

**Administration Operations and Information Technology Services
Roundtable
October 12, 2011**

Information Technology Services

ACTION ITEMS: None

DISCUSSION ITEMS: None

INFORMATION:

ITAC

ITAC had its kick off meeting on October 4. Membership consists of a cross representation from faculty across all disciplines, counseling and higher education staff, as well as members from the recently disbanded Technology User's Group (TUG). One of the main goals of the council will be the implementation of the Information Strategic Plan (ITSP). The new members have been asked to review the latest version of the ITSP located on the portal. The ITSP is near completion based on ITAC's efforts throughout the summer. New members are welcome to provide feedback on the ITSP message board.

As part of the ITSP discussion, Dianna requested that ITAC review Brookdale's IT Infrastructure by specifically defining operational parameters, functional overlap, and appropriate policies. In this regard, the TLC, ETS, and OIT should identify each of their respective roles by posting remarks on the ITAC wiki for additional input from council.

In addition to providing feedback on the ITSP, the group is requested to finalize the quick launch directory structure on the portal. The current folder structure will be revised based upon feedback from the user community. Patty placed recommendations provided by the portal team leads on the ITAC message board for additional feedback. The next ITAC meeting is scheduled for November 2.

Web Conferencing

Educational Services and the President's office are considering next steps towards recording IT Committee meetings. ETS will record the October 11 IT Committee meeting using SunGard's Webex conference bridge. ETS will work with Louise Horgan and Jean Karl to determine which of the BOT members will be attending remotely. Adobe Connect, a web conferencing tool similar to Webex, currently being piloted by several faculty and staff, will be used for the November meeting.

Portal

CampusEAI continues to make headway with "my messaging" challenges on the portal. Despite solving the problem of successfully delivering messages to the portal inbox, there is still latency with delivering messages to a user's email account. CampusEAI will be providing an update next week.

The use of the portal is making headway with Governance as several of the committees are on board. Information Technology Services will reach out to committee chairs in order to assist with getting everyone on one platform.

MUG

At the first meeting of the Marketing User's Group (MUG) this year Laurie Bender provided a status report on the redesign of the Brookdale website, which is being handled by SunGard Web Services. The basic goal will be to retool the website in order to boost enrollment. SunGard will send a team during the first three weeks of November to talk about the big picture - what makes BCC special? Laurie will coordinate with SunGard to determine the interview group.

In addition to the website, Laurie discussed Brookdale's desire to have a uniform web calendar. Currently, there are several options being used such as Google and Resource 25. The online master calendar used for the conference center also needs to be considered.

Finally, Laurie brought the procurement process to everyone's attention especially with respect to printing requests. The community needs to be cognizant of the BOT approval process when submitting print jobs and plan accordingly.

Avaya Telephone Training

IT recognizes the need for additional training on the usage of the telephone system. Therefore, Jennifer Carrozzelli is providing Avaya Telephone Training for the campus community on October 18 and 20. Basic and advanced training will be offered to all staff members. Phone workshops will recur regularly throughout 2012.

Nursing Accreditation

The Rapid Response Team provided hardware and directory accounts required for the Nursing Accreditation in MAS and at the Pier Village in Long Branch during the week of October 7th. Hardware and technical assistance included setup of PC's, printers and a wireless connection. Members of the RRT (Rapid Response Team) were present at both locations throughout the event to assist with any technical issues.

Password Expiration Project

The password expiration policy was implemented on Friday, September 30th. Users who had not changed their passwords in the 120 days prior to September 30th found their passwords expired and were unable to access Brookdale's systems without creating new passwords.

Extra coverage was provided by the RRT (Rapid Response Team) staff and other OIT participants in order to assist with the password reset project. Assistance was also provided via the "IT Doctor", who was stationed at the Student Life Center area. To date, approximately two thousand individuals were assisted. Some issues documented include users not enrolling in the NetID system, not reading the documentation for resetting a password, not comprehending the complexity required of the new passwords and annoyance with having an expired password.

OIT is meeting daily to assess the NetID system as support from the NetID Company, ManageEngine, is subpar based on some recently encountered issues. OIT is meeting the week of October 10th to document lessons learned in preparation for the next password expiration within 120 days.

Library Print Problems

New drivers were loaded, as per Xerox technicians, to fix a problem that had been happening with various forms of print-out – especially large PowerPoint files. Drivers were updated by the RRT staff, and were done in an order so as to minimize student inconvenience. Drivers were tested on the printers available (one was down and being repaired by Xerox), and the printing tests were successful.

Higher Education Center – Service Improvement

The RRT staff will begin a revamped process of service visits to the Higher Education Centers. Where remote solutions are not feasible or appropriate, in addition to a visit to the site to fix a problem, a “well visit” will also be performed and documented. This visit is designed to check the labs at the HECs. Each visit will be documented within the Service-Now system. In addition, the Site Director will be copied on the service calls as to inform them of any known issues and plans to address. Although, the RRT will check the HEC labs, it is important for the Site Director or Generalist to open Help Desk calls by calling the Help Desk at extension 2829, emailing the Help Desk at helpdesk@brookdalecc.edu or opening a Service-Now ticket by accessing the SNOW application from within the MyBrookdale portal. A Help Desk call will ensure the RRT is aware of an issue and the issue can be addressed appropriately.

CommVault Media Agent

The CommVault media agent software was installed on the new M3000 machine. This is the first step in preparing it for duty as the machine to de-duplicate and backup snapshots of the Datatel ERP system, a function currently being performed by the M4000. Once this project is finished, the M4000 will be available to assume its intended purpose as an off-site warm standby to support Datatel functionality in a disaster.

