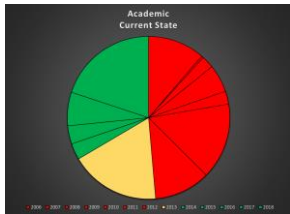


Monitoring Report Information Technology

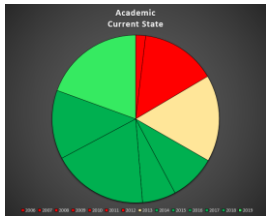
4/20/2020

Update: Technology Aging

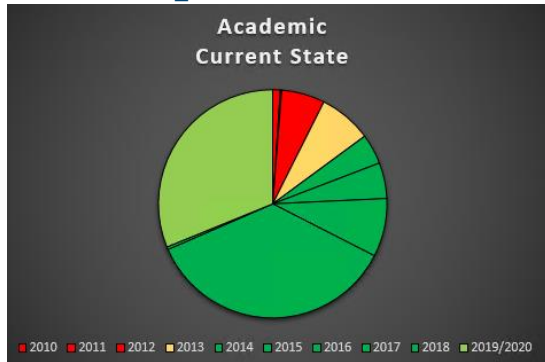
April 2018



April 2019



April 2020



Notable Project Completions

- **Jenzabar CX 10 Roll-Out**

All infrastructure systems, and most end users, have been moved over to Jenzabar CX version 10. Jenzabar is still working to deliver some version 10 capabilities.

- **VMWare Server Upgrades**

Server infrastructure upgraded to VMWare ESXi version 6, providing additional IT infrastructure & disaster recovery capabilities

- **Email system updates**

Student email migrated to Microsoft Office 365

MailScanner anti-spam system replaced with Google email spam/virus filtering

Upcoming: The Next 12 Months

- Staff will continue to address Technology Master Plan 'Year 1' items that were sidelined due to COVID-19
- We will continue to prioritize online learning & employee teleworking initiatives for the duration of the pandemic
- Reviews of several major software systems, including the Canvas LMS, Microsoft System Center, and Richland Thrive are scheduled to be completed during the upcoming year.
- In conjunction with upcoming construction projects, we will evaluate in-classroom audiovisual systems & make adjustments to new & existing classrooms as needed to support academic operations.

COVID-19: IT Status Update

- The Online Learning Department has done a phenomenal job of assisting faculty & student with the rapid transition to a fully remote learning environment.
- We continue to loan laptops & wireless hotspots to students on an as-needed basis.
- Our existing 'remote access' system is assisting with operational continuity by providing full-time employees to access their desktop computers from home .
- A limited number of staff have been provided with desk phones, allowing them to answer & make telephone calls from offsite locations (via the college's phone system).
- Over 60 laptops have been provided to faculty & staff to assist with online instruction & teleworking
- The College has invested in additional remote learning tools (such as Zoom & Proctorio)