IT@BROOKDALE

Office 365 Coming Soon!

OIT is excited to announce that Brookdale will be migrating to *Microsoft Office 365* starting this Fall. This strategic initiative provides a flexible, extensible platform that will support the growing needs of the institution for years to come.

What is Office 365?

Microsoft Office 365 is the same suite of applications you are already familiar with, provided as a cloud-based platform for e-mail, file storage, and Microsoft Office applications. As an Office 365 institution, all Brookdale employees and students will have access to the latest releases of the suite of Office applications for use both at work, school and at home.

What are the benefits of Microsoft Office 365?

- 50GB of free email storage per user vs. current 2GB
- 1TB of free file storage per user
- Outlook OWA (Outlook Web Access) has an interface similar to the client version.

- Brookdale employees and students can install *Office 365* (Word, Excel, PowerPoint, Outlook and OneNote) on up to 5 devices: compatible PCs, Macs, and tablets (including iPad!) for free...**yes, free!** Click here for E1 program details.
- Web based Office applications and file sharing provides access to your files across your devices and allows multiple users to edit documents simultaneously.
- Brookdale employees and students will be using the same email platform.
- Access the Microsoft IT Academy - digital curriculum and certifications on fundamental technology skills.

Additional information regarding *Office 365* are forthcoming in the Fall.

> *Check the 365 Migration timeline for program launch dates and migration information .*

Initiatives on the Horizon

OIT is working to expand and improve Brookdale's staff, faculty, and students web based self-service. Below are some of the new self-service initiatives that are in progress.

- **Web Time Entry -** Hourly employees will be able to enter their timesheets in WebAdvisor and have them approved by a supervisor; eliminating the need to fill out and process paper forms.

- **25 Live** - 25 Live will replace the current R25 scheduling program. This robust web based centralized scheduling tool enables employees to search dates, venues and schedule campus space and resources all in one program. 25 Live enables automatic posting of scheduled events to ecalendars and web based calendars.

- **Mobile Upgrade -** An upgraded platform and improved functionality in the mobile application will support single sign on to WebAdvisor, Canvas, the Library, TutorTrac and Brookdale Bucks eAccounts.

- **eTranscripts** - Students and alumni will be able to order and pay for transcripts online 24/7.

- **Windows 10** - Windows 10 is being evaluated by OIT for software and hardware compatibility and encryption handling, and will be integrated in rollout once the compatibility testing is done and identified issues are remediated.

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End-user Services

Lab Updates

The computers in the labs, including the instructor's computer, receive software updates on a scheduled monthly cycle. Applications, OS updates, and patches are installed on as needed basis after they have been identified, evaluated and tested. For a detailed schedule, please visit the OIT web site and click the **Software Updates** link.

Lab Standard Software

Lab computers have the following applications installed: Microsoft Office Professional, Adobe Acrobat Pro, FireFox, Chrome, Deep Freeze and McAfee Antivirus. Additionally, specialized and department specific software may be installed on the computers. The instructor desktop includes Audio Visual software to control the projector and audio in the lab.

AV/Classroom Technology Support

OIT User Services will be supporting all Classroom Technologies. Please call x2829 for support for equipment in classroom.

Faculty and Staff Computers

All Brookdale issued staff and faculty PC's and laptops have the following applications installed: Microsoft Office Professional, Adobe Acrobat Pro, FireFox, Chrome, Adobe Reader and McAfee Antivirus.

Software Request/Procurement

All software purchases must be submitted to the Department Chair for approval. If approved, the Department Chair will submit an E-REQ. The E-Req is forwarded to OIT for compatibility review prior to placing the order. All software is delivered to the OIT CSR (Central Software Repository). OIT will contact the individual who submitted the PR to coordinate an installation date and time. Software ordering deadline is the beginning.

Self-Service

Users can submit a service ticket through our online portal, 24x7 at https://ellucian.service-now.com. Login with your Brookdale e-mail and NetID password.

