

**Administration Operations and Information Technology Services
Roundtable
November 16, 2011**

Information Technology Services

ACTION ITEMS: None

DISCUSSION ITEMS: None

INFORMATION:

ITEC

The ITEC committee met Monday, November 7, 2011. Highlights of the meeting included a discussion of current and future projects as well as the status of discussing roles and responsibilities of Educational Services and OIT. A meeting has been scheduled with members from OIT, ETS, and TLC to discuss each of these units' functions in preparation for a presentation at the next ITAC meeting.

Dianna Phillips presented a curriculum dashboard, showing how faculty at Monroe Community College uses this tool for an online course approval process. Brookdale is currently researching third party tools as a possible solution to integrate with Colleague and support outcomes assessment.

ITAC

The next ITAC meeting is scheduled for Tuesday, November 15. Members have been requested to review the latest changes to the ITSP and provide feedback.

A technology survey was distributed for staff (including faculty) and students to the group in order to receive comments. The intent of the survey will be for the College community to evaluate OIT services. Some of the preliminary feedback indicated that the survey was too lengthy. Patty worked with Laura Longo and reduced the number of questions while at the same time support meaningful responses.

Portal

Patty Kahn and OIT participated in a conference call with CampusEAI to address outstanding issues with the portal, specifically the latency Brookdale experienced on November 7. The following action items were provided:

1. CampusEAI will reach out to Andrew Chiang and Patty Kahn whenever an issue is noticed to provide an explanation and root cause analysis (RCA) on the issue.
2. CampusEAI will be upgrading their primary (Internet Service Provider) ISP to a new service. CampusEAI will notify Brookdale of the status and estimated time of the new ISP implementation.
3. CampusEAI will enable a debug script on Brookdale's Quick Launch application
4. Brookdale will report any issues still occurring with the Angel Single Sign On, specifically username and the time of the occurrence.
5. CampusEAI will refresh the development server and update the ticket when completed.

A subsequent conversation was held with CampusEAI in regards to the mobile initiative. Brookdale would like to include the ability for portal "mymessages" to appear as an application on the mobile device. CampusEAI will be sending OIT the source code, which will be tested inside the Brookdale mobile framework.

In addition to viewing alerts on a mobile device, Brookdale has requested from CampusEAI information on a browser based mobile portal. This would enable a user to access portal content through a myBrookdale icon upon login. Finally, CampusEAI and OIT completed the testing on mymessages, confirming that students are now able to receive portal alerts in their email.

Upcoming Training and Events

Tuesday, November 22

[Profile Management - FYE Students \(BAC - IT Training Room\)](#) 8:45am - 9:15am

Tuesday, November 29

[Profile Management - FYE Students \(BAC - IT Training Room\)](#) 8:45am - 9:15am

Thursday, December 1

[Profile Management - FYE Students \(BAC - IT Training Room\)](#) 8:45am - 9:15am

[Profile Management - FYE Students \(BAC - IT Training Room\)](#) 11:15am - 12:15pm

- **Training Highlights for the week of 11/7/11**

Project/Description	Requested by	Status
Web UI Training – (Mon- Fri.) 14 sessions	Lynn Tirado	Web UI Training was provided for various departments. This training will be occurring over next two weeks
Portal Training	Michelle Kneute	Linda provided training on how to update Web content on Governance portal pages.
Vendor Request Template Web Form	Kim VanLew/ Chic Raimondi	Linda created a web form template to be uploaded to the portal when a new RFP goes out. A follow up meeting is scheduled for next week with Chic and Kim to review logistics.
Portal training for student development	Dianna Glynn and Rosemary Kochman	Linda met with Dianna and Rosemary to review the student development page on the portal

Service Now Requests – Application Support

This week 42 requests were opened and 25 requests were resolved. Currently there are 164 open requests.

Software Updates – Datatel Colleague

Users were notified to start testing the September and October Datatel software updates. This round of software updates will be implemented into our LIVE environment December 4th.

Labeling Units in Labs

The labeling of PCs in labs at the Higher Education Centers (Western Monmouth, Eastern Monmouth, and others) continues. This will assist the rapid response team identify the specific PC when a Help Desk call is placed. The Higher Education Centers will be first, followed by the Lincroft locations. Neptune is complete, and Long Branch is in progress.

Open House – Information Sessions Project

OIT will be involved in helping set up laptops and a printer for the Open House-Information session planned for November 13, by OBCD and other BCC departments. Currently, the request is for laptops (5) and a printer. The rapid response team area will supply a technician on hand for this special event, and be responsible for handing out the laptops and provide answers to general questions.

