

Administration Operations and Information Technology Services
October 26, 2011
Roundtable

Information Technology Services

ACTION ITEMS: None

DISCUSSION ITEMS: None

INFORMATION:

ITAC

Quick Launch Directory Status

ITAC has reviewed the quick launch directory folder structure on the portal and has provided their recommended changes on the ITAC's community message board. Patty summarized the feedback and the group is now voting on the new folder layout. In this regard, Patty also shared the summary with the Student Life on Governance and will be incorporating their feedback as well.

ITSP

Over the summer, ITAC has put forth great effort towards the development of the Information Technology Strategic Plan. The ITSP is in its final stage of development; however, there are a few areas that still need to be addressed. The latest version of the ITSP was posted on the portal for ITAC to make their final recommendations.

In parallel to finalizing the goals and objectives outlined in the ITSP, ITAC will be concentrating on clarifying roles and responsibilities in supporting the end user and infrastructure throughout the College (Note: this is also an objective in the ITSP). In this regard, OIT, TLC, and ETS have begun working on identifying the roles and responsibilities of their respective departments and will be entering this information on the ITAC Portal Wiki. ITAC committee members are able to view the wiki entries on the portal as well.

Remote Counseling of Career Technical Education (CTE)

Linda Milstein has requested OIT's assistance with providing technology support in order to facilitate remote counseling for students in the CTE program. Video conferencing will be utilized in order to provide students the ability to communicate with a counselor from their home. There are various outstanding items, which need to be resolved including licensing, training, and program workflow. A second meeting will be scheduled with all parties to finalize the details.

Portal

Patty participated in another test run of the "my messages" feature of the portal along with members of OIT. This test was to validate CampusEAI's configuration changes in order to solve the latency issues we were experiencing with delivering messages to the user's email account. The test was successful. Patty will continue testing before opening mymessages to some of the campus community.

IT Committee Meeting

The IT Committee of the BOT meeting was held on Tuesday, October 11. The agenda included the approval of purchase requisitions and invoices followed by a SunGard presentation focusing on the full range of services currently offered to Brookdale. During the presentation, the OIT staff had an opportunity to introduce themselves to the community and provide a brief summary of their current position as well as provide information about their experience and education. The remainder of the presentation demonstrated from a technology perspective the

transformation Brookdale underwent from the past to the present as well as identifying future growth opportunities.

OIT Brown Bag

Please mark your calendars for the next OIT Brown Bag scheduled for October 31 in the ITS Training Room. OIT will be presenting on “Are You Secure?” In this digital and mobile age there are so many challenges we face, which puts our identity in jeopardy. This presentation will provide some insight on how hackers can access your personally identifiable information and things you can do to become more secure. Will there be any tricks up the presenters sleeve for this Halloween event? You never know! However, there will definitely be some treats! Please don’t miss out!

Are you Secure? /October 31, 2011

Sessions will be offered at 12:00 PM and 2:00 pm. /ITS Conference Room (BAC 100)

Register here!

12:00 PM session

<http://www.brookdalecc.edu/pages/4146.asp?item=5863>

2:00 PM session

<http://www.brookdalecc.edu/pages/4146.asp?item=5864>

LMS Meeting

The co-chairs of the LMS Committee held a meeting to discuss the integration of Canvas and Blackboard with Colleague. Denise DeMichael provided feedback from the colleges she spoke with who are currently using these systems. As a follow up, OIT will be contacting Blackboard and Instructure (Canvas) in order to have a better understanding of their system integration methods. OIT will be providing a summary of their analysis to the co-chairs so they can include this feedback in their recommendation.

NJedge.net Conference /November 16 – 18/<http://njedge.net/conference/2011/>

Nursing Accreditation

The Nursing Accreditation visit by the NLNAC went very well, from the technology perspective. The location on campus was set up, tested, and used when needed. Work was also done by the visitors at the Pier Village Bungalow Hotel in Long Branch. At the conclusion, all equipment was removed from the Pier Village location – two laptops, a printer, a wireless hub, and peripheral devices – and brought back to campus for future use in other projects.

Password Project

Extra coverage was initiated, on the part of the 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; upwards of over four thousand individuals have been helped with the reset process, thus far. The Central Help Desk handled all additional calls that could not be handled locally. Over 10,000 students are enrolled in NetID.

As stated in the last roundtable, the NetID system provided a bottleneck in which those who did not enroll in NetID and/or change their passwords prior to September 30th were required to call the help desk. OIT is working diligently with the NetID company (ManageEngine) to resolve the flaws in the software. In addition, other systems are being evaluated.

