

4ITSUPPORT

JUNE 2014



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THE 360 SURVEY TOLD US THAT WE NEED TO IMPROVE AND WE ARE LISTENING....

Information Technology Services is dedicated to supporting the creative, responsible use of information and telephony technology at the College. During November 2013, a sampling of 86 college administrators and department heads received a survey from ITS asking for feedback on our levels of service. I want to thank those 67 who took the time to respond. We received a 77% response rate. The survey results identified both strengths and challenges. My goal is to actively address each challenge identified and I will communicate action steps along the way. We began meeting immediately to develop an action plan based on the survey results.

As a result of some self-exploration, the ITS team has engaged Thomas A. Gordon, Ph.D., of TAGA Consulting. Dr. Gordon has over 35 years of executive, enterprise, and systems consulting experience in leadership and performance paradigms, change

strategy, communications and conflict resolution, competencies and diversity, teambuilding, and organizational dynamics. We are fully engaged in supporting the needs of CCP's constituents and look forward to working with Dr. Gordon, divisions and individual departments, and internally within ITS.

Please join me in welcoming our new Associate Vice President, Joseph J. Liesen on July 21st. Joe joins us from Canton, MO where he was the Executive Director for Administrative Systems and Services at Culver-Stockton College. He will serve as the operational leader of the ITS division, providing day-to-day oversight of both Enterprise Resources Planning Solutions and Information Technology Support of the College's total academic, administrative and network information technology and infrastructure resources.

We have begun the implementation of a new ITS ticketing system allowing end

users to enter their own tickets via the web, track the progress of their ticket and keep in touch with the support desk throughout the process. Pilot users are assisting us with determining the needs of users, what they understand and don't like about the system, helping us ensure that the system is not using too much 'techie' speak, and providing feedback to ensure customer satisfaction. If you would like to participate in a pilot group, email 4ITSupport@ccp.edu and we will get you signed up!

Again thank you for your feedback, I appreciate all the input. Please know that client satisfaction is the highest priority for ITS. I will continue to provide updates as the action plan takes shape.

Jody Bauer, Vice President of Information Technology Systems and Chief Information Officer.

WI-FI EXPANSION AND UPGRADES

The need for Wi-Fi and ubiquitous access is a desire of all faculty, staff and students. During this fiscal year, ITS received approval for expansion of the Wi-Fi environment into the West Building as well as an upgrade to the outdated Wi-Fi in the CBI Building.

The CBI Building was first on the list to receive a facelift to all the Wi-Fi Access Point devices during the month of May. This improved wireless connectivity in the building from virtually non-existent to the current standard of 802.11a/b/g/n.

The current 802.11b infrastructure was implemented in 2002 and never upgraded. The Access Points or Aps fall asleep and require excessive prodding to wake up!

This month we began the deployment of Wi-Fi in the West Building. The 4th floor of the building which just underwent renovations to support the new Research and Science laboratories will be first. The implementation will then follow the renovation path throughout the rest of the building.

In addition to the 4th floor, we are hoping to outfit the 2nd floor ADC classrooms to provide Wi-Fi to the design students.

College Wi-Fi Access Instructions can be found via the following web link-http://path.ccp.edu/vp-is/wifi/WirelessInstructions_vOct2011.pdf



INFORMATION AND CYBER SECURITY

What is Information Security? Information Security is the protection of College information and information systems from unauthorized access, use, disclosure, disruption, modification, or destruction in order to provide confidentiality, integrity and availability. Wow that was a mouthful! In other words, information security is the attempt to protect our College data and information environment.

ATMs are a great example of the need for information security. Imagine if your account was not kept confidential and someone else was able to access it when they approached the ATM. Or imagine that your bank's ATM was rarely available when you needed it. Would you change banks? Then image that if every time you used an ATM, it displayed an inaccurate balance; an example of poor integrity.

What is Cyber-Security? This involves threats, risks, and vulnerabilities. Threats are potential unauthorized disclosure of information. Vulnerabilities are the flaws or weaknesses in a system that can be exploited by malware. Risks are the likelihood that a threat will exploit vulnerability.