KACE

The KACE appliance training began this week, and the rapid response team area is doing some preliminary work at remote sites for testing of Wake on LAN, and KACE off the main campus. The first location where this will be tested remotely is Long Branch.

Bookstore Server Migration

The networking team completed the Bookstores upgrade/migration of their POS system to their new server. This upgrade encompassed converting two different types of databases to the new server hardware and importing them into a single instance of SQL-Anywhere. The networking team also added all of the bookstore workstations to Active Directory during this migration process. This new server and software upgrade will increase the performance of the Booklog POS application and will improve the security on the Bookstore data.

HP Insight Management Software/Server

The networking team installed HP's Insight Management software. This software will help us manage the 60 plus HP servers we currently have in the data center. It will also allow OIT to troubleshoot issues when they arise, manage and track hardware information on all HP servers and upgrade firmware on all system components and will allow OIT to be proactive on performing maintenance for these systems.

Facilities Planning and Construction

ACTION: See below

DISCUSSION: None

INFORMATION:

Western Monmouth Water Intrusion

The report came back from Gentech, the geotechnical firm hired to investigate the cause of the water intrusion. As part of their study, they determined that the facility is not sitting on a high water table and that the source of the water is surface based, not ground based. Several recommendations have been offered and will be implemented as soon as possible. Among these solutions are:

- Removal of foundation planting beds
- Complete repairs of the roof leader drainage piping
- Install a non-permeable barrier below the ground surface at the building perimeter to direct water that hits the building or near the building away from the building.

When the water is stopped from entering the building the interior repairs can commence. Rich Frank is spearheading the interior remedial effort. This work will entail bringing in an industrial hygienist to prescribe the methods and procedures for removing the mold effected materials.

Gorman Hall Renovation

A kick off meeting was held with the engineers and architects of the Gannett-Fleming/Lammy & Giorgio team. Purchasing is finalizing the contract with the design team. The architects gave the team homework to fill out a space-use survey.

Central Utility Plant Upgrade (CUP)

Non-binding mediation is now being advised by our attorney and Framan's attorney. It is not known what the duration of time required to conclude the settlement.

A work-around to operate the heating system in a semi-automatic mode has been devised. It will not be as energy efficient as the fully automatic mode but will provide comfort from cold throughout the buildings served by the central plant. Without the help of a testing/balancing service, we are unable to ascertain where the worst by-pass conditions occur. Our controls vendor provided the sequence and training for our operators.

Bill Linton (Wilentz) suggested that the cost of additional testing and balancing could probably be offset by energy savings and suggested that we proceed with a 7-day notice to the contractor for not complying and then proceed to hire a testing balancing firm to execute the work.

Western Monmouth Food Concession

A meeting was held with the Freehold Health Department two weeks ago. A detailed list of the College's equipment is needed to be included in the contract and subsequent RFP. The vendor we have been working with has substantial issues with a six month engagement. The concern is, it does not give much time to recover start-up costs of vendor provided equipment, materials, insurances etc.

Bill Golubinski has been putting together quotes for the work required to open. Quotes have been received for electrical work, plumbing work and flooring. Using in-house staff for some of the work is a money saver that is being explored. The vendor has provided a menu of items that he would like to sell which is part of the Board of Health submission process.

Action Item: We need to confirm what budget allocation amount, if any, is available for this initiative. Preliminary discussions on this indicated that \$10,000 is the maximum college expenditure to include sink, electric and flooring. If so, who is ultimately responsible for that account's oversight. As long as we look to keep the term of the contract for only six months, it is unreasonable to ask a vendor to provide excessive build-out costs without an ample contract term (time) to recoup on the investment.

Action Item: Clarification of the scope of work (subject to Freehold Health Department)

Action Item: For the short term contract, a list of college-provided equipment is required, who is responsible for repairs/replacement.

Action item: Clarification with vending machine beverage conflicts. Coffee? Water? This information needs to be clear in both the Vending and Food Service Concessionaire contracts.

Holocaust Genocide Human Rights Education Center (HGHREC)

The HGHREC construction bid packages will be received by the end of the week. An early January opening is planned for the bid with award likely to occur at the February Board of Trustee meeting.

Performing Art Center (PAC) Rigging

A draft scope letter has been created to hire a design firm to document the scope of work and to address safety concerns outlined in the rigging study by Pook Diemont & Ohl. It was reviewed by the PAC theater staff and sent to the College's board approved "on demand" firms for quotes after the November 21st meeting.