2011

ITS Summer Plans Update 2011

Sue Aber

Trinity College
HARTFORD CONNECTICUT

Dear Trinity Community,

Re: Information Technology Services (ITS) Update

While the campus is humming with the end of the semester flurry of activity, ITS is gearing up for a summer full of projects. Often our summer plans are more ambitious than what can realistically be accomplished, so we'll be sure to update you with our progress at the start of the fall semester. Our goal this summer for all of the projects that effect teaching and classrooms is to wrap these up early August, so we can ensure a smooth start of the school year.

Scheduled Maintenance Windows

The weekend of May 28th will be the kick-off of some of major network and server work. On Saturday, May 28th beginning at 5:00 AM and finishing by 7:00 AM, we will be repairing one of four core routers. Virtually all servers and most services will be unavailable during this time period including access to and from the Internet.

 On Sunday May 29th, we will begin the initial step of our upgrade to Sharepoint 2010 collaborate file sharing. This will require Sharepoint to be off-line from 5:30am to Noon.

In addition, over the summer we will be replacing around 30% of our oldest switches which will involve brief network outages in various locations.   This is necessary in order to keep pace with growing network demands. Notifications as work proceeds will be posted on Trinity Today.

Organizational Changes

We are pleased to announce that effective May 1st, Mike Cook took on the role of Director of Enterprise Applications. In addition to Mike's prior responsibilities of managing the Peoplesoft Infrastructure, he is now responsible for support of all of the Administrative programming and reporting needs. Mike brings an extensive knowledge of PeopleSoft, an understanding of the college business practices and an open and collaborative approach. We are excited about the opportunities from combining the Administrative Support and the Enterprise Reporting teams.

Emmanuel Chang has joined the Distributed Computing group under the direction of Jason Luis. Emmanuel will continue to be a key contributor in the support of classroom and lab technology as well as an expanded role in desk top support. Emmanuel will also be attending the Apple certification training to extend our support of the Macintosh Platform.

 Computer Lab Updates

Each summer we develop a new image for the computers in the labs and classrooms incorporating new software, latest releases, etc. This year the windows operating system will be upgraded to Windows 7. All work on the labs is scheduled for completion by August 2nd. A detailed list of software included in the image can be found at our website: http://www.trincoll.edu/Library/its/computing/Pages/Lab.aspx

Mobile Website

Partnering with the Communications Office we will be working on a mobile website. Communications is in the process of polling the campus constituents to determine what features would most commonly be used from a smart phone.   The goal will be to provide features that are commonly used by Campus Constituents as well as continued access to the full website.

Faculty/Personal Web Pages

Wordpress is the tool that has been chosen as the supported software for building personal web pages. We are currently developing some templates that will make it easier to get started. Our Academic Technologists and our STA's are eager to begin working with you, so please contact them if you are interested in pursuing the development of a personal web page.

Moodle Upgrade

We are currently evaluating the viability of the latest release of Moodle to determine whether the release is stable enough to be upgraded this summer, but initial reports don't look promising. The new release provides for a new look and feel for the menu and a new Wiki Engine. Under the covers there are significant changes to the database structures. We will complete our evaluation shortly.

Bandwidth Increase

Negotiations with Internet Service providers are underway to add a second provider to increase our bandwidth from 120 MBPS to 330 MBPS, with minimal increase in costs. With the growing number of devices on campus our current bandwidth has not been sufficient.

TrinBillPay

The student e-billing project, TrinBillPay, was launched May 2nd. Students can set up their authorized payers to receive the e- bill presentment and families can sign up for the payment plans, should they desire. The May and June bills will continue to be printed and mailed home but will be the last of the paper tuition bills. Even with the printed bills we are encouraging the use of the online payment gateway. The July bill, which is the initial bill for the fall semester, will only be delivered electronically, so we are encouraging students to sign up their parents now as authorized payers.

Data Security Initiatives

Protection of Personally Identifiable Information will be the focus of the security initiatives. We are evaluating encryption software that will be used on laptops and desktops for individuals that work with sensitive information. A committee to promote security awareness and assessment of our practices will be established this summer.

Enterprise Applications

We are working with the International Programs Office to bring on-line a new system that will streamline the application and management of the study abroad process. We are also partnering with the Health Center to introduce a new HIPPA compliant Medical Records Tracking System. We anticipate both systems being ready for the start of the academic year.

On the Peoplesoft front we have changed the availability of TCOnline to be 24 hours a day. As part of the on-going system maintenance we will be applying a PeopleSoft patch on the weekend of June 18th.

 Wrap-Up

As with each summer, there is a myriad of operational issues that we work on in addition to the summer projects highlighted in this update. If you have any questions about any of these initiatives I can be reached at ext.2525 or email, Suzanne.Aber@trincoll.edu.

Have a great summer!

Sue Aber

Director of Information Technology