What is the end-user's role? Helping ITS implement controls like security awareness, physical security, and restricting access to systems.

- Ensure that your workstation is locked when you walk away press CTRL-ALT_DEL.
- Don't use USB or Flash drives for carrying data to and from work.
- Don't store data that has personal information on yourself or anyone else in the Cloud.
- Don't forward your ccp.edu email outside to another email provider.
- Don't compromise your account by giving your password out.

ITS SPOTLIGHT

Thank you for calling 4ITSupport. How can I help you?

ITS Spotlight by: Betty Cannon, Manager Client Support Services



Pictured: Dan Devery, Joseph Kennedy, Doug Wong, Rob Zugaro, Donna Aviles, Betty Cannon

For most of the College, the 4ITSupport Team are just voices on the other end of the phone behind unfamiliar faces, but what you will quickly find is that this is a skilled technical team that possesses the qualities of modern day Dick Tracy detective, technical skills, along with a great sense of humor and enthusiasm (remember Frank Crean and Rose Mikstas who just retired after more than 30 years this past December!!)

We're delighted to have this opportunity to share some of the latest 4ITSupport enhancements to improve and expand support and service to faculty, staff and students.

We've expanded our options for providing assistance

Help desk support is crucial to the College, so we are making every effort to assist callers through technical problems as easy and as quickly as possible. Since faculty and staff's problems cannot always be addressed with just conversations through emails and phone calls, we're expanding our options for providing assistance.

- Effective June 2014, the 4ITSupport Team members will also be making office calls along with the Deskside Support Technicians. The goal is to increase the number of calls responded to on first point of contact, decrease the wait time for assistance, but most of all, get to more clients. Rest assured that these 4ITSupport Team members are certified and experienced technicians that will address your problem while keeping a friendly environment to establish trust and full satisfaction of their service.
- Office visits will be scheduled prior to the Technician's visit. End Users will always receive a notice that the Technician is on the way. A "While you were out" visitor call will be left if you are not in your office when the Technician arrives asking for a call back from you to reschedule.
- When possible, the Technician will walk you through the fix to resolve the issue or leave you instructions.
- We will also be using remote access to address as many issues as possible.

We're implementing a New Ticketing system that's being piloted by faculty, staff and students

Faculty and staff will soon be using the 4ITSupport End User Portal, a SysAid product, to submit requests for assistance. This portal offers major enhancements over the current options of submitting problems and requests via email and the in-house 4ITSupport form. With the 4ITSupport End User Portal, users will experience the following options:

- Login to the Portal from any browser, even your cell phone
 - Individual options for submitting problems (incident) and requests using preformatted templates that speed up the process of getting your request quickly submitted.
 - Track the progress/status of your service request
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- Change the status of your service request – or close it if you decide you no longer need to make the request or maybe you find the solution in the Knowledgebase.
- Initiate a Chat conversation with a 4ITSupport Team member
- Find information in the knowledgebase to resolve issues on your own.

We are using pilot groups made up of faculty, staff and students to test out the portal and to get valuable feedback before the roll out to the College community. Let us know if you want to join Loretta and the others who have tested the product and are now using it to submit their problems and requests to 4ITSupport (x6000).



“I like the new ticketing system. The 4ITSupport End User Portal is straightforward, intuitive, and has great features. I was surprised that I was able to submit my first problem without any instructions. I submit all of my requests for assistance through the Portal.”

Dedicated Space for Walk-in Clients in the newly renovated 4ITSupport space.

Our office has been renovated to provide a more open, welcoming space to receive Walk-ins (and guests!!). Please stop by for a visit.

Finally, the 4ITSupport Team would like to share some Tips to expedite the time it takes to resolve problem requests.

Before making a call or submitting a problem request:

- Check all cable connections – is everything connected?
- Write down the error message (if any).
- Write down the model type of computer, printer and/or phone and property tag number.
- If it appears to be a software problem, what type and version of the software is running?
- What operating system is running? (if off campus are you using Windows 7, 2000, Windows XP, Linux, etc.)
- Were there any recent changes made to the computer? New programs installed or removed? Has a mouse, keyboard, or printer been installed recently?
- Is anyone else in your area affected?
- Have a contact phone number where you can be reached in addition to your office extension.
- What is the best time to contact you?

