

**Administration Operations and Information Technology Services  
Roundtable  
September 14, 2011**

**Information Technology Services**

**Portal**

The “my messages” feature on the portal continues to present some challenges. This became apparent when ITS had to send out a broadcast message to faculty and staff. There is a delay in the delivery of messages to a recipient’s email. In addition, hyperlinks in the message did not appear correctly in the portal pop up box. Finally, the width of the “portlet,” which contains the message was too narrow resulting in too much white space. Patty Kahn has contacted CampusEAI; they will be addressing these challenges. A portal survey has been developed. The survey is currently being reviewed by the portal team leads for their feedback.

**Training**

Training continues to the college community on various portal features and NetID Password Management. Next week’s training agenda includes the following sessions:

**Monday, September 12**

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

[Using the Document Library \(ITS Training Room, Located in BAC building, 1st floor\)](#) 3pm - 3:30pm

**Tuesday, September 13**

[Using the Document Library \(ITS Training Room, Located in BAC building, 1st floor\)](#) 2pm - 2:30pm

**One Card**

The OneCard RFP was reviewed with the Director of Purchasing and minimal changes were requested. The project schedule was finalized with an anticipated BOT approval date of February, 2012.

**Orientations**

Throughout the week, Dr. Kahn and Ms. Shelley gave presentations at the new student orientations at Lincroft and remote sites. Topics included the new NetID process, WebAdvisor, the Portal, and the FYE Community. Patty also presented on the portal at the adjunct faculty orientation.

**Welcome Back Letter**

Patty distributed the following letter to faculty and staff regarding IT updates and future initiatives.  
[http://www.brookdalecc.edu/PDFFiles/OIT/ITUpdates\\_2011F.pdf](http://www.brookdalecc.edu/PDFFiles/OIT/ITUpdates_2011F.pdf)

**IT Doctor is back!**



The IT Doctor was back by popular demand assisting “patients” at the Bookstore, Library, and Larrison Hall Lobby during the start of the semester last week Tuesday through Thursday. Information

Technology Services provided NetID walk-in assistance on Tuesday, September 6 in the ITS Training Room (BAC 101) from 9:00a.m.to 5:00p.m.

## Alerts

The emergency alerts we received regarding Hurricane Irene has prompted ITS to initiate a discussion around emergency alerts and the systems currently available to deliver these messages. The portal has the ability to send messages to three modalities: Email, login, and SMS (short message system) text messaging. OIT is also in the process of developing SMS text alerts as part of the Wait Listing rollout. Students will be required to opt-in if they would like to receive text alerts when a class becomes available. Colleague will maintain this information and will integrate with the Active Directory in order to deliver these messages. With the advent of the portal and this new Wait Listing feature, BCC will have four areas where users can opt in to receive alerts for a variety of purposes:

1. Rave
  - a. Opt in available for all users
  - b. Used only for emergency alerts
  - c. Delivery to voice, email, and text
2. Gold Mobile
  - a. Opt in mostly for students
  - b. Used for student activities
  - c. Delivery to text
3. Colleague
  - a. Opt in will be available for all users
  - b. Used for Wait Listing
  - c. Delivery to SMS text and email
4. Portal
  - a. Default delivery to portal login and BCC email (no opt in required)
  - b. Intended to be used for general communication; can be used for high alerts as well
  - c. Opt in available for all users for the delivery of SMS text

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. 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. Finally, who will have permissions to deliver messages and in what capacity will the portal be used? To complicate things even further, our Rave contract is due to expire on December 2011. If BCC decides to keep a separate emergency alert system, based on procurement procedures, BCC will be required to obtain three quotes.

In order to discuss next steps in regards to these challenges, Patty has coordinated a meeting with several departments on campus to discuss the following:

- OIT Recommendations
  - Using Colleague as the system of record and integrate all other applications with the Active Directory  
This way 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.
  - Disable the opt in SMS messaging from the portal; delivery will automatically occur through the integration with Active Directory.
- Rave
  - Identify next steps to evaluate competitive systems and complete procurement process by December 2011.

