

A quarterly update brought to you by your KCCD IT Department



CIO GARY MOSER: UPDATES AND UPCOMING PROJECTS

Hello and I hope the start of school is going well! Here is our fall newsletter with our goal to provide key information, helpful hints and tips, and technology news in our district. We are sharing this to help provide a transparent and collaborative environment for technology direction and information.

I want to share with you some of the key informational items for our district that focus on major system work. We have been working on three key initiatives: **Banner 9, Security & Infrastructure**

These are significant projects and we need to ensure we have minimum disruption to our students, faculty and staff. There are many challenges due to complexity, daily support operations, new projects, and the resources we currently have. Our end goal of improved services is why we are moving in this direction. We want this newsletter to be valuable for you *so please* share your feedback and suggestions to help us improve. Please forward them directly to our IT management team at itfeedback@kccd.edu.

Banner 9

Banner 9 is now live! Please use the icon on your desktop or go to <https://banner.kccd.edu> to use Ellucian's replacement for INB (Internet Native Banner). Our next step is moving the system into the Ellucian Cloud and we are currently targeting December 2018 for the completion of this step. In addition to the INB replacement, Ellucian has developed several SSB (Self-Service Banner also known here as myBanWeb) applications we expect to evaluate for implementation once we are in the Ellucian Cloud. One of the key objectives shared in this project is to return our system to a baseline configuration to free up IT staff time to support the colleges. This will also provide more stability in our system as Banner 9 evolves. A huge thank you to all of the people who tested Banner 9 and helped us launch ahead of schedule!

IT Security

We have seen several targeted phishing emails since the spring semester. In two cases, these emails pretended to be on behalf of our college presidents. There are two red flags that you should look out for to avoid these attacks: 1) Is the email address a college email address? The emails claiming to be from our college presidents came from outside addresses but used the president's names. 2) Are you prompted to log in or provide a password in order to open a link or attachment? This is usually a bad sign and your best response is to close the attachment or web page and contact IT.

Online security awareness training is available for all employees and we plan to do more in-person training this year. We encourage all staff who have not been trained to go through the online training, which is available in Canvas at <https://kccd.instructure.com>. There are also several 3-5 minute videos and one-page handouts available at <https://it.kccd.edu/resources>. The videos and handouts are meant to supplement our online and in-person training and each cover a single topic. The handouts are great for posting around the office. In-person training for a department or group can be arranged by contacting Steven Alexander at the district office: steven.alexander@kccd.edu.

IT Infrastructure Updates

Planning and implementation work continues to improve the reliability and performance of core IT Infrastructure (network and systems) district-wide. Some key areas to note are: 1) Upgrading WAN (site-to-site) connections for various KCCD sites to provide faster access to services such as email, Banner and internet. 2) Testing of emergency communication systems to enhance public safety operations. 3) Continuing work to build Cloud infrastructure and start moving some IT services/applications to this new environment.

Wi-Fi Services Update:

Having completed the requisite planning and scoping work for expanding and refreshing Wi-Fi network services district-wide, implementation is now underway. Over the next 12-18 months, cabling work and new equipment installation will be taking place to expand Wi-Fi services (most indoor areas at BC and Delano) and refreshing existing Wi-Fi equipment district-wide for improved performance and reliability. So be on the lookout for IT and vendor personnel working on this project in the coming months. It is also worth noting that the BC and Delano portions of this project has been made possible (funded) by Measure J.

As a friendly reminder, the best way to obtain IT assistance is by submitting a case (ticket) to <https://support.kccd.edu> or by calling **1-877-382-3508**.

Scheduled Maintenance:

As a reminder, downtimes will occur on the following dates:

- October 7, 2018
- November 4, 2018
- January 6, 2019
- February 10, 2019
- March 3, 2019
- April 7, 2019

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Project website: <http://it.kccd.edu/projects/>

KCCD website: www.kccd.edu

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