

Software Application Updates

- Adobe Creative Cloud suite and Adobe Acrobat have been updated to the newest 2024 version.
- Microsoft Defender is replacing Cylance for anti-virus protection. This change has been completed in classrooms and was pushed to the rest of campus on 2/1/2024.
- Evisions Argos is replacing DataPoint for reporting. The DataPoint reporting tool was decommissioned on 2/1/2024.

Apple Operating System Versions

Apple recently released macOS Sonoma. We ask that you refrain from updating the OS on your CCSU-owned equipment until we have completed testing. Our currently supported version is macOS Ventura. If you update to Sonoma and run into problems, our only current solution will be to reimagine your computer back to a supported operating system.

Technology Checklist for Onboarding New Employees

We have developed a [checklist](#) to assist supervisors with the process of requesting technology equipment and accounts for new faculty and staff. This comprehensive checklist is designed to ensure that all necessary equipment and accounts are requested and set up efficiently for your new employee. The checklist covers items such as computers, peripherals, accounts, and access. It may be accessed via the IT web site under the Account Requests section, and it is also linked below. Should you have any questions or require assistance, please contact the IT Help Desk.



Geofencing

Due to an uptick in malicious login attempts from outside of North America, IT is recommending we implement geofencing as a security measure to help us be more protective against these attempts. Geofencing is a location-based technology that uses GPS, cellular data, and Wi-Fi to create a virtual geographic boundary where logins are allowed. If you are traveling outside of North America and plan to use your Central account, we'll provide a short form to notify IT of your travel plans. We will then temporarily expand your geofence to allow access while you are traveling. If are not traveling or did not request for us to expand the geofence, this safeguard will automatically block any login attempts from outside of North America even if someone steals your password, thus reducing unauthorized and malicious use of your account. This change is proposed for faculty and staff accounts, with the goal of launching it by early April.

WebEx Updates

We previously announced two upcoming changes:

1. Upgrade to the WebEx administrative system to allow for single sign-on – this upgrade has been stalled because of how our licensing is connected to the BOR. We hope to have positive movement soon and will provide updates as we have them.
2. Current WebEx licensing set to expire in July of 2024 – we have had some very positive talks with Cisco and the CFO about the phone system and licensing. We may not need to change our licensing model for faculty and staff. Again, we will provide updates as we have them.



ITC Updates

February 2024

PaperCut Printing System

In November 2022, the ITC approved a print limit of 100 pages per print job to address excessive student printing, especially in classroom and lab locations where printing is of no cost to the student. Students are currently charged for printing in TechCentral, the Student Center and the Library. IT is asking for the committee's input on additional changes to student printing. Currently, IT provides (non color) toner to general purpose computer classroom printers; we do not provide paper. We are proposing to install card readers and begin charging students for printing in classrooms and labs. Faculty will not be charged. This will also enable mobile printing to these printers. Another option would be to install a large printer in each academic building for students to use, which would require a funding request for FY26, although we could pilot one building this year.

Additionally, we would like to pilot mobile printing in departmental offices. This would require a card reader to be installed on the printer. Employees would not be charged for printing; the department would be responsible for paper and toner. We are looking for a few departments to partner with on this pilot.

Cisco Refresh Project

Thank you for your support and to all those who worked with us over winter break. During the break we replaced switches in 73 closets and moved between 13k-15k cables. The Cisco project will enable us to provide more bandwidth to the campus, support newer Wireless Access Points (WAPs) and is the foundation for IT to continue to deliver internet services over a supported and secure network. Again, thank you for your support and partnership!