- Evaluate alternative solutions and make recommendations. These include such vendors as SendWordNow (NJedge), portal, Regroup (3<sup>rd</sup> party partner of Datatel), Honeywell, etc.
- Portal
  - Provide a list of groups that will need to be created in the Active Directory in order to facilitate the delivery of messages to email and portal login. Some ideas include adjuncts, active students, etc.
  - Identify who will have permissions to send messages
  - Identify what constitutes a high alert (or if this will even be used)

## Office of Information Technology

### Disaster Preparedness

Hurricane Irene provided an opportunity for OIT to check their readiness for a disaster. OIT took several steps listed below to prepare which will become a part of OIT's readiness for future episodes. However, more preparation is needed including choosing a co-location in the event the data center at Lincroft experiences significant damage. Selecting a co-location and transferring prepared hardware is currently underway.

#### Steps added to OIT Readiness Checklist

1. Coordinated with Facilities to prep generator with fuel and scheduled refueling.
2. Created a fall back web page in case we experienced an extended power outage without ability to refuel generator. In addition, this prepares Brookdale in case of a loss of Internet connectivity in the region. More details below.
3. Scheduled an emergency pick up from Iron Mountain to take all incremental backup tapes offsite.
4. Took non-critical systems offline to increase the length of generator supported time.
5. Utilized email distribution list to communicate status of systems throughout the weekend.

#### Details for redundant Internet and DNS

DNS (Domain Name System – click here to see more about DNS and its meaning

<http://www.webopedia.com/TERM/D/DNS.html>) and Alternate Internet Hosting Provider for Disaster

### Recovery

In preparation for the hurricane, Brookdale has established Cogent Communications as a secondary domain name server for the brookdalecc.edu domain. The company will automatically pull tables of hostnames and IP numbers from our campus server, and then authoritatively serve them to users on the Internet. In the event of a communication outage, OIT will ask Cogent to point the [www.brookdalecc.edu](http://www.brookdalecc.edu) entry to an alternate hosting provider. To that end, we've signed up for service with One and One hosting; the company will serve an emergency Brookdale website to the college community during the duration of a disaster. The SunGard Web Team in Florida, under directions from college officials, will update the site with the latest information.

## PROJECT MANAGEMENT

### MyBrookdale Mobile – Apple App Store

The iPhone/iPod Touch/iPad version of the application was submitted to the Apple App Store on September 1. This application will be available for downloading from the Apple App Store pending Apple's approval process. The Marketing Department is starting an advertising campaign with posters, emails, website, etc. to students on Brookdale's new mobile application.

## APPLICATIONS SUPPORT

33 Requests Resolved This Week  
33 Requests Opened This Week  
97 Open Requests

## Datatel Colleague System

### Important Dates:

- Friday, 9/2/2011 – UPDATES account cloned from PRODUCTION account
- Wednesday, 9/7/2011 – Software Updates installed into UPDATES account
- Monday, 9/26/2011 – User Testing Completed
- Sunday, 10/2/2011 – Software Updates installed into PRODUCTION account
  - *Tentative Schedule for Sunday, 10/2/2011*
    - 06:00am to 09:00am OIT Install Software Updates
    - 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, 10/4/2011 – BCCTEST account cloned from PRODUCTION account

## HR Tuition Waiver Codes – Enable Security

The Student Profile (SPRO) screen was customized to secure the Student Types field so that only designated HR personnel can add and remove codes from this field.

## Online Pay Advices

Online pay advices are now available in WebAdvisor! By signing up to access their pay advices online, employees will be provided the following benefits:

- Receive an automated email when a new pay advice is available.
- Online access to the new pay advice a few days prior to the pay date.
- Ability to print, download, email and fax pay advices.
- Ability to access pay advices as far back as January 2006.
- Being part of Brookdale's Green initiative.

## Online W2s

Online W2 statements are now available in WebAdvisor! By signing up to access their W2 statements online, employees will be able to print, download, email and fax W2 statements for tax year 2010 and beyond.

## Cancelled Course Email Notification

Students and Faculty will now automatically receive an email notification when a course section they are enrolled in or are assigned to teach has been cancelled. Communications Management is being used to automatically send and track the email notifications.

## Text Messaging (SMS/MMS)

OIT has developed a custom WebAdvisor form that will allow students, faculty, employees, and OBCD customers the ability to "opt in" to receive text messages on their mobile device. An "opt out" feature will

also be provided. The functionality is currently being testing by OIT and a select number of users with the feature being available via WebAdvisor within the coming weeks.

## **TELEPHONE SERVICES**

### **Blue Light Emergency Phones**

The Blue Light Emergency Phone project is complete. Seven new emergency phones were installed throughout campus in assigned designated areas.

