

**2008-09 Information Technology Accomplishments
Second Quarter, October - December 2008**

COLLEGEWIDE

PantherNet/Mainframe Systems

Development

PBCC Websites

Operations

1. Printed **6,625** Account Payable Checks
2. Printed, folded and sealed **1,736** Payroll Checks
Process **12,705** Payroll Direct Deposits
3. Printed **5,694** Financial Aid Letters
4. Completed **1,908** Work Orders

iTAC

iTAC QUARTERLY REPORT				
October - December 2008				
Month	Received	Resolved by iTAC	Resolved by CCD	IT Open Tickets
October	1934	1190	446	31
November	1782	1164	342	29
December	1254	843	233	53
TOTAL	4970	3197	1021	113

iTAC/Programmers

October - December 2008									
	Closed	FCCSC	In Progress	On Hold	Open	Reopened	Research	Waiting/ User Testing	TOTAL
Lead Credit & Collections	10	8	0	0	0	0	0	0	18
Lead DBA	17	1	4	0	2	0	0	0	24
Lead Fin. Aid	8	0	2	0	3	0	0	0	13
Lead Finance	11	0	1	1	2	0	0	1	16
Lead Payroll/Personnel	13	1	2	0	3	0	0	0	19
Lead Student	69	3	7	0	2	2	0	1	84
Lead Web	16	0	1	0	1	0	0	0	18
Panthercard	18	0	0	0	1	0	0	0	19
Pantherdocs/	80	0	0	0	4	0	0	0	84

Imaging									
Panthertrail	6	0	0	0	0	0	0	0	6
Reports	3	0	0	0	0	0	0	0	3
Student Email	29	0	0	0	1	0	0	0	30
Systems	5	0	0	0	0	0	0	0	5
Web Network	22	0	0	0	0	0	0	0	22
Xerox	88	0	0	0	0	0	0	0	88
TOTAL	395	13	17	1	19	2	0	2	449

Reports Coordination

1. State Reporting
 - a. Attended October MISATFOR Meeting
 - b. Developed & presented a State Reporting workshop for FCCSC Institutions at the October MISATFOR meeting.
 - c. Completed End of Summer & Beginning of Fall Reporting.
 - d. Completed Fall IPEDS surveys.
 - e. Coordinated EADA Survey.
 - f. Coordinated Intercollegiate Athletic Financial Report.
 - g. Packed State Reporting Office for relocation.
2. PBCC District
 - a. Assisted with In Service of America Program.
 - b. Assisted with United Way Campaign.
 - c. Planning for 2009 In Service of America Program.
3. Professional Development/Community Service
 - a. Re-elected Recording Secretary for Palm Beach County Branch of American Association of University Women (AAUW)
 - b. Participated in Oct, Nov & Dec fundraiser for PBC AAUW.

Project Management

1. **Student Authentication Project-** Leading and managing project team with hundreds of college-wide stakeholders across campuses from project initiation to execution including leading the smaller 3 groups of Academic Committee, as well as the IT Technical Design Team, IT Manager team meetings including scoping, project plan, communication, and reports. Wrote the technical requirements docs and completed leading and managing the tasks for the Pilot of the SLC and Library successfully hitting deadline of January pilot. Delivered several presentations on project, and provided PowerPoint presentations for committee chair for committee meetings, created and captured many documents including: PowerPoint presentation, Decision Matrix, project plan, desktop location grid, technical requirements doc and issue tracking doc. Provided presentations on project.
2. **NOC Facility Update Project-** Leading the IT Management team, created the project plan and management of the project.
3. **Systems Mapping Project-** Leading IT Management Team in scoping, benchmarking, tools analysis completion of Pilot of Systems Center here at PBCC, documentation, project planning, preliminary documentation, defining and analyzing, successfully hitting deadline of pilot. The project was abandoned based on directors collective no – go decision with the systems center or mapping systems manually. Provided presentations on project.
4. **MCSE** – gained knowledge in Microsoft Vista Network Maintenance and Management, completed an MCSE certification class at PBCC.
5. **Server & Share Consolidation-**recommended the organizational share structure we implemented at team meetings.
6. **IT Newsletter-** Completed writing and designing newsletter draft for FALL 08.

7. **Panthertrail-** Completed functional requirements documentation, development and testing for Fitness Center enhancements and new report needs, implementation, usage and granting new users access and training, leading support for reports and access granting is ongoing, ongoing troubleshooting helpdesk tickets, also sending out an all-panthertrail-user email to inform users of enhancements with screen shots.
8. **Pantherdocs-** Assisted with team meetings and other related docs, and business processes.
9. **Print, Copy, Scan, and Fax-** Provided CRM/ Helpdesk managers with this study.
10. **PMM-** Assisted IT resources in Project Analysis & Management Concepts & theory
11. **Academic Content provided to Math professor-** Management, assisted IT Director/teacher's class content on how math is applied to IT Education industry.

Network

1. Adhoc network for Obama
2. OCS setup
3. POC lab setup for MS Systems Center
4. Rack doors in NOC
5. Sealed air leaks in NOC floor
6. IBM 3583 moved to rack
7. Exchange 2007 mailbox migrations
8. WEB2 provisioned
9. WEB1 provisioned

Telecommunications

Lake Worth

Boca Raton

1. Completed incoming iTAC service requests.
2. Began Dell refresh project plan; deployment scheduled for Dec 2008.
3. Met with PBCC team to plan Academic Server/Shares consolidation.
4. Sent notices to College Deans to prepare for spring, 2009 classroom preparation.
5. Continued preparation of College-wide IT Service Level Agreement; met with PBCC team to discuss implementation.
6. Participated in Strategic Planning Process at South Campus.
7. Worked with Facilities on preparing equipment for Surplus.
8. Began discussion/planning for the Microsoft System Center implementation.

Belle Glade

1. Replaced CTR monitors with Flat Screen monitors.
2. Installed Battery Backups on all staff computers.
3. Cleaned all projector filters in classrooms.
4. Completed incoming Help Desk tickets.
5. Set up equipment for HR Benefits Fair.
6. Prepared all student computers for Spring Term.
7. Set computers for West Tech staff.
8. Coordinated purchase of furniture and equipment for room CRB 221, CBR 218, CRA 212, and CRB127.

Palm Beach Gardens