

## SUBMITTING AN IT PROJECT REQUEST TO IT GOVERNANCE

The IT Governance Steering Committee has created a SharePoint site for submitting and processing IT Project Requests. Staff and Faculty can access the IT Governance Project Request site from the Brookdale SharePoint top navigation menu – [IT Governance](#).

Submitting an IT Project Request proposal is a simple process. First, download the IT Project Request Word document template from the IT Governance SharePoint site. Once you have completed the IT Project Request Word template, return to the SharePoint site and follow the upload instructions to submit your request to the appropriate IT Governance Standing Committee.

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You will receive an email confirmation regarding your submission. IT Project Requests are reviewed by the relevant Standing Committee and if approved, sent to Steering for approval and project prioritization. You can view the [IT Project Request Dashboard](#) to see the status of all submitted IT Project Requests.

A few important facts to note about the submission process:

- An individual or a department can submit an IT Project Request.
- IT Project Requests are required for non-routine requests. Refer to the [IT Governance FAQ's](#) for submission requirements.
- IT Project Request can be submitted at any time, but should be received by **October 1st** for full consideration in the next fiscal year budget. For example, to be considered for inclusion in the FY21 budget (i.e., the budget year that begins 7/1/20), a project should be submitted by October 1, 2019.

**IT Governance Project Request Submission Form**

**Submitting an IT Project Request:**  
Please review the steps below to upload a IT Project Request Form

1. You must first download the [IT Project Request Template](#) (Word Document) and before completing the form below
2. Complete the IT Project Request Template. Save the file using the following format for file name: **Project Title** (i.e. *New Customer Relations Software*). Do not include any special characters in the file name.
3. Complete the form below and attach the **completed** IT Project Request Document (i.e. file you saved in previous step).
4. Click the **Save** button from the ribbon menu to submit your IT Project Request.
5. You will receive an email notification confirming your submission.

**Complete Form Below**

<b>Project Title</b> (NOTE: Do not include any special characters in the file name.)	<input type="text"/>
<b>IT Project Request Document</b> (NOTE: Upload your completed IT Project Request)	<input type="button" value="Click here to attach a file"/>
<b>IT Governance Committee</b> (Note: Refer to <a href="#">IT Project Request FAQs</a> for Committee Charters and Profiles.)	<input type="text"/>
<b>Project Scope</b> (Note: Refer to <a href="#">IT Project Request FAQs</a> for Project Scope information.)	<input type="text"/>
<b>Regulatory</b> (Note: Refer to <a href="#">IT Project Request FAQs</a> for Regulatory information.)	<input type="text"/>

FOR OFFICIAL USE ONLY

For additional information regarding the IT Project Request process, please visit the [SharePoint IT Governance Site](#).

# NEWS FROM THE HELPDESK

## CONTACT HELPDESK



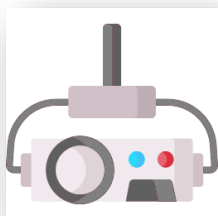
Helpdesk@brookdalecc.edu



Submit a Support Ticket



732-224-2829



## NEW TECHNOLOGY COMING TO BROOKDALE CLASSROOMS

### *ELF Funded Classroom Technology Improvements - Phase One*

In May 2019, the Board approved a project for the renovation and upgrade of classroom technology (projectors, document cameras, projector controls, speakers, and computers) in 119 classrooms.

The project, funded via the New Jersey Equipment Leasing Fund, will include two new standard classroom configurations:

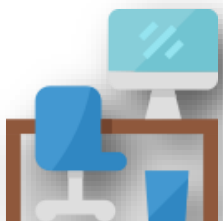
- (1) 57 classrooms on the Lincroft campus will receive a new Epson interactive, front-mounted projector configuration and
- (2) 62 classrooms on the Lincroft, Freehold, Hazlet, and Long Branch campuses will receive a new Epson ceiling-mounted projector configuration.

The project will take place in 3 phases, with approximately one-third of the classroom installs taking place during each phase. The project execution logistics have been initiated, and Phase One hardware has been received. Installation of the Phase One classrooms will begin on August 5th, 2019. Phase Two is projected to begin during the Fall 2019 semester. Phase Three is projected to begin during the Spring 2020 semester.



