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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

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

We are ITSS

Information Technology Services and Support (ITSS) provides centralized infrastructure and applications support to SJECCD under the leadership of Ben Seaberry, Vice Chancellor. ITSS provides service and support through three groups:

- The **District Help Desk** team provides first level support or assignments for all technology requests including Outlook, Office, printing, Remote Learner's Moodle, MyWeb, and Webmail.
- The **Network** team responds to District Help Desk assignments for technology support and service, including Email, telephone, voice mail, PC configuration, printers, campus and district networks, district websites, servers, and storage.
- The **Applications** team supports Ellucian's Colleague (Datatel), database administration, My Web, as well as third-party applications such as Moodle, reporting portals, asset management and library systems.
- <http://www.sjeccd.edu/district-services/information-technology-services-support/help-desk>

Student Planning and Student Success

Following several trainings from July through September, counselors started utilizing the new Student Planning module. Tamela Hawley and her team are assisting in organizing and reviewing educational plans.

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 getting underway beginning at the SJCC 100 and 200 buildings and with preparations for the new District Office and Data Center. More information is to come in an upcoming newsletter.

Colleague Web UI

Ellucian has a Web User Interface (Web UI) that offers novice and veteran users new features and functionality. The Datatel desktop application is no longer supported by Ellucian. **Web UI is a browser-based interface that will be usable from within the District's network.** It requires the installation of Microsoft Silverlight to use all of the Colleague functionalities.

New features of Web UI 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. **ITSS and CampusWorks will coordinate trainings and workshops starting in the New Year - stay tuned for dates, times, and locations.**

Business Process Reviews

CampusWorks consultants have conducted Business Process Reviews and is drafting and finalizing full written reports to the District that contain recommendations, Visio process maps, and executive summaries for

- Curriculum/Degree Audit/Student Planning/Scheduling,
- HR/Payroll,
- and Core Data Standards.

BPRs are intensive, collaborative, and goal-focused sessions that identify and map current business processes and then recommend changes and enhancements.

CampusWorks would like to thank all the participants for their attendance, collaboration, and efforts.



Upcoming Projects

Remote Learner will upgrade Moodle to v2.7.2 in mid-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 is planning for an **in-place Oracle upgrade** as one of the requisite steps for the **Oracle to SQL database migration**.

ITSS, CampusWorks, and campus representatives will **form an ad hoc group** for SARS contact tracking, Student Success tracking, and MIS State reporting.

Additional upcoming ITSS projects:

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

Non-IT related Word

mudita (noun) [moo-dee-tuh]

sympathetic, vicarious joy; the pleasure that comes from delighting in other people's well-being.