

**Administration Operations and Information Technology Services  
Roundtable  
September 21, 2011**

**Information Technology Services**

**Categories: Action, Discussion, and Informational**

**Goals and Objectives**

- **Student Success in an Exceptional Learning Environment**
- **Resource Development, Operational Efficiencies, State-of-the-Art Technologies**
- **One Brookdale - proactively implementing the Brookdale Mission**
- **Business, Community & Educational Connectedness**

**ACTION**

Resource Development, Operational Efficiencies, State-of-the-Art Technologies

**Alerts**

A meeting was held with several BCC departments to discuss the various venues that could be used to send alerts as well as the various options available to the BCC community if they would like to receive text alerts. As part of this discussion was the December 2011 expiration of our Rave contract. An RFP will need to be circulated if BCC were to continue using a third party to send out emergency alerts.

Based on the several offerings currently available, it could become confusing for the user to opt in to receive text alerts from four different locations (Portal, Colleague, Rave, and Gold Mobile). In addition, if the Portal is to be used appropriately, there are decisions that need to be made regarding the creation of groups on the Active Directory, which will facilitate the delivery of messages via portal login and email. Also, will BCC continue to use all of the third party vendors in the future (i.e. Portal, Gold Mobile, Rave, etc.) or can any of these contracts be eliminated as a cost savings to the institution? Finally, what is the implication to non BCC individuals who currently utilize these services? For example, parents of students attending camps who want to opt-in for emergency alerts. With that said, the group decided that currently BCC still needs two systems – one for individuals that are in Colleague and integrated with our active directory and one for external constituents who elect to opt-in to receive messages.

**Next Steps**

1. Public Relations will be developing an RFP in preparation for Rave's expiring contract
2. Public Relations will be contacting Rave and asking for a 3 month extension to our current contract
3. Continue to test the "my messages" function of the Portal. This would be a viable solution as a replacement to Gold Mobile
4. OIT will complete programming so that a student would only have to opt in at one location in order to receive text messages; however, the message could be generated from any application that will be integrated with the Active Directory
5. Disable the opt in SMS messaging from the portal; delivery will automatically occur through the integration with AD
6. Provide a list of groups that will need to be created in the AD in order to facilitate the delivery of messages

## DISCUSSION

- **Resource Development, Operational Efficiencies, State-of-the-Art Technologies**

### Password Management

Pending ITAC review and approval of a new password expiration policy, passwords will no longer expire on September 15th as previously communicated. If you have changed your password, no action is required on your part. Expect to receive further updates in the coming weeks.

## INFORMATIONAL

- **Resource Development, Operational Efficiencies, State-of-the-Art Technologies**

### Portal

An update was received from CampusEAI regarding the status of addressing the challenges BCC has been experiencing with the “my messages” feature of the portal. The following tasks will be completed:

1. CampusEAI will deploy the latest build on BCC’s clone box on September 15 and run subsequent tests
2. CampusEAI will review the final build of My Messages on the local test box on September 16 and run additional load tests during the weekend.
3. CampusEAI will share the results and the final build for a review with BCC by Monday, September 19.
4. Post BCC’s review, CampusEAI will deploy the new My Messages Portlet on BCC’s production environment

In addition to addressing the challenges with “my messages”, training continues to be provided to the BCC community. Patty visited several HUDV classes and presented portal features such as the new FYE community and the student profile area. Patty emphasized how the profile area could be used as a digital portfolio where students could store documents and create a personalized web presence that could be shared publicly. It was recommended that the students attend the IT Training workshops in order to obtain hands on experience on all of these features.

- **Business, Community & Educational Connectedness**

### NJudge.net Conference

November 16 - 18

<http://njedge.net/conference/2011/>

### Training

Next week’s training agenda includes the following sessions:

Tue 20

[Profile Management - FYE Students \(ITS Training Room, Located in BAC building, 1st floor\)](#) 2pm - 3pm

Thu 22

[Profile Management - FYE Students \(ITS Training Room, Located in BAC building, 1st floor\)](#) 12pm - 1pm

Fri 23

[Using the Document Library \(ITS Training Room, Located in BAC building, 1st floor\)](#) 11am - 11:30am

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## **Web Conferencing**

### **What is Web Conferencing?**

Web conferencing is a form of real-time communications (RTC) in which multiple computer users, all connected to the [Internet](#), see the same screen at all times in their Web [browsers](#). Some Web conferencing systems include features such as [texting](#), [VoIP](#) (voice over IP) and full-motion video.

Web conferencing allows users to carry on business meetings and seminars, make presentations, conduct demonstrations, provide online education and offer direct customer support. Control of the session can be passed among users so that any attendee can act as the main presenter. The most effective Web conferencing solutions require high-speed [Internet](#) connections at all user sites. Several vendors offer Web conferencing services for a nominal monthly fee. System requirements are modest. Most personal computers have sufficient resources to use Web conferencing through their existing browsers. Installation of the supporting [software](#), if any, is easy and there is practically no learning curve.

