InfoBits from ITSS

November 30, 2015

District Help Desk

Support hours:

Monday through Friday

7:00 AM – 5:30 PM*

(408) 270-6411

helpdesk@sjeccd.edu

* To better serve you, during the first two weeks of fall and spring terms the Help Desk will stay open until 7:00 PM.

SQL Migration on December 21, 2015

MyWeb and Colleague are scheduled to go offline for an extended outage beginning at 1 PM on December 21, 2015. This outage is necessary to complete a database migration from Oracle to Microsoft SQL for the Colleague ERP System. This is a major upgrade project that has been underway for the past 24 months 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 through the morning of January 4, 2016.** Given the extended outage, it is recommended (not required) that faculty enter fall semester final grades in MyWeb before the outage begins if possible. However, fall grades may be entered after January 4th and will be posted for students on January 13th.

New ITSS Staff

ITSS is pleased to announce that we have recently filled three permanent and two temporary positions:

- **Sergio Oklander**, Director of Enterprise Application Services
- **Jose-Luis Pacheco**, SharePoint Developer/Administrator
- **Anna Lamb**, Senior Applications Analyst
- **Irene Gutierrez**, Interim Help Desk and Reprographics Supervisor (temporary position)
- **Aaron Parees,** Help Desk Technician (hourly short-term position)

SJCC, EVC and DO Network Upgrades*

At San Jose City College: Over the past several months Wireless Access Points (WAPs) were upgraded in high priority areas and a new core network was implemented. The building network upgrades included replacing all of the network switches from 10/100 Mbps to 1Gbps-40Gbps capabilities, and replacing all legacy WAPs. The remaining locations to be upgraded this winter are the Library, the General Education Building, and the Press Box at the Football Field.

Network Upgrades (Cont.)

Most recently, a new Storage Environment was deployed in the Data Center, which will provide a virtual desktop infrastructure for lab and classroom applications. In addition, a project has begun to upgrade the Uninterruptible Power Supply in the MDF building.

At Evergreen Valley College: Currently, the new campus Main Distribution Facility (MDF) is being built in the Student Center. A fiber infrastructure is being designed with installation scheduled for Spring 2016. The core network project begins in December 2015 and will connect buildings as the fiber is installed in the Spring and Summer of 2016. In addition, all legacy WAPs have been replaced, with new cabling being installed throughout campus. The new Automotive Technology and South Campus complex networks will be built starting this winter.

At the District: In June 2015 most of the District Office Data Center equipment was moved to the new District Office Data Center at 40 S Market St. New firewalls and routers for Gigabit internet access were deployed to protect against Internet outages, and backup servers and software were installed to protect the new Colleague ERP server environment.

* This article was copied with permission from the recently published Measure G Bond Program Newsletter.

Office 365

The Office 365 rollout to all faculty and staff is nearly complete. Office 365 includes many online applications in addition to Mail, Word and Excel such as OneDrive, Sites and OneNote. Go to the [ITSS Help Desk website](#) for additional information and tutorials.

Non-IT related Word

Ikigai (noun) (Japanese) 'a reason to get up in the morning,' to enjoy the meaning of life, passion, purpose, something one lives for; lit. "a reason for being"

CCCApply

Last month, EVC and SJCC went live with the new statewide online Student Admission Application – CCCApply. The new application is provided at no cost by the California Community College system and provides many benefits for Admissions and Records and students, including*:

- Significant cost savings
- Elimination of duplicate records
- Powerful reporting and queries
- Superior support services for students
- Streamlined, user-friendly interface
- New OpenCCC Student account to provide access to system wide services and technology applications

* http://cccapplyproject.org/standard-app

Follett Integration

As part of the district's business relationship with the new Bookstore vendor, Follett, we have recently integrated Follett Discover with Moodle. With Follett Discover, "Faculty can discover and adopt the best course materials, made available seamlessly to your students. Students can conveniently acquire all materials with options to choose rental, new, used or digital." By January, we will integrate Follett Discover with MyWeb to include links to course materials through the search for sections. For more information, go to http://www.follett.com/discover or the bookstore.

District Technology Plan Annual Report 2015

Vice Chancellor Ben Seaberry presented the District Technology Plan Annual Report 2015 to the Board of Trustees on October 13, 2015. The [presentation is on BoardDocs](#) and includes an overview of the Technology Plan and a listing of accomplishments for 2014-15 and prioritized projects for 2015-16.