

IT Division Has New Name and New Responsibilities

The IT Division has once again undergone changes. As of July 1, 2004 the IT Division is now known as Facilities and Technology Services Division.

The newly named division now includes Information Technology Services, Systems Development and Maintenance, Learning Resources Center, Facilities Management, and Chief Information Security Officer.

Facilities and Technology Services is also undergoing some personnel changes within the division. These changes include wishing a fond farewell to Virginia Peters, Monica Nicholas, Andy Runyan and Steve Sayer. And as we say farewell to these valued colleagues we extend a warm welcome to those who will be filling their positions. As announced in the May edition of Know IT, Douglas Kaylor is now the Director of the Learning Resources Center. Dennis Hess has joined Information Technology Services as Administrator, Voice Communications. The Search Committee is still conducting interviews to fill the position of Director, Systems Development & Maintenance left vacant when Andy Runyan accepted a Vice President position at Clark State Community College.

For the latest Facilities and Technology Services organizational chart please go to the following link:

<http://intranet.sinclair.edu/news/orgchart.pdf>

The Facilities and Technology Services Management Team looks forward to working together on the new opportunities and challenges that these changes will bring.

Ken Moore

College-Owned Laptops Need Re-imaged with Administrative XP Image



For security reasons, all non-lab laptops that aren't regularly (at least once a week) logged onto to the campus network need to be brought in to

Information Technology Services and re-imaged with the Administrative Windows XP image.

Many of these laptops may not have current security patches or tools and the best way to correct this is to install the Windows XP Image. Even if your laptop is already running Windows XP, it will still need to be brought in to ITS in order to have important updates installed.

An unprotected laptop connected to the campus network brings the risk of viruses and other types of unauthorized access to the campus network. Installing the Windows XP Image on the laptops

will ensure that they receive important security tools such as antivirus scan updates and Windows patches.

NOTE: Re-imaging the laptops will delete any data files stored on them. Users will need to backup any important data files that they wish to keep. Procedures for backing up files can be found at the following link:

http://intranet.sinclair.edu/its/itswebsite/it_policies/procedures/its/imageprocessrevised.pdf

Users with laptops will need to bring them to the Information Technology Services (ITS) office in room 13000 for re-imaging and updates. This process will take one whole working day. For additional questions, contact the IT Help Desk at 512-HELP (4357) or at helpdesk@sinclair.edu.

Cheryl Stewart



Old Email Address Format is Going Away!!!

Information Technology Services would like to notify users that sometime this Fall the old email address format of

fristinitial.lastname@sinclair.edu (example, jsmith@sinclair.edu) will be disabled.

This change is being made in order to standardize all email addresses on campus.

At that time, campus users will only be able to receive email through the standard firstname.lastname@sinclair.edu email address format (example, john.smith@sinclair.edu).

To prepare for this change:

Users should update their contacts in Outlook to the standard email address format.

Users should contact anyone who may be using the old email addresses and send them their email addresses in the standard format.

Users should also update business cards, web pages, and other official College documents with the standard email address format.

Information Technology Services will announce in advance the date on which this change will take place this Fall.

For additional information or questions, contact the IT Help Desk at 512-HELP (4357) or at helpdesk@sinclair.edu.

Cheryl Stewart



Building 7 Media Services Service And Support Guidelines

The following information is to assist our customers to know what services and support are available to them. As with any procedures, this information may need to be updated at times, due to various circumstances. At any time, please feel free to contact us should you have any questions.

1. Media Services will provide, deliver, setup, and pick-up media equipment for use in classrooms, conference rooms, and other areas on campus for use by both faculty and staff.

2. Media Services provides Black Box units (TV/VHS equipment) on a temporary loan to selected classrooms. Currently these units are left unlocked. Unless there is a problem with the equipment, it will be your responsibility to operate it. **This equipment remains the property of Media Services** and may be moved due to a higher volume of usage in another room.

3. Media Services will service and maintain all of our equipment, the equipment in the multimedia classrooms, and some equipment owned by other departments. **In order to receive the most prompt attention**, please notify the **Help Desk** (Ext. [HELP] 4357 or 4558) of any problem you are experiencing. Examples of possible problems would be, equipment not working correctly, a lamp needing to be replaced in an overhead transparency projector, or missing equipment that is normally on loan to a classroom.