(For more information visit <http://searchunifiedcommunications.techtarget.com/definition/Web-conferencing>)

### **What is BCC's involvement with Web Conferencing?**

Last year BCC piloted the free Elluminate Live package from Verizon Access NJ. Elluminate is commonly used among higher educational institutions to facilitate distance learning. This pilot was very successful and well received by faculty. Unfortunately, Access NJ is no longer supporting Elluminate, which led BCC to evaluate alternative web conferencing for faculty to use during the 2011-2012 fiscal year. Led by ITAC and facilitated by Dan Greenwood, Adobe Connect was chosen as the web conferencing tool to be piloted by the same faculty who used Elluminate. In addition, the pilot will be expanded for administrative use to facilitate meeting participation from remote locations.

### **Next Steps**

NJedge has formed a committee, which will be evaluating all of the web conferencing tools and going out for an RFP. At that time, BCC will have feedback from the participants of the Adobe Connect pilot and make a decision towards the appropriate solution.

## **Office of Information Technology**

### **Action Items**

#### **Datatel Colleague System - Software Updates – Testing**

Based on user request, changes have been made to the Datatel Colleague software update (aka patch) schedule. Below is the revised schedule for the May through August software updates. *The action required is that functional areas of the college must test Datatel patches and report via the patches email alias any issues to OIT. OIT's action is to correct any problems reported. Both the user community and OIT agreed to adhere to the test schedule below.*

**Important Dates:** Friday, 10/7/2011 – User Testing Completed  
Sunday, 10/16/2011 – Software Updates installed in PRODUCTION account (will require Datatel downtime to install patches)

*Tentative Schedule for Sunday, 10/16/2011*

06:00am to 09:00am	OIT Install Software Updates (Datatel and WebAdvisor will be unavailable)
09:00am to 09:30am	OIT Purge Prospects and Applicants
09:30am to 10:30am	OIT Testing
10:30am to 12:00pm	User Testing and Sign Off

Tuesday, 10/18/2011 – BCCTEST account cloned from PRODUCTION account

**User Interface 4.3 (UI 4.3) Testing**

The Datatel Colleague User Interface 4.3 (UI 4.3) is now available for user testing in the Updates account (aka patches). With over 100 enhancements, UI 4.3 provides users with added functionality and ease of use. Support for the current version of UI Desktop will end December 31, 2011. In order to meet this deadline and avoid the risk of using unsupported software, the objective for all UI Desktop users is to migrate to the usage of UI 4.3 by November 31, 2011 and to discontinue use of UI Desktop. Action required is for functional areas to test the Datatel UI Web and report any issues to the patches email alias ([patches@brookdalecc.edu](mailto:patches@brookdalecc.edu))

[UI 4.3 Test Plan](#) – Test plan for your review

**Discussion**

No discussion items

**Informational**

**Mobile Connection**

The mobile application for iPhone/iPad/iPod Touch was available on 9/9/2011 in Apple App Store; Android app was available on 8/25/2011 in Android Market. Information to access the application is posted in the gallery of the Brookdale website homepage. Also, check out the link at [www.brookdalecc.edu/getmobile](http://www.brookdalecc.edu/getmobile) to access the mobile applications. OIT is continuing its effort to optimize the application for user experience. OIT is reaching out to Food Services to see how the mobile application can help promote their services. In addition, other applications discussed during a Dean's meeting are to have 'Search for Sections' and ultimately 'Search and Register' functionality.

**Disaster Recovery**

OIT met with Riverbed Technology to explore the possibility of incorporating their Global Load Balancer (GLB) technology as part of disaster recovery strategy. Their GLB could potentially redirect all network traffic to our disaster recovery location if the Lincroft data center becomes unavailable. OIT will provide an overview to Information Technology Services to review.

**Private Cloud**

OIT is reaching out to VMware to create a virtualization roadmap for Brookdale with the latest offering from VMware. VMware just released vSphere, version 5, which has new technologies that could potentially help us in disaster recovery and also day-to-day operation. VMware is in use now by OIT for server and desktop virtualization in a limited capacity due to the power constraints. Once the Gorman Hall renovation is complete, Brookdale will be able to take advantage of the virtualization with ultimately reducing the number of physical servers.

### **Nursing Accreditation**

Initial planning stages for providing technological assistance to the Nursing Accreditation group have begun. Currently, the process involves off-site support in Long Branch and on the Lincroft campus. The project will include setting up laptops, a print server, and a printer for the group who will be located in Long Branch. Two PCs will be set up at the Lincroft location. In both instances, IT will provide technical support, as needed.

### **Music Department**

“Notion 3” music software was installed on the state of the art units (15) in the Music Lab.

### **Network Issues**

Brookdale experienced network and phone service degradation last Thursday and Friday. OIT spent hours with several SGHE network and system experts in troubleshooting this issue along with several Cisco network experts. Numerous modifications were made to our network and servers to optimize the network performance. We also discovered one of our servers experienced major hardware failure that also contributed to the problem. OIT worked with HP late Saturday night to replace the faulty hardware. Network performance has since been restored to normal. No new network issues have been reported this week.

