Welcome from AVP Patricia Kahn

As we embark on a new semester we are experiencing many changes. Some of these are obvious: new classes, new students, and of course, the crisp fall air. For me the biggest change is my new position at CSI as Assistant Vice President for Technology Systems. It’s been incredible and one of the most significant changes in my life.

It is easy to be part of change that you can see and experience. But what about those changes that aren’t so obvious — technology for example? You know it’s there and you know it’s changing all the time. But does anyone ever sit down with you and share what’s going on? Or is it that one day you wake up and something is different. How can we make technology change feel more like a change in seasons where you aren’t surprised?

We are hopeful that the OTS Newsletter will do the trick. It’s short and to the point, yet packed with relevant information that prepares you for change. The content provided will convey what is going on behind the scenes and alleviate the "I didn't know about it" feeling. Also, we want you to know about the individuals who make it happen. Finally, what suggestions do you have for us, so we can continue to support you with technology.

We hope you enjoy this fall semester issue. Many more to come as the changes never stop!

OTS Accomplishments!

Windows 7 Upgrade
It's been a busy summer for hardware and classroom support as the technical staff have been upgrading labs, smart classrooms, faculty, and staff computers to the Windows 7 operating system (OS). Why you ask? Let's just say, without this upgrade we would be at great risk. Imagine you live in a city that doesn't have any police. Now, our computer environment is the city and Microsoft (MS) is the police. What this means is that MS will no longer be protecting your computers from malware, viruses, etc. The result would be the OS would become increasingly insecure, which puts us at risk. How many did we upgrade? About 3,000 computers for faculty, staff, and students. Now that's quite the accomplishment!

Wireless Upgrade
We have made a number of network enhancements over the summer that will allow for improved network connectivity from your mobile device. We've been reconfiguring controllers, adding access points, and installing new technology that will allow for multiple devices to connect to the Wide Area Network (WAN) simultaneously. There's a lot more work that still needs to be done but we are making progress!

Network Improvements
10G you say? Yes! We are expanding the current 10G network connection among our core buildings (2A, 1L, 1N, and 4N) to include additional buildings throughout the campus so that our entire Local Area Network (LAN) will be on 10G. In order to make this happen we are in the process of upgrading our switches and re-terminating our fiber. Not an easy task! What's the end result? The ability to transmit data at a rate of 10 gigabits per second. Or in other words, we will have a really fast network.

Telecommunications
The network is not the only technology that we rely on. Let's not forget our phone system, which is in constant need of improvement. We started this initiative over the summer by upgrading the phone system in building 2A. This phone system is the main artery for the campus' voice communications and handles everything from messaging, the call center, and of course making phone calls. We have also enhanced some of our call center features to improve communication. We have lots to do as we continue to explore emerging technologies within telecommunications.
Intranet Developments

We are pleased to announce the CSI Intranet System has been updated and replaced since our move to CUNYfirst. The Intranet System currently provides the following reports:

- Enrollment Counts by Academic Plan – counts of registered students by academic plan – Current and archived semesters.
- Enrollment Counts by Course – Current and archived semesters.
- Class Roster report with student contact information.
- List/file of students with their contact information selected by academic plan(s) and semester
- Graduation statistics by academic plans.

It can be accessed from the home page of the College’s website by going to www.csi.cuny.edu and selecting “Faculty & Staff”, then “Enrollment and Student Information”. We are in the process of adding more reports which will include selecting students by student group or student indicators as well as a dashboard.

Web Developments

We have been busy developing many new sites and online applications as well. To name a few: School of Education, Continuing Education, Center for International Service, Center for Developmental Neuroscience, and Online Application for Admission into the RN to BS in Nursing Program.

Automation and User Services

Automation and User Services is responsible for implementing, maintaining, and training faculty on how to use the new CSI Cloud web server which replaced the decommissioned Library faculty web server. Continuing Education staff at the Moore Catholic High School satellite location can now log in to their computers using their FLAS accounts. We continue to support offices in fully utilizing the technology available to them. Approximately 40% of all multi-function copiers located at the College have been networked providing printing, scanning and, device permitting, faxing capabilities from a single device.

OTS will be conducting a small pilot to test VDI (Virtual Desktop Infrastructure) in a classroom. What is VDI? Imagine that everywhere you go, you have a cloud hanging over you. However, unlike a storm cloud, this one can brighten your day. Through this cloud, you can have access to numerous software programs, applications, and files, wherever you go. All that is needed is the Internet! How convenient would it be for a student to have access to software programs needed for class via a mobile or stationary device, whether on or off campus? As a faculty member, you can transform a regular classroom into a virtual lab, with students accessing programs, doing research, and working on projects. VDI can become a powerful source to enhance teaching and learning. As such, with all that could be available at your fingertips, you will be heading for...cloud cover!

This year’s plan is to begin the upgrade and implementation of a new website design and navigation using content management software to provide effective maintenance of information to ensure clear communications with the student body, CSI stake holders and the public.

James Hamilton, a member of the Hardware Team, manages a staff of seven who supports the computers assigned to faculty and staff. One of James’ main responsibilities is hardware upgrades; he was a key player in the Windows 7 upgrade supporting over 1,400 computers. OTS is most fortunate to have James as part of our team!

On the Horizon

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Get to Know...

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