

**KENAI PENINSULA COLLEGE**

**COLLEGE COUNCIL REPORT**

April 16, 2020

RBES-Seward, 6:00 p.m.

Department: IT Supervisor

Prepared by: Mark Jensen

5.11

***Mark Jensen – IT Supervisor***

The only Informacast test for March was a great success and people partied in the streets.

Moving the MAPTS users to the KPC network is underway and progressing. The phones have been deployed and seem to be working well. With users mostly off campus it is difficult to make quick progress on this project.

Since the end of spring break I have received a quick course in Jabber setup on the call manager. Jabber is a software application made by Cisco that allows the user to make and receive calls using their computer. With people working off campus there have been many requests for this service.

***Don Eide Jr. – Networking***

Allowing students on campus for computer / internet / printing needs, and cleanup afterwards.

Working on Faculty / Staff working remote setups & issues.

Ongoing - working on the MAPTS network transition.

Still resolving a few issues - working with UAA concerning new VLANS used for IP reconciliation and security, with Faculty & Staff and management areas for both KBC and MAPTS, making sure they can access the internet and all connected services.

Ongoing - hunting down users that are hogging all our bandwidth is becoming more common, as 100MB bandwidth is very limiting concerning all the services that utilize it, (Distance courses, meetings, housing - games, online videos, etc.).

Ongoing - Working on network management software setup to mine data from equipment in the wiring closets so it can be examined from a central location. I have been working on the usual updates, as they are ongoing. I have also been helping to cover the help desk tasks when necessary, and doing office calls for staff/faculty as needed for various issues. I have been in contact with Homer and Anchorage IT to work out issues between our campuses as they come up.

Ongoing - create/update Group Policy objects that have become deprecated (outdated) / obsolete that don't work for Windows 10. Continue working on data closets rerouting wiring. Configuring new virtual host to add to our current setup, and also configuring our virtual testing area.

***Rob Lewis Jr. – Helpdesk Supervisor and Desktop Technician***

During the first part of March I continued to pursue licensing for the security camera setup in Homer. In order to install the new software in Homer I was told by our camera software vendor that we could not do a new setup in a new location until our other two servers were up to date. I spent a bit of time accomplishing this but we are better off because of it. While I have continued to work on the security camera setup I obviously spent the second half of March providing people with the tools and resources to work remotely. We also transitioned IT to be mostly working from home as well.

***Gareth Chesley and Jon Ralph – KBC Network/Desktop/AV Technician***

At the start of the month KBC IT Services continued to work on long term projects such as installing additional security cameras and preparing Adobe Acrobat Pro DC and Rhino software deployments for upcoming trainings and classes. Throughout the month we worked on SCCM projects in cooperation with the UAA Engineering team. During spring break, we made equipment substitutions and upgrades in the Learning Resource Center and the P203 Science lab. Once it became clear that classes would be moving online and that the majority of employees would be transitioning to working from home we worked with 20+ individuals to identify their needs and checked out the equipment they required. Additionally, we reconfigured that KBC lab facilities in a distributed setup to provide physically distanced workspace for students on campus. During the primary work from home transition we handled in excess of 150 support requests over the course of a week and a half. We wrapped up the month by moving off campus ourselves and continuing our support activities remotely.

***Spring Sibayan – AV/Desktop Technician***

All of my attention shifted to helping all employees’ transition to working from home. This involved documenting equipment taken, installing software, packing/moving equipment and virtually assisting employees with hardware, software and Zoom issues. I have also turned the classroom podiums off, except for one, to save power while students are not on campus.

I’m working from home now but continue to assist everybody remotely. Don is still working on campus and I have already guided him with some audiovisual equipment troubleshooting over a video call.