## **RAPID RESPONSE**

## **NETWORK SUPPORT**

### **Data Center Post Hurricane Update**

The networking team during the Hurricane was in constant communication with one another and was on site early Monday morning to bring online all non-critical systems that were taken offline as a precautionary measure prior to administration and staff arriving. We also visited the remote sites that were delayed from coming back online due to storm related power outages to make sure the equipment came back online properly.

### **Aftermath of Storm Checks**

Fortunately, the Northern Monmouth Higher Education Center, which had a major power problem caused by the storm, suffered only minimal physical damage to PCs (one PC affected), and printers, due to proactive modifications, carried out by the Rapid Response Team. PCs and printers were unplugged in preparation for the storm. Units were plugged back in and tested on Tuesday morning, allowing for classes to take place on time.

## **Campus Safety and Security**

## **PUBLIC SAFETY – TECHNOLOGY UPDATE**

The Monmouth County Radio Room (county communications center) installed MDTs (Mobile Data Terminal) computers in four of the marked Brookdale Police cars. This tool will aid police officers in motor vehicle stops, warrant searches and CAD (Computer Aided Dispatch) lookups from the police vehicles.

## **Facilities Planning and Construction**

### **FMP 2020**

The FMP is on hold while some strategic refinement is going on related to the portions of the College's operations that the FMP is targeted to support. Many thanks to the Higher Education Center Directors for their time in reviewing the plan and providing input.

We are taking the information in Volume 2 and creating maintenance plans and a list of small capital "Renewal" projects. The 900k infrastructure budget is quickly being consumed by the change orders needed to complete the Western Monmouth parking lot expansion and Central Utility plant. The 10-year look-ahead opened our eyes to renewal expenditures that will need to be prioritized and incorporated in the planning of our yearly fiscal budgets. If we do not address this, the deterioration of our facilities inventory will continue.

Serious consideration to expanding the infrastructure budget will need to be considered in coming years to stem the tide of deterioration in our existing facilities inventory.

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

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. 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.

The ADA settlement deadline is 12/31/2012. This project will be completed prior to the deadline.

### **Sandy Hook**

Facilities Planning and Construction is forwarding the schematic design that was worked out with Jayne Edmund and Cathy Folio. It will be used by Rutgers to do some of their planning to secure the grant funding.

### **Gorman Hall Renovation**

The RFP for design services was completed 7/22, revised and issued for advertisement on 8/10. Eleven firms were given to the Purchasing Department for direct mailing of the RFP package along with information on four on-line trade journals that would advertise the project at no cost to the College in order to generate additional interest. Proposals are due September 13<sup>th</sup>.

### **Central Utility Plant Upgrade (CUP)**

Continued disagreement with the contractor about final payment continues despite the project not being complete. The emergency generator was completed the week prior to Hurricane Irene's arrival, fortunately it was not needed. The fire protection work has been completed as well. On 9/12, our controls vendor will come in and install software that enables the automatic sequencing of the chiller operations. The implementation of the controls will right-size plant operations to conditions found in the buildings taking into account outside air temperature and humidity. Automating the process will minimize the waste of energy while maximizing comfort. This will allow us to run a second round of commissioning services which has been on hold until this is enabled and tested

### **Western Monmouth (WM) Parking Lot**

The Board of Trustees approved the \$232,000 in change order proposals at the September 8<sup>th</sup> meeting. A meeting was held on September 9<sup>th</sup> to go over the logistics for completing the lot now that school is in session. Coordination is taking place between the WM Center staff, Facilities and Vollers to complete the project around College operations.

### **WM Food Concession**

Meetings have begun with a Subway franchisee to provide food services at the Western Monmouth facility. Planning accelerated only to find out that an agreement between Subway and Brookdale had not been finalized. Subway is prepared to invest \$30-40,000 in equipment and tenant improvements, but the project has been tabled, due to the uncertainty of our ability to legally outsource this service.

### **On-Call Design Services**

The Request for Qualifications (RFQ) was issued in August to create a list of on-call designers to prepare designs and bid documents for many of the small capital projects and Chapter 12 projects. The qualification submissions are due September 22. Due to enhanced advertisement through trade journals like Dodge reports and Construction Data news, the RFQ packages were sent to approximately 80 firms. We are hopeful the result will harvest an excellent pool of professional consultants to address the College's diverse needs.