# OCIS

## Live On Microsoft Exchange

The College said goodbye to Novell this past year. After 15 years of a Novell network architecture and its GroupWise Email system, a full migration to a Microsoft environment was completed November 2016.

The decision to migrate was a result of a variety of factors. Users indicated dissatisfaction with the existing email system for many years. The Novell platform has been very rigid and did not allow for flexibility or easy integration with most industry software. As the institution moved towards mobile devices, the GroupWise system restricted the end-user flexibility in utilizing such items.

### Migration Status

Users now use the Microsoft Outlook desktop client and Outlook Web Access (OWA) to access College email. GroupWise messages are still accessible via the Web: https://email1.old.citytech.cuny.edu. Some users have created IMAP connections to the old GroupWise system in order to view Exchange Email and their GroupWise mailbox using one interface.

Project information and help documentation for the new Exchange Email system is available on the College website:

### Next Steps

Users need to keep in mind that the Novell GroupWise Email system will be sunset July 2017. Therefore, any messages or content that has NOT been migrated over to the Exchange environment or saved, will be lost at that time. Users should consider the following:

1. Messages in GroupWise mailbox – Create a .PST file to "archive" these messages and have them available in the Exchange system if necessary.

2. GroupWise Archive – Post February 2017, submit a GroupLink ticket to obtain assistance in saving the archive messages.

*"Technology offers us a unique opportunity, though rarely welcome, to practice patience..."*

*-Allan Lokos*



(ccp.com, n.d.)

# The Brooklyn Fiber Ring

For years, the Brooklyn and Queens fiber infrastructure has lacked greatly compared to Manhattan. The campuses in the outer boroughs have had significantly less bandwidth available to them than their Manhattan counterparts. In response to these campuses' need for more network throughput and the direction of the University IT Steering Committee, CUNY Central CIS has completed the Brooklyn Fiber Ring this past December.

Implementation of the CUNY ring will enable the outer-borough campuses a wide variety of possibilities. Unlike the Manhattan campuses, these campuses have been burdened for years with a lacking fiber infrastructure which has imposed constraints not only on bandwidth but also specific network capabilities.

This development enables the campuses in Brooklyn and Queens to increase their core bandwidth to 20GB. This is a dramatic increase from the limited 1GB backbone most of these campuses currently have. The Ring will allow for diverse shared services capabilities between CUNY campuses. For example, it will give us the ability to have a dedicated pathway for all the colleges and CUNY Central CIS with the ability to implement a more efficient off-site backup strategy within the University.  The redundant architecture allows for fail-safe connectivity even if one campus were to lose communication.

For City Tech specifically, this increase in bandwidth will alleviate the burden on the existing network. The College will be better able to support the increased needs in academic programs that are IP/HTTP intensive. With an average of 4 devices per user connecting to the wireless network, the increase in bandwidth is not only welcomed but much needed.

Additionally, for City Tech, the ability to move to a robust and effective Voice over IP structure (VoIP) is much more feasible.  The CUNY Ring will facilitate this and make other means of communications and instruction available in order to improve student and administrative success.

# The New College Website

The newly redesigned College website was launched for the Fall 2016 semester. The new fresh look and intuitive responsive design was welcomed by many viewers.  The next phase is to continue to correct content errors, restructure and change things that are not working.  As the site continues to mature, user feedback is crucial.  Site analytics help ascertain usage and how things can be improved. Ultimately, user feedback is critical to help us determine whether things are working for the College.

## Next Steps

A primary goal is to improve search engine optimization (SEO). In any site migration, generally SEO statistics will drop if URLs have been changed and site content is modified dramatically.  Although there are search result problems, the overall SEO statistics for our site have not dropped.

General in-site search result optimizations have been tweaked within the last few months.  A custom search built into our site enables better search results than when the site was originally launched. The use of key words, metatags and a predictive site structure solicits more improved search results.  This area will continue to be improved as the site matures. Please provide us with feedback as you navigate the website.

Implementation of a web Content Management System (CMS) is underway. This will allow for improved analytics and efficient, content-updates. With the implementation of the CMS, specific users will be able to update designated areas/content in the site without submitting tickets to OCIS website developers.

Please utilize http://citytech.cuny.edu/web-info/ for information on the College's website and to submit a feedback form with your comments.