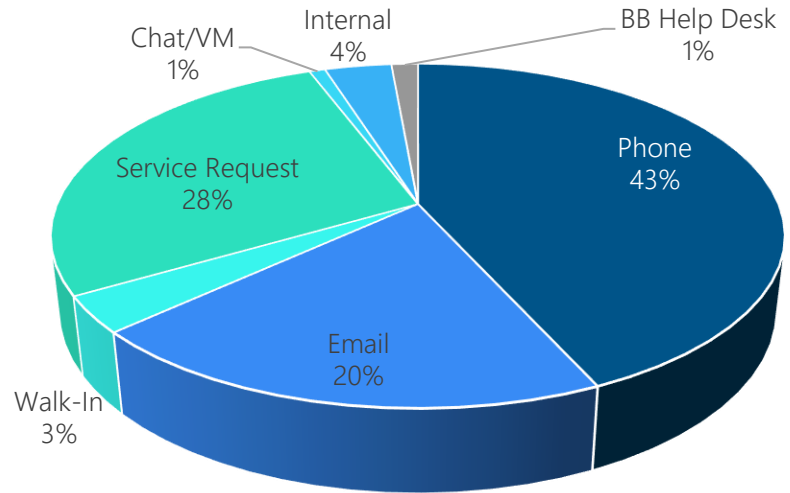


ITC Updates

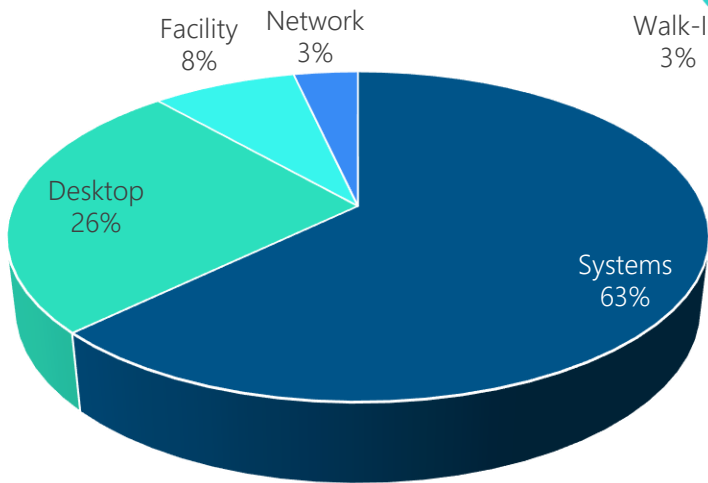
Support Statistics

November 2023 through
January 2024

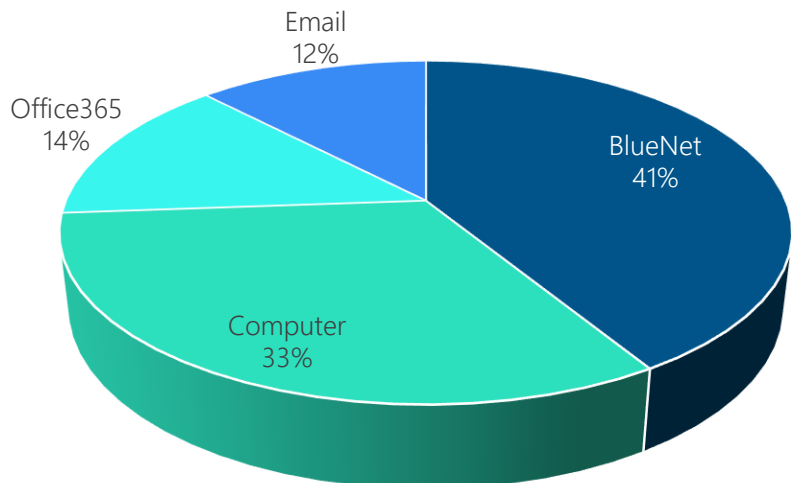
Tickets by Source



Top Incident Services



Top Incident Categories





ITC Updates

Support Statistics

Tickets by Source	23-Nov	23-Dec	24-Jan	Total 3mo
Phone	812	674	1104	2590
Email	391	237	569	1197
Walk-In	80	41	84	205
Service Request	442	438	778	1658
Chat/VM	12	18	20	50
Internal	63	68	79	210
BB Help Desk	17	27	40	84
Total	1817	1503	2674	5994

Top Incident Services	23-Nov	23-Dec	24-Jan	Total 3mo
Systems	637	579	1007	2223
Desktop	315	217	379	911
Facility	107	37	137	281
Network	50	24	51	125

Top Incident Categories	23-Nov	23-Dec	24-Jan	Total 3mo
BlueNet	243	229	384	856
Computer	254	155	268	677
Office365	82	71	137	290
Email	71	65	117	253