

August 25, 2015

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District Help Desk

Support hours:

Monday through Friday

7:00 AM – 5:30 PM*

(408) 270-6411

helpdesk@sjeccd.edu

* From August 31st to September 11th the Help Desk will close at 7:00 PM.

SQL Conversion on December 21, 2015

MyWeb and Colleague are scheduled to go offline for an extended outage beginning on December 21, 2015. This outage is necessary to complete a database migration from Oracle to Microsoft SQL for the ERP System. This is a major upgrade project that has been underway for the past year and has been accompanied by Business Process Review and Improvement activities. The plan is for **MyWeb and Colleague to go offline on Monday, December 21, 2015 at 1:00 PM**. Given the extended outage, it is recommended that faculty enter fall semester final grades in MyWeb before the outage begins. MyWeb is scheduled to go online at 8:00 AM on Saturday, January 2, 2016 and final grades will be due on January 5, 2016.

Office 365 Summer Rollout

This summer we migrated over 800 Outlook accounts to Office 365, Microsoft's cloud-based Office platform that provides unlimited email storage, online versions of Office, Mobile Office, Skype and OneDrive. Additionally, we have the new Office 365 Pro Plus add-on which allows faculty/staff and students to install Word, Excel, PowerPoint, Outlook, OneNote, Publisher, and Access on up to 5 personal PCs or Macs and also on mobile devices including up to 5 smart phones and up to 5 tablets. To access Office 365 online, go to your location website:

- <http://outlook.com/sjeccd.edu> (DO and Workforce Institute)
- <http://outlook.com/evc.edu>
- <http://outlook.com/sjcc.edu>

To log in, use your email address as the username and your email password. For more technical support information and links to online tutorials, go to, <http://www.sjeccd.edu/district-services/ITSS/help-desk>.

EVC and SJCC Network Upgrades

The network infrastructure and wireless upgrades are underway at EVC and SJCC. We began last May with a quick-start project at SJCC to replace Wireless Access Points (WAPs) in high priority areas. This was followed up in June at EVC by replacing all legacy WAPs with new WAPs. During July and August a new core network was implemented at SJCC and 9 building

Network Upgrades (Cont.)

networks were upgraded and connected to the new core network. The building network upgrades included replacing all of the network switches with new switches and replacing all of the legacy WAPs with new WAPs. This required coordination with building occupants as the network was down for 1 to 2 days during the installation and testing of new equipment. The remaining SJCC building upgrades will be scheduled after the necessary electrical power upgrades are completed this fall.

This fall at EVC the new campus Main Distribution Facility (MDF) will be built in the Student Center. We anticipate installing new fiber optics cabling from each building to the new MDF beginning late fall and then upgrading the campus network over the spring and summer.

National Cyber Security Awareness Month is October

This year's theme is "our shared responsibility." This theme communicates the need for everyone to do their part to ensure online safety and security regarding malware, botnets, phishing, spam, hacked accounts, ID theft, password theft, backups, online shopping, etc. The following links provide resources for staying safe online and for conducting your own security check-up:

- <https://www.staysafeonline.org/stay-safe-online/>
- <https://www.staysafeonline.org/stay-safe-online/free-security-check-ups/>

Non-IT related Word

Tartle (verb) [tar-tel] (Scottish)

The act of hesitation and panic while introducing someone because you've forgotten their name.

Colleague Web UI 4.5

Ellucian's Colleague Web User Interface (WebUI) offers novice and veteran users new features and functionality. WebUI is a browser-based interface that replaces the Datatel Desktop client -- no longer supported by Ellucian. New features of WebUI include: bookmarking forms and people, improved search capabilities, form area resizing and zoom support, direct print Colleague forms, direct export of tables and values into Excel, and keyword or form description lookups.

OpenCCCApply

The District is in the process of migrating from XAP to OpenCCCApply for student admissions applications. We anticipate launching the new OpenCCCApply application on October 1, 2015.

New Colleague Core Group

A new cross-functional Colleague Core Group will get started in September. The purpose of this group is to ensure communications and collaborations between functional offices, ITSS, and vendors of the products and applications that integrate with Colleague. This group will help to provide data governance and help guide interrelated business processes related to Colleague.

District Technology Planning Group

The newly formed [District Technology Planning Group](#) had its first meeting on April 23, 2015. The group's charge is to ensure that the District Technology Plan is in alignment with the District Strategic Goals and College Technology Plans.