NEW… Pay-for-Print Services and Brookdale OneCard

New functionality has been added to the Brookdale OneCard! The new *Pay-for-Print* services allows employees, students and community members to pay for printing and copying services, using their Brookdale OneCard and Brookdale Bucks at designated Pay-for-Print stations located at all Brookdale regional locations
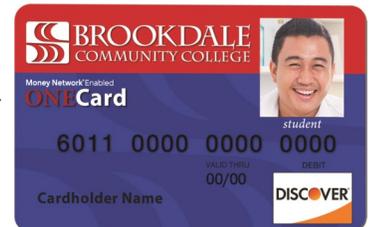
Here's how it works:

1. Load money into your Brookdale Bucks account using any of the following methods:

    Mobile - download the iPhone or Android Blackboard Transact eAccounts mobile app, then log, in using your NetID to transfer money from your checking/savings account.

    Online - log in to your Brookdale Bucks eAccount, using your NetID, to transfer money from your checking/savings account.

    In-Person - at a Brookdale Bucks PHIL station located in the Student Life Center and Bankier Library. Use cash or a credit/debit card to transfer money into your Brookdale Bucks account.

2. Print or copy from any of the Pay-for-Print stations .

3. Select your print or copy job and swipe your Brookdale Bucks OneCard at the release station

4. Pick up your print or copy.
    For additional information, please refer to the Pay-for-Print link on the OneCard web site.

Gorman Hall Data Center Opens

The newly renovated Gorman Hall Data Center officially opened it's doors for occupancy on June 3rd, 2015. The new data center is a high-tech, energy efficient facility that will support the institution's administrative and academic computing needs for years to come. The facility brings improved data center management and performance, 200% increase in computing capacity, functionality, reliability, and the flexibility to easily provision new IT and data center services.

Recent Accomplishments

Many significant goals have been achieved, as we continue to manage the technology operations for Brookdale. We successfully completed several strategic projects that improved access to new and existing technology resources, and upgraded services to meet the growing demands of the college. Our achievements have built a solid foundation for future progress, positioning us to strengthen Brookdale's Enterprise Infrastructure, while improving the efficiency and effectiveness of our services moving into the upcoming fiscal year and beyond.

Read more….OIT Annual Report

Infrastructure Upgrade

Brookdale was awarded two grants from the State of New Jersey, HETI (Higher Education Technology Infrastructure Fund) and ELF (Higher Education Equipment Leasing Fund). For the past 18 months, OIT has been working with vendors, collaborating with Academic Deans and select faculty, to design a scalable, extensible system that will allow for future growth of emerging technologies. The system will leverage our existing Cisco network and Cisco certified resources, while providing a single platform for LAN, WLAN, VoIP, and Video Conferencing. The design increases the Local Area Network (LAN) backbone from 1G to 10G to support the demands of new and innovative technologies such as cloud-based technologies, virtual desktop infrastructure, wireless expansion, and audio/video applications, IP-based Video Teleconferencing, and other video applications.

Highlights of the system design include:

♦ **WLAN (wireless) Upgrade** - A robust wireless infrastructure to support an increased usage of mobile devices .

♦ **Expanded VDI Deployment for Academic Labs** - Classroom software resides in the VMware View Server that can be accessed from any classroom, providing the scheduling flexibility. The college will be able to open more courses that are in demand without the delay and costs to build or set up the additional classrooms with specialized software installed. Brookdale currently has 228 VDI licenses with plans to expand to an additional 490 by the end of 2015. There are five virtual labs (125 thin clients) in place today with plans to virtualize an additional seven (350 thin clients).

♦ **Implementation of Unified Communications** - Unified Communications (UC) uses the network as a single platform, integrating audio, email, and video communication methods into a single system. Upgrading the existing Distance Education rooms and selected lecture rooms, for a total of 30 room upgrades to the new Cisco UC systems and using the new Cisco Jabber client, will allow for the flexibility and ease of collaborative communication for student, faculty, and staff.