## WINDOWS 10 UPGRADE ROLLOUT

The OIT User Services team is vigorously working to get all College-owned PCs, both desktops and laptops, across Brookdale's campuses updated to Windows 10. At the start of the project there were roughly 3,000 computers that needed to be upgraded. By January 2019, there were 2,318 left. At the end of July 2019, there were only 1,251 remaining computers that still need to be upgraded to Windows 10.



## FY19 COMPUTER LIFECYCLE REPLACEMENT

As part of the annual computer replacement lifecycle 500 new PCs OIT were purchased during FY19, 362 have been deployed. 172 new desktops were purchased for the library with Foundation funding and were deployed earlier this year. 120 new desktops were purchased for classroom labs on the Lincroft and Freehold campuses: these were deployed in June. 40 new desktops were purchased for the remodeled and renovated Testing Center space in the Library: these were deployed in early August. 18 new desktop PCs were purchased for classroom instruction workstations in Lincroft and Freehold: these were deployed in July. 12 of the 96 new desktops deployed for ELF Funded Technology Improvement classroom teacher workstation were deployed in early August. The remaining 138 PCs will be deployed in the Summer and Fall of 2019.



# NEWS FROM THE HELPDESK...CONTINUED



## ALERT!...PASSWORDS EXPIRE MONDAY, 8/26/2019

For uninterrupted access to your Brookdale email, Office 365, Canvas, WebAdvisor, and other Brookdale applications and resources, you MUST change/reset your password

**ON or AFTER 8/26/2019.**

If you have an employee and student email account, both passwords will be changed/reset and kept in-sync when using the NetID Password Management Tool. The user name displayed in Lookup your account is the only user name that is required when changing/resetting your password.

For detailed information, refer to [NetID Password Management](#).



## OFFICE 365 ADVANCED THREAT PROTECTION EMAIL CYBERSECURITY IMPROVEMENTS

Along with the 2020 Microsoft Office 365 volume license renewal, Brookdale received Advance Threat Protection (ATP) licensing. Microsoft's ATP offers a full suite of additional email tools that will assist OIT with protecting the College community from cybersecurity threats. ATP is a cloud-based email filtering service that will enable OIT to:

- further protect the Brookdale community against unknown malware and viruses by providing robust zero-day protection
- safeguard the College from harmful links delivered via email in real time. ATP also has rich reporting and URL trace capabilities that will give OIT insight into the kind of attacks happening at Brookdale.

In July 2019, OIT configured and enabled one of the new ATP features called "Safe Attachments" for all staff, faculty, and students. This new email security enhancement will scan and block malware-infected email attachments before they arrive in any Brookdale email inbox. Since this new feature was enabled on July 3, 2019, it has captured and blocked 31 malicious email threats from Brookdale's email system.



## REPORTING SPAM AND PHISHING EMAILS

Reporting spam and phishing emails to the email administrator ([spamreporting@brookdalecc.edu](mailto:spamreporting@brookdalecc.edu)) will allow us to identify and prevent the distribution of spam, phishing, and malicious attacks on our email system.

Determining the source of spam is essential for blocking and preventing further propagation of the message through our system. Follow the steps outlined on the OIT Support Page Report Spam and Suspicious Emails.



## IT Helpdesk Survey - Please Complete!

Resolving Help Desk Support tickets quickly and efficiently is the goal of the OIT Help Desk. The purpose of the Helpdesk customer satisfaction survey is to get actionable customer feedback that OIT can use to improve support and service. Your input helps to ensure that

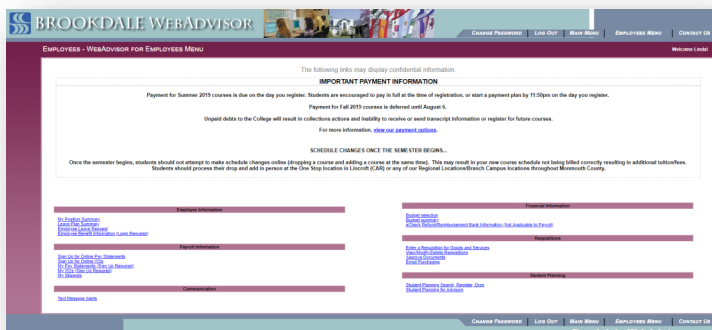
OIT is providing excellent customer service as it allows us to gather results that we can intelligently act upon, highlighting what we are doing well and what we need to do to improve the overall service and experience provided by OIT Help Desk.