# What's Happening Now

- City Tech now has a computer lab inventory displayed on the College website. This includes the type and number of computers that are available for student use in that lab. The purpose of this inventory is to provide students with information about available computer resources and their hours of operation. As this list is posted on the web, it is crucial that the information is updated in a timely manner. We urge areas that manage such labs to contact OCIS with information regarding their particular lab. OCIS will also be working on a dashboard whereas lab managers may update this information themselves.

- Sending messages to ALL students is becoming easier. If you are an authorized sender of messages to ALL students, please submit a OCIS request to obtain access to the Ecampaign system.

- There were 7,204 tickets submitted to OCIS through the GroupLink ticketing system in 2016. (*Note: Not all service/work is logged into GroupLink*). There were 220 requests for creating a new CUNYfirst query; the most tickets were submitted for the category of Email/Network Login Modify - 1,270; there were 2 tickets for creating a retiree email account; there were 27 tickets for creating new webpages; and 100 tickets for IP addresses. Over 400 tickets were submitted for each of software/application and hardware/peripheral problems.

- A new comprehensive IT site – With the launch of the new College website, we now have a more comprehensive site that incorporates information relating to IT on campus, both for students and faculty/staff. This site is not only for the OCIS department, but incorporates technology services information that overarches into the other IT service areas such as Media Services and Instructional Technology. More changes to come.

- Research Network – A research network was created to enable research and conduct activities that may have adverse effects on the campus network due to security concerns. As the current network structure is restrictive in some aspects in order to maintain network integrity, the research network allows for a segregated section of the College network. Currently this is being utilized by several academic clusters that are being employed for research as well as instruction.

- A better network edge – City Tech has new firewalls and an updated network core. In addition to some important architectural changes on the network, which included the implementation of software and hardware, the College now has updated firewalls that allow for better security, oversight and control. This was part of a larger University-wide initiative whereas all CUNY Colleges now have the same firewalls to provide better protection from the top down. The new firewalls offer better detection and prevention from growing threats such as ransomware.

- Continued wireless upgrade - Implementation of a new wireless controller will allow City Tech to add much needed access points throughout the College.

- Self-Service Password Reset – The new Microsoft Exchange environment allows you to reset your own email password. You don't have to call the Helpdesk or OCIS to reset a user password – you can do it yourself! You will need to do an initial setup of challenge questions.

## Tech Tips

- In Windows 10, you can personalize your desktop by right-clicking anywhere on the desktop and choosing Personalize. Change the color of the taskbar or desktop by choosing Colors.

- In Windows 10, if you press the Windows Key + Tab, it will show you a thumbnail of all open programs on the desktop and a small thumbnail of each desktop at the bottom.

- Apple's iOS, Google's Android and MS' Windows phones have accessibility tools and features. Apple's assistive iOS 10 features are in System Settings. There is a VoiceOver feature and Braille display. You can use VoiceOver feature and Siri to recite the text from iBooks aloud.

- Send a message with Invisible Ink on the iPad. Touch and hold the Send button then tap Invisible Ink. To view what was written, the recipient must rub the bubble.

- To save a PDF on your iPad, tap the Action button and then tap Print. Pinch the first page of the preview then tap the Action button and then swipe to choose an app. iMessage apps may be downloaded from the App Store

# What's Coming Up

- Web forms and mini-systems to automate business processes – With the website up and running, the OCIS web team is embarking on creating web forms and mini applications that automate some key administrative processes. Despite the loss of a teammate, the group is keeping busy with the updates/changes to the site, implementation of a CMS and now development of web applications.

- Chat with a Tech – The Administrative Helpdesk will be piloting a new method in providing support to faculty and staff. Sometime during the Spring 2017 semester, users will be able to visit the IT.citytech.cuny.edu website and chat with a Helpdesk technician. This feature is currently available but the resource is not yet supported by a technician. If you visit the site now, you will be able to leave a message.  There will be some dedicated times during business hours that a technician will be available in real-time to answer your questions. Other service departments may also choose to pilot this method.

- Off campus access to network share folders and home directory – The Web Distributed Authoring and Versioning (WebDAV) protocol provides a document infrastructure for users to create, change and move documents on a server. Users will be able to access share folders and their home directory directly from a Windows and Mac OS computer off campus.  In addition, WebDAV clients are available for smart phones from Google Play and Apple Apps Store.

- Campus Map App – The Web team will be working on implementing a campus map that will allow users to locate where they are using their mobile devices. Users will be able to view a "Here I Am" and view campus building diagrams to help navigate them to where they need to go.