Tippingpoint IPS (Intrusion Protection System)

We have been experiencing an ongoing problem with the “zero power high availability” (ZPHA) module in the new IPS. This is the part of the system that keeps traffic flowing (albeit without inspection) if the IPS should crash or fail. A new ZPHA chassis did not solve the problem. HP is shipping new ZPHA modules to arrive early next week.

Facilities Planning and Construction

ACTION ITEMS:

Action Item: We need Ed Services approval on the use of WM211 as the location for this concession. Once we have this approval, we will be ready to approach the health department.

Action Item: We need to know what budget allocation amount, if any, is available for this initiative. As long as we look to keep the contract short, it is unreasonable to ask a vendor to provide excessive build-out costs without an ample contract term (time) to recoup on the investment.

DISCUSSION ITEMS: None

INFORMATION:

Western Monmouth Parking Lot

The entire lot received a four inch base layer of asphalt on Friday 10/7 and Saturday 10/8 during perfect paving weather. Over 3000 tons of asphalt base were spread over the two day effort. The contractor’s plan was to complete the paving partially on Thursday with the balance being completed on Friday 10/14. Striping would take place over the weekend. With the long range weather forecast calling for chances of rain later in the week the contractor may try to accelerate the schedule.

Western Monmouth Water Intrusion

Four engineering firms were solicited for quotes to match the scope of the Penonni proposal in last week’s round table. The lowest cost firm, Gentech, was able to better the Penonni proposal with their bid of \$13,000. We hope to begin the test pit excavations as soon as possible which will tell us the path water is taking once it

leaves the surface and where the water table is at the building's location. A significant excavation is required since the floor of the basement is nearly 15 feet below the exterior finish grade elevation. The weather will be a significant player in this work as it is with any earthwork.

In the meantime, we plan to do some in-house testing of the roof leader system to confirm that the path the water takes once entering the ground is intact and flowing. When the water is stopped from entering the building the interior repairs can commence.

Holocaust Genocide Human Rights Education Center (HGHEC)

The buildings and grounds committee understood the reason for additional fees as an "investment" to save approximately \$100,000 in construction costs. The recommendation to accept the change to the SSP contract to add \$10,400 will be recommended for full Board approval at the October meeting. The architects will send their drawings to Brookdale to ensure that all scope changes discussed are being considered. We should have these early this week.

Gorman Hall Renovation

Bill Golubinski and five members of OIT met last Friday to recommend that Gannett-Fleming be awarded the commission to design the Gorman Hall renovation and infrastructure upgrade. Gannett-Fleming has extensive data center experience. At the 10/3 Buildings and Grounds meeting, we were reassured that we had made a good decision when Committee Chair Rich Maser indicated that Gannett-Fleming was an excellent firm. The award is to take place at the October BOT meeting. This project is slated for completion December 2012.

Central Utility Plant Upgrade (CUP)

Any litigation seems to be on hold as we employ the conflict resolution procedures that were built into the contract. The first step is that the design professional makes the decision. The next round is binding arbitration. Only after the first two rounds have been exhausted can litigation ensue.

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 determine where the worst by-pass conditions occur. Our controls vendor provided the sequence and training for our operators.

Western Monmouth Food Concession

A few conference calls have occurred between Facilities Planning and Construction, Purchasing and Dining Services over the RFP for Food Service at Western Monmouth. Dining Services offered several ideas on how to keep this small scale including allowing the site to make use of several pieces of surplus equipment that is in Lincroft. We have also been in touch with the Freehold Department of Health who has agreed to review our plan as we try to keep the College's financial commitment to this initiative at a minimum. Fine tuning the menu will be necessary to avoid triggering any major renovation costs. Purchasing is going to look into the potential for conflict with the vending concession contract to see if there is a clause about competition. The subway concession representative indicated that he could "sell \$1 waters all day" and still make a profit. This would be well below the \$1.75 now being charged in the vending machines.

FMP 2020

Of 68 professional qualification packages sent out, Purchasing received 56 back. Many disciplines had an excessive number of respondents so Bill Golubinski was advised to cull the list to a more reasonable number during the October Buildings and Grounds Committee meeting. The list will still contain a diverse group with talent and expertise that will give the College a good pool to tap as projects arise. A recommendation will be

advanced to the November Buildings and Grounds meeting that will best serve those projects on our immediate horizon and any probably emergency situations.

Scope letters are to be prepared to solicit quotes for the projects below. Upon BOT approval, the scope letters will go out to five or six of the firms that demonstrated in their qualification packages that they are best for the particular project.

- 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 (1st of 3-phase implementation)

Campus Safety and Security

ACTION ITEMS: None

DISCUSSION ITEMS: None

INFORMATION:

Police met with representatives of the company hired by the New Jersey State Police to install the new live scan finger printing system which will be installed at Police Headquarters. The site visit was used to set up a staging area in Police Headquarters. The equipment valued at approximately \$12, 000, is being received at no cost to the college from the New Jersey State Police. Said equipment is being supplied to all New Jersey College Police Departments under a grant from Homeland Security.

During the month of September 2011, Police responded to 1,158 calls for service, including 11 motor vehicle accidents, 13 first aid calls, one fire call, two domestics, one criminal mischief and eight thefts.

Police issued 272 written parking warnings, 28 Middletown parking summonses, 58 verbal smoking warnings, 27 written smoking warnings, and 16 BCC Smoking Citations.