How Can We Serve You Better?

One of our key areas of focus is always client satisfaction. To continue to find ways to improve the support and services we provide, a satisfaction survey is emailed with every verified closed service request. However, you can always call us or email us your suggestions on how we can improve our service to you. We're looking forward to seeing you stop by, hearing from you at 4ITSupport@ccp.edu, or your phone call at 215 496 6000.

ITS TIP emails are updates about current technology. An example of a tip is: Want to explore Office 365 in a virtual classroom?

Go to: <http://office.microsoft.com/en-us/office365-suite-help/video-welcome-to-office-365-VA104060983.aspx>

ITS Alert emails are important updates to the status of our systems.

Help Desk-wise

The quotes below are from Wikipedia, the free encyclopedia:

“A help desk is a resource intended to provide the customer or end user with information and support related to a companies or institution's products and services. The purpose of a help desk is usually to troubleshoot problems or provide guidance about products such as computers, electronic equipment, or software. Corporations usually provide help desk support to their customers through various channels such as toll-free numbers, websites, instant messaging, or email. There are also in-house help desks designed to provide assistance to employees...”

Community College of Philadelphia provides support through the Information Technology Services. CCP's service desk is called 4ITSupport and is located in B2-38. The entire ITS group participates in the day to day activities supported within 4ITSupport help desk.

“...A typical help desk can effectively perform several functions. It provides a single point of contact for users to gain assistance in troubleshooting, get answers to questions, and solve known problems. A help desk generally manages its requests through the use of software such as issue tracking systems. These systems often involve the use of a "local bug tracker" (LBT). This system allows the help desk to track and sort user requests with the help of a unique number, and can frequently classify problems by user, computer program, or similar categories. Many software applications are available to support the help desk function. Some target the enterprise level help desk and some target departmental needs.”

Information Technology Services began implementing an enterprise level ticketing system (Sysaid) in May. We are currently piloting the functionality of submitting a ticket, understanding the response and follow up terminology, increased functionality and possibly the availability of using the 'chat' feature.

“...Large help desks are often structured into different levels to handle different types of questions. For example, a first-level help desk may be prepared to answer the questions or provide the information commonly found among the FAQ or in a knowledge base. If the issue is not resolved at the first level, it can be forwarded to a second level with resources to handle more complex issues. Organizations may also have a third line of support to deal with software-specific needs, such as updates and bug fixes that directly affect a specific client.”

The 4ITSupport service desk is currently being restructured to support the definition above. 4ITSupport will not only be able to continue the first-level support desk (providing information found in FAQ's and within ITS' knowledge base), we are restructuring our support desk to be able to handle more complex issues. 4ITSupport third level support that deals with software-specific needs, such as updates and bug fixes that directly affect a specific client will be supported by our Desk side support teams.

“...Large help desks have a person or team responsible for managing the incoming requests, called "issues"; they are commonly called queue managers or queue supervisors. The queue manager is responsible for the issue queues, which can be set up in various ways depending on the help desk size or structure. Typically, large help desks have several teams that are experienced in working on different issues. The queue manager will assign an issue to one of the specialized teams based on the type of issue raised. Some help desks may have telephone systems with ACD splits ensuring that calls about specific topics are put through to analysts with the requisite experience or knowledge.”

4ITSupport utilizes an ACD system as well as queues and our teams have experience in working on different issues. We currently have four managers and a supervisor to manage the issue queues and general requests. We have several positions open and are actively seeking to fill the positions with certified and experienced professionals.

“A large number of these help desks have strict rosters. Time is set aside for analysts to perform tasks such as following up on problems, returning phone calls, and answering questions via email. This roster system ensures that all analysts have enough time to follow up on calls and also ensures that analysts are always available to take incoming phone calls. As the incoming phone calls are random in nature...”