Mobile Connection

MyBrookdale Mobile iOS app version 1.0.1 is released and is now available in Apple App Store. This version fixes navigation bugs that existed in version 1.0.0. However, Apple released iOS 5 October 12, 2011, which breaks our

app due to the open source code utilized. OIT is working with our developer to quickly resolve the issue. The update to fix bugs in Android App is on hold now until we resolve the iOS app issue with iOS 5.

Student Life Center Counseling Outreach Days

The Rapid Response Team began preparing laptops for use by counselors for the outreach days. The units will be wired, and will be used to help with priority registration, support for students in the management of their academic programs, and to market an upcoming series of workshops. RRT assistance will be on call, as needed.

Wireless update

The software on our Bluesocket access points on all campuses has been updated to the latest version, and the configuration has been altered to provide better compatibility with certain laptop and tablet chipsets. This should reduce the incidence of users experiencing difficulty connecting to our Wi-Fi network.

Windows 8

OIT installed a pre-beta “developer’s preview” of Windows 8, the next generation of Microsoft’s operating system slated for public release by the end of next year, under VMware, on one of our computers. This new operating system features greatly enhance support for tablets and touchscreen displays, support for “gestures”, and new clean-looking user interface called “metro”. OIT will discuss with ITS and Ed Services Brookdale’s future plans for Windows 8.

Disaster Recovery

Network Services is working with the remote SGHE Systems Team to migrate the role of Sun M4000 server, which currently is used as part of our data backup system to the new Sun M3000 server. This will require some changes to our SAN (Storage Area Network) configuration by allocating some dedicated storage to the M3000 server. The changes will not affect any user or cause any disruption to college’s operations.

Service Now Requests – Application Support

This week 31 requests were opened and 40 requests were resolved. Currently, there are 146 open requests.

ImageNow

- Onsite “Tune Up” for Registration/Admissions Office – during the week of October 10
 - Created new Scanning and Capture profiles to simplify process
 - Created new VRS profiles to account for General Scanning and Transcripts
 - Created Application Plan to link documents for students not in Colleague
 - Tested Content Server and Recognition Agent to ensure proper installation
 - Discussed, Demo, and implemented Workflow Process
 - Implemented Application Plan that uses Datatel WebUI 4.3.
 - Started Cleaning up Drawers, Application Plans, and Views.
 - Created Relationships for Admissions/Registrar.
 - Reviewed current security and made recommendations.
 - Implemented recommendations on security for Student Groups.
 - Made improvements to Application Plans to ensure proper integration with Datatel
 - Applied security to Application Plans, Workflow, Views, and Relationships.

UI 4.3 – Datatel Colleague

- Preliminary setup, including web-based help and FERPA message, have been setup and activated in the Production account.
- The UI Production server has been readied and a SSL certificate is being applied.
- User training for pilot group of users (Registration/Admissions/TLC) was scheduled during the week of October 20 and 21.

- Production instance was installed during the week of October 17th.
- Users are continuing to test and report issues to patches@brookdalecc.edu. OIT is resolving the issues.

Waitlist – Datatel Colleague

- Colleague user (admin) security has been setup.
- SMS Text Messaging Opt In/Opt Out screens are being user tested.
- Colleague process handler/scheduler has been activated.
- Communications Management will be used to automatically send text messages to students who opted in and have 24 hours to register from waitlist.
- Student printed registration statement has been modified to include waitlist information.
- WebAdvisor registration email confirmation has been modified to include waitlist information.
- A custom batch process has been created to allow Administrators to turn on/off waitlist for specified course sections.
- Student online registration workflow screens have been customized to include waitlist functionality and information.
- All pieces of the waitlist project were moved into the Production account on Sunday, October 16, 2011.

Campus Safety and Security

ACTION ITEMS: None

DISCUSSION ITEMS: None

INFORMATION:

Emergency Preparedness

As an outcome to previous Cabinet meetings, several initiatives have been identified related to emergency preparedness for action.

- The Brookdale Police are currently reviewing the Emergency Management Plan to ensure the plan meets the needs of the institution.
- The A&O conference room has been identified as the incident command center for the institution and was in need of a plain old telephone service line (POTS) which is not reliant on electricity. The phone line was installed the week of October 10th.
- Facilities are currently in the process of upgrading the fire alarm system so it can simultaneously sound an alarm in all Lincroft campus buildings as the first line of defense in case the entire campus needs to be evacuated.
- A meeting occurred to discuss the preparedness of the campus community during the Earthquake and the miscommunication that occurred with the Red Cross in preparing for the Hurricane Irene. Some outcomes from the meeting are as follows:
 - The Chief of Police has been identified as the incident commander for the institution
 - The Chief of Police is currently reviewing and updating the Emergency Management Plan
 - More coordination needs to happen between the EVP of Admin, Ops and ITS and College Relations when incidents occur on campus. Will be ensuring information goes out to the campus community in a timelier manner.
 - Training the campus community is essential. Police will work with Human Resources to offer training sessions similar to the initiative that took place in 2003.
 - More practice drills will be performed during the two long semesters.