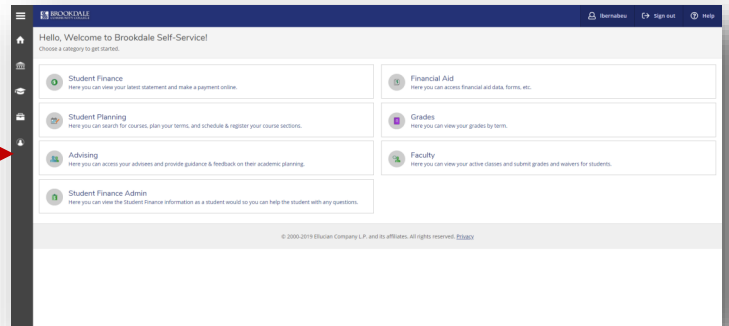
# COLLEAGUE and SELF SERVICE

## TRANSITION FROM WEBADVISOR TO SELF SERVICE

The OIT Administrative Applications Support Team is working with subcommittee members of the Administrative Technology IT Governance Standing Committee to prioritize and transition all WebAdvisor forms and functionality into Self Service. The design of Self Service is mobile responsive so users can utilize tablets and mobile devices to easily view and update their information. Self Service also provides additional functionality such as Student Planning, Student Financial Aid, Faculty Prerequisite Waivers and more. The transition is planned to be completed by December 31, 2020.



WebAdvisor



Self Service

## SELF SERVICE AND MYBROOKDALE MOBILE APP

Highlighted below are the Self Service and Mobile App priority initiatives identified by the Administrative Technology IT Governance Standing Committee. In collaboration with subcommittee members, the OIT Administrative Applications Support Team is working towards offering these new features and functionality to the college community within the next year.

### GRADUATION APPLICATION

Colleague Graduation Application Self Service provides a mobile responsive interface for students to submit an online application for graduation. Only students who are eligible to apply for graduation will be able to view and submit an application. Advisors will also be able to view a read-only version of the graduation application.



# COLLEAGUE and SELF SERVICE...CONTINUED



## USER PROFILE

Colleague User Profile Self Service allows users identified as LGBT+ to update their personal identity preferences such as Chosen Name, Personal Pronoun, and Gender Identity.



## BUDGET

Colleague Budget to Actuals in Self Service enables users to see budget, actual, and encumbrance amounts for revenue and expense GL accounts for which they have access. The My Cost Center tab provides a list or bar graph of expenses and revenue. Users can switch between the two view by using the bar graph icon or the list icon. The Object View provides a list of assets, liabilities, fund balances, revenue, and expenses that relate to the Object View. Users can switch between the My Cost Centers tab and the Object tab.



## MOBILE REGISTRATION

The registration module within the Mobile app allows students to use their mobile devices to register for classes. It is primarily intended to support, but not replace, Student Planning. Students will continue to work with an advisor to pre-plan their courses and get any necessary approvals. During priority registration, students will be able to utilize the Mobile App to quickly register for course sections within their course plan that meet their schedules.



## TIME ENTRY

Colleague Time Entry Self Service enables part-time and hourly employees to record time worked and allow supervisors to view and approve their employees' time from any computer or mobile device.

## Colleague Password Reset Reminder

Reset your Colleague password using the self-service Colleague password reset tool at:

[https://netid.brookdalecc.edu/netid/colleague\\_reset\\_password.pl](https://netid.brookdalecc.edu/netid/colleague_reset_password.pl)

You will receive a temporary Colleague password via a text message on your mobile phone. Employees can maintain their mobile phone number within WebAdvisor: **WebAdvisor->Employees->Communication->Text Message Alerts.**





# Did You Know...

## OFFICE 365 FORMS - PERSONAL FORMS OR GROUP FORMS



**Microsoft Office 365 Forms** is a simple, lightweight web based mobile-responsive app that lets you easily create surveys, quizzes, polls, and collect feedback. **Forms** allow users to collaborate and share data and supports email notifications for submissions. The **Forms** app is accessed from the [Office 365 Portal](#). People/individuals or an Office 365 Group can create forms. The individual or Group who creates the form “owns” the form and associated data. Personal forms and associated data are stored in the owner’s Office 365 account. Group forms and associated data are stored in the SharePoint site of the Group.

