

Deployment of Technology in the SSC

It's easy to miss the technology in the new Student Services Center amid the beautiful architecture and furniture. It should be noted, however, that in addition to the new building, most Student Services staff also received new computer equipment. The new systems, purchased as part of the building furniture and equipment, will help the staff to better serve students. Among the improvements: more RAM, bigger hard drives, and larger screens.

Major Network Upgrade at Fremont

We replaced a number of our aging network routers and switches with new equipment from Juniper Networks. In addition to improved capacity, better management features, and lower maintenance costs, the new equipment uses considerably less electricity. These energy savings were confirmed by PG&E through their incentive program and earned the College a small return for our investment in "greening" our datacenter.

Upgrade Wireless Access Points at Fremont

Deploying the wireless network in the new Student Services Building required us to review the entire wireless infrastructure at Fremont. As a result, all wireless access points (the little units hanging from the ceiling that look like oversized smoke detectors) were upgraded. Our new system is capable of running the new 802.11n protocol. Translation: computers that can run 802.11n will enjoy MUCH faster wireless connections on campus in Fremont. In addition, because the new units have wider coverage areas we have a few left over to expand wireless to new areas.

WEB ADVISOR & DATATEL DATABASE UPGRADES

While updates to Datatel are a part of life at Ohlone, this summer we had a little more on our plates. In addition to the regular slew of patches and fixes we must apply and test with other campus departments, we also had to upgrade the database Datatel uses. As is often the case, one upgrade requires another, so WebAdvisor had to be upgraded as well. The upgrades were performed with minimal downtime and few aftereffects through the hard work of MANY people both in IT and around the campus.



Ohlone College Student Services Center

TWITTER

The social-networking site "Twitter" gained a lot of publicity this summer as an excellent source of news from people around the world. Twitter users can post short messages or "Tweets" that are easily accessible to people who have signed up to "follow" those updates. Much of the early news from the recent Iranian protests was received via Twitter and a number of celebrities are using Twitter to communicate directly with their fans.

Twitter can benefit the IT Department and the rest of the campus in several ways:

- Twitter allows IT to update our users, even when Email is down. If we lose our campus connection to the Internet, we will most likely be able to post statuses on Twitter.
- Twitter requires us to be brief. Users who follow us on Twitter won't be subjected to long technical ramblings. There is a maximum of 140 characters per post.
- Twitter can provide updates on key events without adding to the clutter of Email.
- We can post an item once on Twitter and it will be broadcast in a variety of locations: www.twitter.com/ohlonecollegeit, www.ohlone.edu/org/infotech, via RSS feeds or even cell phone applications.



SECURITY ESSENTIALS

Phishing

I would hate to miss an opportunity to remind everyone that the Ohlone College IT department will never ask you for your username and password. Some messages will now point you to a fake webpage. Any Email you receive that asks for this information should be viewed as a phishing attempt and deleted. Please be aware that the criminals behind all this will continue to refine their scams and make them look more and more like our communications.

Password Strength

Think you have a good password? You might, but chances are it could be better. Think that no one will try to break your password? Wrong. Hackers now use automated software, and it's only a matter of time until they find and try your accounts.

Fortunately, you can now check the quality of your password here:

<http://www.microsoft.com/protect/fraud/passwords/checker.aspx>

Please take a moment to check your password and if it is anything less than "Strong," make an effort to improve it.

Ohlone Computing Policy

All users should be aware of and follow the Ohlone College Computing Policy. You can find the policy at:

<http://www.ohlone.edu/org/infotech/systemsusepolicy.html> .

You should be aware that the policy prohibits users from sharing their passwords and computing privileges with others – *no logging people in under your password!*

Please review the policy and understand that it is here to protect both the College and you as individual users.



Newark Center Classroom

Contacts for Non-IT Services

Distance Education

<http://www2.ohlone.edu/instr/onlineeducation/> for questions related to Online Classes, online class student accounts, or WebCT.

Help 9:30 a.m. – 6:00 p.m.

Quan Nguyen

1-510-742-3130

or

24/7 Help Desk:

Call toll free (866) 259-6244

Or submit a Ticket or Chat online:

<http://d2.parature.com/ics/support/default.asp?deptID=8108>

Web Team

<http://www.ohlone.edu/org/webteam/>

for questions related to the Ohlone College websites and user accounts on the development web server.

IT Administration:

Bruce Griffin, Chief Technology Officer

Daman Grewal, Technical Director

Don Penrose, Application Services Director

Coming Soon...

With the help of the State Chancellor's Office, the Fremont Campus will be upgraded to a 1 Gb Internet connection. This will increase our capacity 23 times over what we currently have in Fremont!