4. Please keep in mind that, on a daily basis, **Media Services is responsible for over 300 classrooms and conference rooms across campus.** We take Media Requests for **all classrooms** except those in Buildings 19 and 20, and remote locations. Due to the volume of requests we receive, delivery schedules are developed on the preceding day. **Late requests must be worked into the delivery schedule and may result in your equipment delivery being up to 20 minutes late.** In order for us to provide the best possible service to you and all our customers, please notify our office of your

equipment needs a minimum of **24 working hours prior to the time needed.** Media Services equipment may be requested in several ways: by telephone (Ext. 3010 or 3011), by e-mail (Media Services [all one word], on campus through Outlook, Media.Services@Sinclair.edu on the web), or in person at the Media Services desk in the lower level of the LRC. Please include the following information with your request:

- Day Of The Week The Equipment Is Needed
- Month, Day, & Year
- Your Name
- Telephone Number
- Room Number Where Equipment Will Be Used
- Course Number/Type Of Event
- Actual Starting Time Of Your Class/Meeting
- Actual Ending Time Of Your Class/Meeting
- Type Of Equipment Needed
- Additional Materials

5. In addition to our mobile equipment, Media Services also has equipment that may be used by faculty, staff, and students in our office. For example, if you would like to preview a video, DVD or listen to an audio tape, we will set up the necessary equipment for you to do this. **This service is offered because some materials are kept on reserve and may only go out of the LRC to classrooms during class sessions. Please do not ask to take them for extended time periods.**

6. Some audio tapes, videos, and DVDs may be checked out by faculty and staff using their **Tartan Card.** The maximum check-out period for these materials is **two days.** Your cooperation in returning materials on time is greatly appreciated so that we may provide service to all of our customers. Additionally, there are some materials **(but not equipment)** that may be checked out by students **using their Tartan Card.**

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7. If you should need hands-on training on the proper use of Media Services mobile equipment (this is equipment that is delivered to rooms on campus), we will schedule time for this at your convenience. This training is done at our Building 7 Office in the LRC. Please call the Media Services office at ext. 3010 or 3011 to schedule an appointment. Training for the equipment in the multimedia classrooms (podium rooms) is scheduled through the Instructional Development Support Department (formally the Delta Lab) by calling ext. 4526 to schedule an appointment.

8. If you are not sure what type of equipment you may need, or you would like assistance with planning your on campus event, please give the Media Services Office a call at ext. 4113. We offer consulting services to answer these and other

questions you may have. This service is available to both faculty and staff.

9. IT has issued a policy to protect the school's network system. Therefore, Media Services will no longer provide network connections using client's notebook computers. Only computers with the Sinclair Image on them will be connected to the network.

10. If you are making your own CD's and DVD's, please bring them to Media Services for us to test them on our equipment to make sure that they will run on our units. Some files are not compatible with our units. This should help eliminate some problems in the classrooms with files not opening or movies that will not play.

Barry Payne



Information Technology Services Implements New Software Update Services (SUS)

Information Technology Services has implemented a new service called Software Update Services (SUS). SUS automatically manages and distributes critical Windows patches to campus PCs over the Sinclair network. These patches are needed to protect the campus network from viruses and other attacks.

The application runs automatically and requires a small amount of user intervention.

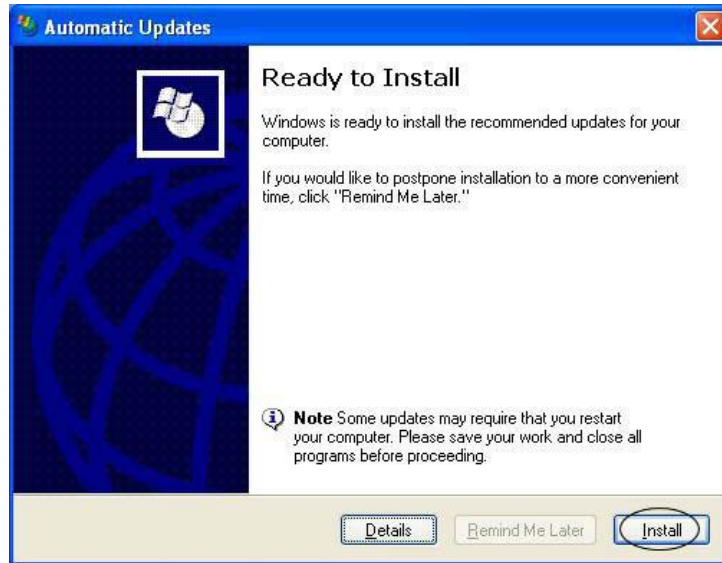
When new updates are ready to be installed, the informational bubble below will appear on the user's desktop.