You can transfer the ownership of a form you’ve created (personal form) to Group forms so that all members of your Group also become “owners” and have full editing capabilities. Unfortunately, you can only transfer ownership of a form to a group you belong to if you’re the original owner of that form. You may not transfer the ownership of a form that is shared with you. Create Group Forms as opposed to a personal form, if the data needs to be accessed and edited by a group of people or a department. Personal forms and the data are not accessible if an individual leaves the group or organization.

## HOW TO QUICKLY SPOT A PHISHING EMAIL OR SPAM

Phishing emails are one of the most common online threats to attempt to compromise your personal information, and your computer and other mobile devices. Here are a few tips for spotting Phishing Emails.



1. The email has a sense of urgency or requires an immediate response
2. The email asked to confirm or supply personal information, or usernames and passwords
3. The email address is not from a known source or the email domain ( i.e., @XXXX.com) looks suspicious
4. The email contains grammatical errors
5. The email has a suspicious attachment

You are your most reliable form of defense in preventing the spread of phishing exploits of your personal information, as well as the spread of scams within our network. The key to preventing phishing exploits is end-user awareness and alertness. Follow the simple steps to prevent yourself from falling prey to a phishing scam. Report any suspicious email to the [spamreporting@brookdalecc.edu](mailto:spamreporting@brookdalecc.edu)

### Need Help?

Visit the OIT web site for technology news, information, and self-service documentation:

<http://brookdalecc.edu/oit>



### Additional Resources

- Employee IT Handbook
- Security Awareness Training
- OIT FAQ's





# Quick Reference Guide for New Employees



## How do I change/reset my password?

Use the NetID password management system at <https://netid.brookdalecc.edu/>. You can change/reset your password and look-up your account information (i.e., username, 7digit employee ID, and Library access).

## What information resources are accessed using my NetID user name and password?

Your NetID username and password provide access to your desktop or laptop computer, BrookdaleShare, Email and Apps, Canvas, Library, WebAdvisor Self-Service, OneCard - Brookdale Bucks, wireless network access and other Brookdale IT resources. Colleague System user accounts are separate and distinct from your NetID username and password. Depending upon your role at Brookdale, you may or may not have access to the Colleague System.

## How can I check my email and calendar from the web?

Access your email from the Office 365 Portal, using any web browser. Select the Email & Apps icon from the MyBrookdale link on the Brookdale website. Enter your complete email address and your NetID password. Select the Outlook icon from the App Launcher menu.

## Can I receive my Brookdale email on my mobile device?

Yes. For detailed instructions on configuring email on your mobile device, visit the OIT website >Services & Support>Office 365 >Email for Employees> [Configuring Email on Mobile for Office 365](#).

## How do I access my One Drive for Business cloud storage?

Access your OneDrive for Business, from the Office 365 Portal using, any web browser. Select the Email & Apps icon from the MyBrookdale link on the Brookdale website. Enter your complete email address and your NetID password. Select the OneDrive icon from the App Launcher menu.

## How do I download Microsoft Office for home use?

All full-time Brookdale Employees are eligible to download and install up to 5 copies of Office applications on a personal PC, Mac, laptop and mobile device.

For detailed instructions, visit the OIT web site >Services & Support>Office 365 >[Microsoft Office for Home Use](#).

## What programs are installed on my Brookdale issued computer?

All Brookdale-issued desktops and laptops have the following applications installed:

- Microsoft Office (Word, Excel, PowerPoint, Outlook, OneNote, InfoPath, and Access)
- Internet Explorer, Firefox, and Chrome web browsers
- Adobe Acrobat DC

Specialized software, based on division or department needs, may also be installed.

## Where can I backup my files?

Your Brookdale issued computer has a network drive, **H:** configured for your use. Files saved to the networked **H:** drive are backed-up nightly. Access your network share by clicking on the **Computer** icon on your desktop. You may also use your Brookdale One Drive account to store and back up important files. For detailed information on using OneDrive to sync your files, please review the following Microsoft Documentation: [Set up your computer to sync your OneDrive for Business files in Office 365](#).

