

**2008-09 Information Technology Accomplishments
Third Quarter, January - March 2009**

COLLEGEWIDE

PantherNet/Mainframe Systems

Development

PBCC Websites

Operations

1. Printed 11,586 Account Payable Checks
2. Printed, folded and sealed 1,706 Payroll Checks
3. Process 12,621 Payroll Direct Deposits
4. Printed 4,179 Financial Aid Letters
5. Completed 2,124 Work Orders
6. Printed, folded and sealed 3,527 (2008) W-2 Forms

iTAC

iTAC QUARTERLY REPORT				
January - March 2009				
Month	Received	Resolved by iTAC	Resolved by CCD	IT Open Tickets
January	3206	2077	740	29
February	1996	1326	420	38
March	1864	1199	388	54
TOTAL	7066	4602	1548	121

January - March 2009										
	Analyst Testing	Closed	FCCSC	In Progress	On Hold	Open	Reopened	Research	Waiting/User Testing	TOTAL
Lead Credit & Collections	0	3	4	0	0	2	0	0	1	10
Lead DBA	1	17	2	1	0	0	0	0	0	21
Lead Fin. Aid	0	6	1	2	0	1	0	0	0	10
Lead Finance	0	11	0	0	0	5	0	0	2	18
Lead Payroll/Personnel	1	32	5	0	0	9	0	0	0	47
Lead Student	0	36	7	5	1	3	0	0	2	54
Lead Web	0	8	0	0	0	0	0	0	0	8
Panthercard	0	119	0	0	0	1	0	0	0	120
Pantherdocs/Imaging	0	84	1	0	0	0	0	0	0	85
Panthertrail	0	7	0	0	1	1	0	0	0	9
Student Email	0	11	0	1	1	6	0	0	0	19

Systems	0	5	0	0	0	0	0	0	0	5
Web Network	0	32	0	0	0	1	0	0	0	33
TOTAL	2	371	20	9	3	29	0	0	5	439

iTAC/Computer Resources

1. Installation of 581 PCs through Dell
2. Student Authentication soft rollout on outer campuses
3. Implementation of quality control survey through the iTAC (helpdesk)
4. Evaluation of Microsoft System Center
5. Start Rollout of My Documents Folder Redirection
6. Start Rollout of Remote Desktop
7. Finalization of Service Level Agreements

Reports Coordination

1. State Reporting
 - Completed End of Fall, Beginning of Spring Reporting
 - Completed IPEDS Winter Reporting
 - Relocated the State Reporting Office
 - Initiated plans to scan the State Reporting Office
 - Traveled to IRSC to document the State Reporting process for Baccalaureate Reporting
 - FTE2 Projections
 - Met with HR to discuss new reporting requirements for Race/Ethnicity
 - Met with HR/Payroll/Accounting on reporting requirements for Cell Phone Stipends
 - Met with Apprenticeship Coordinators regarding OCP reporting
2. PBCC
 - Working with Mr. Becker on the 2009 Veterans Day Celebration
3. FCCSC & MISATFOR
 - Planned & conducted February FCCSC State Reporting Workshop held in conjunction with February MISATFOR
 - Attended February MISATFOR meeting in Tallahassee
 - Assisted FCCSC Liaison (Kay Tatum) prioritize remaining/open/aging PLogs
4. Professional Development
 - AAUW Fundraiser for local scholarships
 - Attended event & rejoined AAWCC at PBCC
 - Attended FACC Executive Board Meetings

Project Management

1. **Student /Desktop Authentication Project** - initiation to rollout, led user committee to IT Teams: committee presentations, requirements gathering, requirements documentation, reporting & roll out of desktop authenticating.
2. **Spring Break NOC Upgrade Project** - leadership & maintaining NOC shutdown and turn on spreadsheet & scheduling.
3. **IT Hurricane Preparedness Plan** – wrote in Excel & Hurricane Word document.
4. **PantherTrail User Support & PantherTrail** - presentation to provost & Boca Campus.
5. **IT PantherNet User Security Project** - introduction & kick-off.
6. **OCS Phone & Emergency Communication Project** - issue tracking and participation in preliminary planning and meetings.
7. **Accounts Payable Docfinity** - participation.

Network

1. Alerts for LED sign on 6th – put in work order for Facilities to trim trees.
2. Firewall SIC not working – rebuilt during maintenance window.
3. Virtual Center upgrade.
4. Install additional 4700 storage.
5. Installed additional fiber channel switches.
6. NOC - rack doors finished.
7. NOC - block open floor holes.
8. NOC - add vents in front of racks.
9. Spring Break – NOC shutdown/startup.
 - NOC remodel - redirect www.pbcc.edu
 - NOC remodel - FC cable re-run and labeled
 - NOC remodel - 3508 disconnected, Media1 re-cabled to 3750
 - NOC remodel - Added dedicated Gigabit Ethernet switch (Cat 3750) for Panthernnet cabinet
 - Central - Upgraded ITA & ITB to Gigabit Ethernet
 - South - Firewall node removed
 - South - SurfControl node removed
 - South - 7206 removed
 - South - SWINTERM VM migrated to Central
 - South - SWINTERM1 VM migrated to Central
10. Bluesocket - corrected rate limit settings
11. Upgraded PacketShaper
12. DC5 deployed

Information Security

1. Initiated Phase II kickoff of IPS Implementation with IBM.
2. Compiled and submitted response to the AG Audit Questionnaire.
3. Identified, selected and initiated acquisition of a comprehensive Information Security Policy product for the College.
4. Completed ITSO FY 09-10 budget request, including initiatives.

Telecommunications