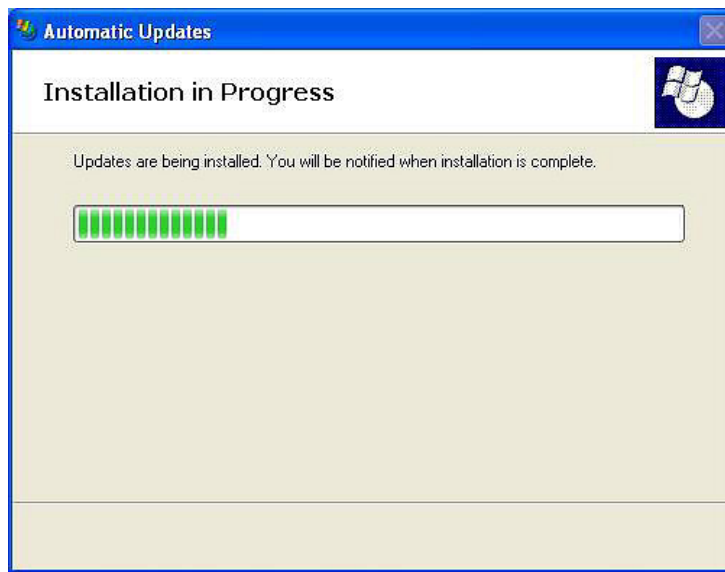
Users will need to click in the bubble to open the update process. The installation wizard window will open and users will need to click on **Install** to start the update installation.

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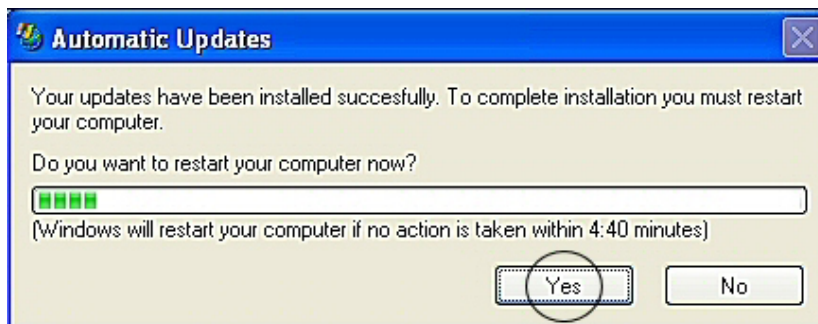
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An installation progress window will remain open until the installation is finished.

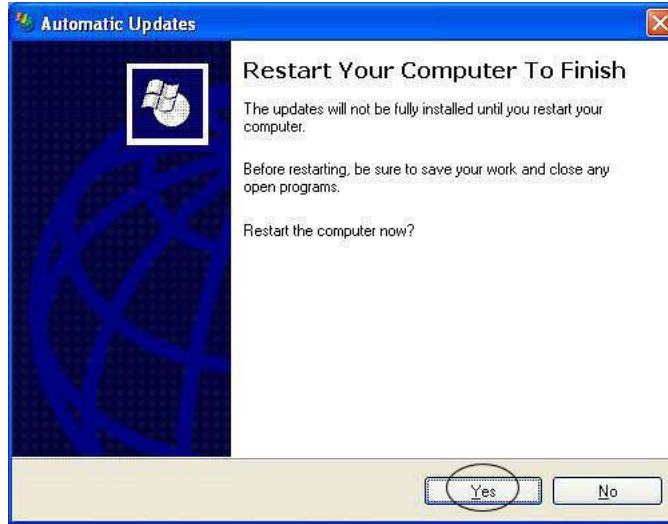


NOTE: Some update installations will require users to restart their computers to complete the installation process. Before restarting, users should save their work and close any open programs. Users will then need to click on Yes to restart their computer.



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By following the above procedures, users will help protect the campus network from viruses and other infections.

Cheryl Stewart



New PDF Printing Service Available

Information Technology Services has implemented a new service called **PDF Printing**.

With this service, Colleague users can run a report and then print it to a PDF file that they can then either print out or save to PC hard drives, H: drives, shared network drives, or to CDs and zip disks.

NOTE: To be able to use this service, the Windows XP Administrative Image must be installed on your PC. Contact the IT Help Desk at 512-HELP (4357) or at helpdesk@sinclair.edu to request the XP Image.

Cheryl Stewart

Instructions for using PDF Printing are found at the following link:

<http://intranet.sinclair.edu/colleague/colleaguewebs/ite/colleague/pdfprt/pdfprt.htm>



Food For Thought.....

You can't build a reputation on what you are **going** to do.

Henry Ford





Virginia Peters retires after serving Sinclair Community College for 35 Years!



Virginia Peters came to work for Sinclair Community College in 1968 . In the Spring of 1969 Sinclair's Administration decided to establish a Learning Resources Center that would encompass both printed library materials and non-printed media. Virginia was the first and until June, 2004, the only Director of the Learning Resources Center. During her career Virginia was responsible for many innovations that we enjoy at Sinclair. She created the Testing Center and the Individualized Learning Center which served as the model for our current Teleports, automated the Library, was responsible for Sinclair being the first community college to join the OhioLINK consortium, was instrumental in helping to create SDIC, served as a founding member of Dayton and Miami Valley Consortium now known as SOCHE, and during the flood of January, 1983, worked with WPAFB in an experiment in freeze-drying books. Virginia has had the opportunity to see Sinclair grow and she along with it. Virginia we wish you the best in your plans for the future.