- Will have a generator for the BREC, once the permanent generator is installed at Gorman Hall. This allows the college to become a shelter for the Red Cross.
- Anne Marie Sparaco will coordinate with College Relations to send out broadcast emails reminding the campus community at the beginning of each semester for Faculty, Administrators and Staff to review the Emergency Preparedness Checklist, which is located on the Staff portal in the “Safety and Security” portlet.
- Safety Committee will now expand its focus to include emergency preparedness

Safety Committee Takes on a New Role

Elise Barocas, chair of the Safety Committee met with Administration and Operations to discuss the role of expanding the Safety Committee’s focus to include emergency preparedness for the college. During the meeting, it was decided that the committee would expand its participation and have Cabinet members on the committee, as well as, other constituency groups throughout the college. The committee will still meet every two months and maintain certain elements of its initial charge. Elise is looking to have the committee convene prior to Thanksgiving break.

Facilities Planning and Construction

ACTION ITEMS: None

DISCUSSION ITEMS: None

INFORMATION:

Western Monmouth Parking Lot

The finished paving was accelerated from the existing schedule to preclude the effects of rain late in the week. The finish layer was completed by the end of the day Thursday and the line striping contractor was on-site Friday 10/14 measuring out all the lines to be painted. Painting was completed on Saturday 10/15. A few punch list items remain around concrete sidewalk repair.

Special thanks are due the Brookdale Police for supplying extra help to direct students to park efficiently while the work was being done on half the lot at a time.

Western Monmouth Water Intrusion

The Western Monmouth parking lot contractor provided pricing for excavation for the water intrusion engineers. While surveying the building perimeter, the supervisor noted that several of the “roof leaders” (vertical piping from the gutter to the ground) were compromised. He indicated that while on-site, he could repair that for us, and he did. On Friday 10/14, after three days of rain, the rooms on the back side of the building and the sump pits located there were all dry. There are two additional leaders that require attention on the front of the building. We believe they are related to the water entering WM007, WM008 and WM009. We will monitor the four sump pits inside the building for activity later this week since considerable rain is forecasted for later in the week.

When the water is stopped from entering the building the interior repairs can commence. Rich Frank is spearheading the interior remedial effort.

Holocaust Genocide Human Rights Education Center

The buildings and grounds committee understood the reason for additional fees for this project 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. The architects will send their marked up drawings to Brookdale to review all scope changes.

Gorman Hall Renovation

A committee made up of Bill Golubinski and five staff members of OIT met last Friday to put forward a recommendation 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. 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 (Vanderweil Engineering) 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 ascertain where the worst by-pass conditions occur. Our controls vendor provided the sequence and training for our operators.

Western Monmouth Food Concession

It looks like we will be able to get a concessionaire in place for a short term without the extensive public bid process. A detailed list of the College’s equipment is needed to include in the contract and subsequent RFP. The schematic equipment plan was submitted to the Freehold Health Department via e-mail. We await a call to go over the plan for items to be addressed. After the plan is approved by the health department, we will submit application for construction permits for the electrical and plumbing work to be done.

Action Item: We need to confirm what budget allocation amount, if any, is available for this initiative. Preliminary discussions indicated that \$10,000 is the maximum college expenditure to include sink, electric and flooring. If so, what is the account number and who is ultimately responsible for that account’s oversight. 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.

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.

FMP 2020

Of 68 professional qualification packages sent out for on-demand architecture and engineering services, Purchasing received 56 proposals. Many disciplines had an excessive number of respondents so Bill Golubinski was advised to cull the list to a more reasonable number at the October Buildings and Grounds Committee meeting. The list will still contain a diverse group with diverse talents and expertise that will give the College a good pool to draw from 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 being 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)

Rain Garden

Facilities are in the process of installing another rain garden just east of the entrance to Lot 6. Work is being done as recommended by EPA in a joint effort with the High Tech High School and Rutgers.

Additional Parking

Facilities removed two islands in Lot 5 near the old fitness center to create additional parking spaces. The staff removed curbing, turf, installed 12 inches of three quarter inch dirty stone as recommended by the county highway department. The highway department paved surfaces and Facilities marked and striped nine additional parking spaces. Facilities worked with the campus police in marking out parking spaces.