

September 10, 2018

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[ITSS Help Desk](#)

M-Th, 7:00 am—7:00 pm

Fr, 7:00 am—5:30 pm

(408) 270-6411

helpdesk@sjeccd.edu

[Reprographics](#)

[Online Printing Requests](#)

[EVC](#)

[SJCC](#)

Reprographics—Online Requests

Reprographics has implemented a new self-service online ordering system for printing requests, <https://printshop.sjeccd.edu> (Print Shop Pro). Jobs that require preapproval such as business cards, envelopes and design services will be routed to the budget supervisor with the costs provided up front. Classroom syllabi and handouts do not require approvals or upfront costs. This new system will aid Reprographics in tracking printing requests, status, invoicing and work flow and help to provide more efficient service. Eventually, this system phase out hand written orders.

ITSS Help Desk—New Self-Service Portal

Soon you will be able to access a new self-service online portal to enter and track ITSS Help Desk requests. The portal will also provide access to a knowledge base for self-service. The new ITSS Help Desk portal will facilitate more efficient and effective services to students and employees. In the future, it has potential for use with Non-IT service areas and Project Portfolio Management. This month we will continue to conduct focus groups for the development/design of the new portal. When completed, it will students and employees will be able to submit and track their ITSS Help Desk requests online. Stay tuned for the release of the new ITSS Help Desk portal for self-service powered by TeamDynamix.

Reprographics—New Production Equipment

We are replacing the printers/copiers in Reprographics at SJCC and EVC. The new equipment and software will allow us to provide additional printing options, better quality print jobs, improved efficiency and workflow—all at a lower cost per copy. The installation is underway at SJCC and will soon begin at EVC. It will continue through the next three months with a goal of completing everything by early November.

ImageNow Migration to Square9

ITSS is moving forward with the implementation of a new document imaging solution, Square9. Having completed the Purchasing department requisition deployment and migration of student documents from ImageNow, we are currently deploying Square9 on all counselor's desktops. Also, Accounts Payable is in the process of implementing Square9 for processing invoices. Square9 will be used to facilitate the processing and storage of high school transcripts in support of AB705.

Personnel Changes in ITSS

We have a few personnel changes to share. First, congratulations to **Cathy Beyer** for her retirement after 25 years of service with ITSS—predating our Datatel installation and districtwide email accounts. We know she is happy in retirement and we are happy for her! In her place, we would like to welcome **Adriana Lopez**, who has hit the ground running with the summer blitz of year-end fiscal processes, IT contract renewals and the start of the school year. Welcome Adriana! Finally, we wish **Heather Lancaster** farewell and great success as she starts a new IT leadership position near family in Oregon/Washington.

CROA Reporting Upgrade

This summer, CROA was moved to a new server and upgraded to SAP BusinessObjects [Web Intelligence 4.2 SP5](#) and [Ellucian CROA 2.7](#). The new BusinessObjects version and CROA templates will enable “super users” to access additional analytical reporting features and templates to create new reports for “regular users” to access. These reports are used for enrollment management, program review, student services, human resources, fiscal services, etc., and can be used for much more. The new URL is <https://croa.sjeccd.org/BOE/BI> and must be accessed from within the district network.

Free Technology Resources

Microsoft Office—Users may install MSOffice on up to 5 personal PCs/Macs and 5 mobile devices. After logging into <http://outlook.com/sjeccd.edu> (or [/sjcc.edu](http://sjcc.edu) or [/evc.edu](http://evc.edu)), select the box of squares in “Office 365” in the upper left of the browser window and follow the directions. For Office tutorials go to the [ITSS Help Desk](#).

Zoom Conferencing— CCC employees may request a Professional license of Zoom through CCCConfer at no cost, <http://conferzoom.org>.

Sophos Security — [Free computer security](#) protection for home computers.

Lynda Training— Go to the [CCC Vision Resource Center](#) for a free [Lynda](#) account.

SJCC Wireless—Phase III

This summer, the number of indoor and outdoor wireless access points more than doubled at SJCC from 216 to 470. This greatly expands the footprint of wireless coverage for students, faculty and staff at SJCC.

Wireless Captive Portal

Soon we will be implementing a captive portal for the wireless network so that users will acknowledge that they will abide by the Computer and Network Use Policy when using wireless. This will provide minimum access. Later this school year, we will add more robust access for students and employees that log in with their username and password.

SJECCD/EVC/SJCC Technology Master Plan and Project Site

We have a new SharePoint site for the SJECCD/EVC/SJCC Technology Master Plans and corresponding projects. It’s a work in progress (another project). The goal is to make all of the technology plans and projects accessible from one location. The projects are linked to the corresponding initiatives in the technology plans and the project information includes the project title, description, project manager, status, target date, etc. The new site is online at, <https://sjeccd.sharepoint.com/itss/district-and-college-technology-plans> and it is accessible from on or off-campus to all employees with an Office 365 account.

Non-IT Word: [Embosk](#) (verb, em-**bosk**). To hide or conceal (something, oneself, etc.) with or as if with foliage, greenery, or the like: *to embosk oneself within a grape arbor*. (Dictionary.com Word of the Day, August 26, 2018)