

December 19, 2014

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#### District Help Desk

Support hours:  
Monday through Friday  
7:00 a.m. – 5:30 p.m.  
(408) 270-6411  
[helpdesk@sjeccd.edu](mailto:helpdesk@sjeccd.edu)

District Help Desk website includes links for work order requests as well as online tutorials.

## Maintenance Windows

ITSS will be doing necessary maintenance, year-end processes, and upgrades. Colleague (Datatel), MyWeb, and TReg will be **unavailable** for the following dates:

- **Monday, December 22**, 12:00am to 9:00am, for Fiscal Services Year-End Close
- **Tuesday, December 30<sup>th</sup>**, 12:00am to 5:00pm for the HP Unix upgrade and Colleague software updates.
- **Saturday, January 10<sup>th</sup>**, 12 am to **Sunday, January 11<sup>th</sup>**, 12:00pm for an Oracle upgrade

Please plan accordingly. We thank you for your patience, and we apologize for any inconvenience this may cause.

## Employment Opportunities

There is an opportunity within the ITSS Department for a full-time position as [Senior Applications Analyst](#). We are particularly interested in applicants with California Community College MIS reporting experience.

There is an upcoming opportunity within the ITSS Department for a full-time Senior Systems Administrator position, reporting to the District Network Technology Manager. ITSS will send an announcement when this is opened.

## Network Infrastructure Upgrades

Last summer a network RFP was issued and a vendor selected to upgrade the wired and wireless networks and firewalls throughout the district. This enterprise project is already underway at SJCC and D.O., and starting at EVC in Jan/February.



## District Office Moving Reminders

Office furniture (chairs, floor mats, lamps, waste baskets, etc) and file cabinets to be moved to the new District Office at 40 South Market should be labeled with a Moving Solutions label. Non-labeled items will not be moved.

For computers, monitors, and printers - use pre-printed labels. **Do not disconnect: just turn it off.** ITSS will disconnect, relocate, and reconnect your PC, printer, and other desktop peripherals in your new office space.

Please label your phones. An ITSS technician will disconnect, relocate, and reconnect your phone in your new location.

**Move contacts:** Steve Thompson (x6401) and Carlos Marques (x6431)

**Computer and Phone Support:** ITSS Help Desk (x6411)

## Core Colleague Testing

The ITSS' Applications team has partnered with users from the District and campus departments to test Colleague software updates, some of which include regulatory year-end updates, new functionality and features, as well as patches and fixes.

The Core Colleague teams are being reinvigorated through efforts from CampusWorks' Data Standards Business Process Review.

Particular thanks to: Admissions and Records, Payroll, HR, and Financial Aid departments.



## Upcoming Projects

Remote Learner will upgrade Moodle to v2.7.3 in January 2015. The upgrade will be transparent to students and faculty with downtime from about midnight to 6 a.m.

SJECCD is in the project planning phase to move current student applications to the new OpenCCCApply format.

ITSS, CampusWorks, and campus representatives have formed an **ad hoc group** for SARS contact and Student Success tracking.

Additional upcoming ITSS projects:

- Help Desk Self-Service support requests
- Network infrastructure updates
- Move to new Data Center
- Updated Technology Plan
- Continued rollout of Office 365

## Non-IT related Word

**gratitude** (noun) [grat-i-tood]

The quality or feeling of being grateful or thankful.