

ROUNDTABLE
ADMINISTRATION, OPERATIONS AND ITS
October 14, 2009

Security Updates:

During the month of September the police responded to 892 calls for service, 18 of the calls were motor vehicle accidents, 13 were first aid, 4 were fire, and 10 were theft.

On September 28 the security at Wall Campus was advised that a faculty member found a bomb threat in the ladies' room. The Wall Township Police department was notified, the building was evacuated, and the classes were cancelled. Bomb sniffing dogs searched the building with negative results. The case is under investigation by Wall Township Police department.

Facilities Planning and Construction Management Update:

The staff and instructors in MAS 138 were successfully relocated to the mezzanine of the old bookstore over this past weekend. Planning was detailed to the hour by hour level and other departments were brought into the planning loop.

Information Technology Updates:

1. Single Sign-on

A walk-through of the EAI MyCampus Consortium grant was held on October 4, 2009, with representatives from various units. There was a positive reception from everyone. Questions were addressed and a technical walk-through has been scheduled for Monday, October 12th. Preliminary conversations with Campus EAI have already occurred for clarification regarding SSL. In addition, research is under way with Datatel to confirm their compatibility with an active directory. Finally, revisions to the final contract based on attorney review are on track for Board of Trustee approval on the 15th.

2. SunGard Transition Plan

Brookdale held one of its scheduled periodic reviews with SunGard officials. The meeting went very well. We are continuing to work toward strengthening the partnership between the College and its outsourcing vendor.

3. Communications

OIT Brown Bags – The first OIT Brown Bag scheduled on October 7th. was extremely successful. Two sessions were held to accommodate faculty and staff schedules and during these sessions, an overview of some of the new procedures OIT will be implementing were provided (i.e. SOW, HDO, Google Ed services form, etc.). After the short overview, the participants were able to meet with the OIT staff and ask questions regarding specific problems or outstanding tickets while they were drinking freshly brewed coffee and snacking on Halloween candy. The environment was definitely warm and inviting and the attendees seemed pleased. For next month, OIT will be on the road doing a repeat session for the Higher Education Centers.

4. Implementing new IT processes

We went live with the Statement of Work (SOW) – a formal agreement between OIT and the end users detailing specifics related to the project, man hours, etc.

Staff completed revision to the TUG report in preparation for the October meeting. This new format ties into the HDO and will help close the loop on open tickets as well as improve communications to the end users.

HDO – the department heads now have custodial access to monitor the status of their department tickets.

5. ITAC – ITSP III

The completed future state (Goal 1.1) was distributed along with the latest infrastructure diagram. In addition, Patty distributed a table of the current OIT projects tied to specific ITSP goals. A dynamic discussion occurred around next steps identifying technologies that should be recommended for implementation.

Patty provided the committee with resources to research current/future technologies and will provide a categorized list of possibilities by Friday, October 16th. In addition, the committee will consult faculty members and SunGard about making formal presentations to the group regarding technologies that are currently being used in the classroom and industry.