs to move from paper forms and communications to an online application management and reporting system. The new online system will allow Trinity and Non-Trinity students to apply for study abroad and view the status of their applications electronically. Additionally, the system will automatically notify students via email as their application is processed by the International Programs staff, as well as provide an improved set of reporting tools.

### **Wrap-Up**

It has been a busy and productive summer. If you have any questions about any of these initiatives or organizational changes I can be reached at ext.2525 or email, [Suzanne.Aber@trincoll.edu](mailto:Suzanne.Aber@trincoll.edu).

Have a great semester.

Sue Aber

Director of Information Technology