### **Emergency Replacement of Larrison Hall UPS System**

The Networking Team replaced the main APC UPS battery backup system for Larrison Hall. This system protects the core switch (which controls all networking for the building) and first floor IDF (west side of the building), after the original UPS system failed abruptly. This was accomplished with the help of BCC Facilities Department, which installed a new electrical service required for the new system. The new UPS system also has network monitoring included and will alert OIT of any possible fault or issue.

### **New UPS System for Culinary Center at Asbury Park**

The Networking Team has installed a new APC UPS system at the Culinary Center in Asbury Park. This new system will protect BCC’s router and wireless network, located at that site, against power fluxuations/outages, which occur frequently at that site. This will reduce downtime and network outages, which impact students at this site.

## **Facilities Planning and Construction**

### **Informational**

#### **FMP 2020**

We are taking the information in Volume 2 and creating maintenance plans and a list of small capital “Renewal” projects. Unfortunately, the limited 2011-12 \$900k infrastructure budget is being quickly consumed to make up short falls with the Western Monmouth Parking lot expansion and Central Utility plant. The 10-year look-ahead by H2L2 opened our eyes to renewal expenditures that need to be planned for or we will continue to see the deterioration of our facilities inventory. Serious consideration to expanding the infrastructure budget by creating a capital budget will need to be considered in coming years to stem the tide of deterioration in our existing facilities inventory. Keeping a mere 100k as winter contingency, the available balance of the infrastructure budget will go to fund the following projects:

- Western Monmouth water intrusion at basement
- CUP plaza deck roofing (protect new boilers and electrical service)
- PAC rigging

- Contribution to Gorman Hall renovation
- SLC roof repairs to flat roofs
- ATeC heat piping bypass removal (other buildings too)
- Replacement of cooling tower fins and trays
- Phase-1 snow guard repairs (1<sup>st</sup> of 3-phase implementation)

Chris Elden, our FMP2020 project manager has been laid off from H2L2 due to economic reasons. Chris played an integral role in development of the draft report and our comments were relayed and discussed with Chris. We are sorry to see Chris' departure.

**Holocaust Genocide Human Rights Education Center (HGHREC)**

On or around October 4 the architects of SSP Architects will provide the revised bid documents to go out to bid. The Board of Trustees Building and Grounds committee chair included in his report that the HGHREC project will not be awarded unless the funds have been identified and are in the project account at the time of award.

**ACTION:**

The amount estimated to bridge the gap between the current budget and estimated project cost is \$137,000 however it is not until the bids are opened will we know the actual amount. A commitment for the funding has not been received.

**INFORMATIONAL**

**Gorman Hall Renovation**

Twenty six firms responded to the RFP for design services. FP&C is chairing the committee to select and recommend a firm to be awarded the contract to design the renovations for the project at the October Board of Trustee meeting.

**Central Utility Plant Upgrade (CUP)**

Continued disagreement with the contractor about final payment continues despite the project not being complete. The contractor has already had their lawyer write a notification of pending legal action. On Monday 9/12 the chiller sequencing program was installed successfully which calculates the optimal time for starting and stopping the chillers. This will definitely go a long way towards reducing energy costs next year as the cooling season is mostly behind us although we do run chiller equipment through October 15<sup>th</sup> as demand calls for it. Automating the process will minimize the waste of energy while maximizing comfort. A second round of commissioning services will ensue after the sequencing is enabled and tested. We have not been able to properly install a sequencing program for the hot water equipment. Unfortunately, there are bypasses in the heating system that sends hot water back to the plant without passing it through the buildings. This throws off our ability to monitor and react to demand loads in the buildings. This is the purpose of the ATeC project under the FMP2020 section above.

**DISCUSSION:**

**Environmental Science Field Station - Sandy Hook Leonardo State Marina**

FP&C forwarded the schematic design that was worked out with Jayne Edman and Cathy Folio. Unfortunately, Rutgers representative Mike DeLuca sent us an e-mail that indicated that the grant funding is no longer available.



On September 16<sup>th</sup>, Bill Golubinski visited the State Marina at Leonardo which is run by our friends at the NJ Department of Environmental Protection. Meeting with the superintendent and walking the site, there appears to be better-than-good chance that we may be able to strike up a partnership with the NJDEP. The building Bill proposes would be 100 yards from the beach and 100 yards from the slips of the marina. The area showed no signs of damage due to the recent hurricane and discussions with the staff confirmed that this area generally isn't affected by hurricanes.

#### **Western Monmouth Parking Lot**

The Board of Trustees approved the \$232,000 in change order proposals at the September 8<sup>th</sup> meeting. The site to receive the "contaminated soil" requires additional testing to be done which will hold off the start of the completion phase by about a week. The contractor will submit a work schedule once we know when we can start trucking the soil away. The schedule is contingent upon weather.