The infrastructure projects will allow Brookdale to deploy bandwidth-intensive instructional technologies that will provide the college with tools to interact with the students and communities more effectively, enhance the student experience by allowing students to log into remote desktops systems running the specialized software anywhere on or off campus and improve the learning outcomes.

In the know...

Colleague Users - did you know that you can get form/screen and field help by clicking on the question mark icon, located on the top right corner of the Colleague form window. A second browser tab will launch - click "View full help for this form" for complete details and process overview.

Office Applications - did you know you can remove the default *Start Screen* from Office applications when they launch? To see a blank new document instead, select *File >Options >General tab*, then untick the *Start screen* option.
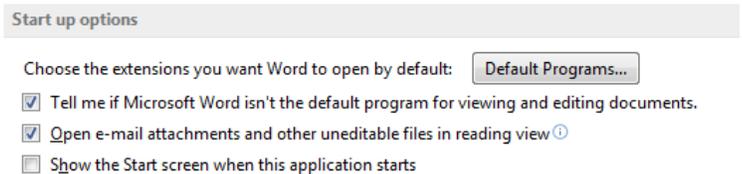
Outlook Dock the Peek View - did you know that you can view your upcoming appointments in view while writing an email using the *Docking the peek* option? A condensed view of your calendar will display on the right side the screen. To Dock the peek, right mouse click on your calendar icon or link from the lower corner of left navigation panel and select "Dock the peek".
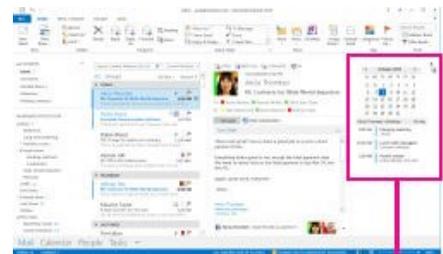
Need Help?

IT Training

OIT provides technology training workshops to support the administrative and functional needs of Brookdale. These include scheduled and requested hands-on training workshops in a variety of Brookdale specific applications and resources.

Complete the Online Training Request form to request specific training for your staff.

Featured Training

SANS Security Awareness

1. Last fall, Brookdale rolled out the *SANS Security Awareness* training program to all full time employees as part of the 21st Century Workforce Project. *SANS Security Awareness* training is an online, self-paced program focusing on awareness and compliance of information security. There are 43 modules averaging 3 minutes in length that all full time employees can view. The top five modules address: Social Engineering, Email & Messaging, Social Networks, Mobile Device Security and Passwords.

Click here to access SANS Security Awareness Training. If you have forgotten your user name and password, or would like additional information, please contact Linda Bernabeu at ext. 2805.

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Quick Reference Guide for New Employees

How do I change or reset my password?

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

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

Your NetID user name and password provide access to your desktop or laptop computer, BrookdaleShare, Email, Canvas, Library resources, WebAdvisor, OneCard - Brookdale Bucks, wireless network access and other Brookdale IT resources. Please note, all Colleague System user accounts are separate and distinct from your NetID user name and password.

How can I check my email from the web?

You can access your email using the Outlook Web App (OWA). To access OWA: MyBrookdale link from the Brookdale website navigation menu and select Employee Email link. Enter your NetID user name and pass-word.

Can I receive my Brookdale email on my mobile device?

Yes, you can configure your mobile device to receive your Brookdale Email. For detailed instructions on con-figuring email on your mobile device, visit the OIT web site >*Services & Support>Email* and refer to *View Self Help Resources* at the bottom of the page for your specific device.

What programs are installed on my Brookdale issued computer?

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

- Microsoft Office 2013 (Word, Excel, PowerPoint, Outlook, OneNote, InfoPath, and Access)
- Internet Explorer, Firefox and Chrome web browsers
- Adobe Acrobat XI Pro
- 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. Your **H:**drive name (FirstInitial/LastName) is located in the left navigation panel.

Where can I get support for my desktop/laptop?

Please contact the Help Desk at HelpDesk@brookdalecc.edu. Or call: (732) 224-2829.