Message from AVP Patty Kahn

During the Fall 2015 semester, OTS was pleased to provide our first Annual Report. We will continue this communication every Fall semester. In the interim, we wanted to provide you with quick updates about various technological accomplishments. Some of the highlights include the website project, which will be finally happening after a two year plus hiatus, our video repository and virtual desktop initiatives, the rollout of unified messaging, and much more. In addition to technology accomplishments, many of our OTS staff have been presenting at prestigious conferences, as well as being the recipients of awards.

Please take the time to review this newsletter and continue to review our technology updates that we will provide throughout the year. Thank you and have a wonderful Spring semester!

Patty Kahn (2209)

OTS Accomplishments!

Website Developments
This Spring, OTS working with an outside vendor selected by the CSI Web Steering Committee, will begin the process of redesigning the CSI website and implementing a content management software, Drupal, that will provide access to individual offices for maintaining portions of their area’s website. OTS will keep you updated as we continue to make progress. We anticipate the transition of the CSI main website to take approximately 12 months.

Unified Messaging
Work continues on the Unified Messaging (UM) project, which will integrate voice messages with email and provide for a more efficient means of communication. We are planning for a phased-in approach starting with the administrative buildings. A communication will be sent at the time your building will be activated. Included in this email will be documentation and a schedule of training opportunities. For more information visit UM web page.

Network Upgrades
Network maintenance is scheduled for the Spring semester, which will involve upgrades to core and building switches, as well as the testing and re-terminating of existing fiber in order to prepare for 10G bandwidth across the network.

A Video Repository Solution comes to CSI!
OTS, Library/Media Services, and Education looked for a video repository solution to provide for streaming and preservation of media and address publishing video content on Blackboard and on YouTube. Close captioning and viewing content by role in a secure environment was also a requirement. The challenge has been addressed through the purchase of NJVID, which is now integrated with Blackboard. For more information visit the CSI NJVID website. If you are interested in getting started please contact Mark.Lewental@csi.cuny.edu or Linda.John@csi.cuny.edu.

Dr. Irina Lyublinskaya, Dr. Patricia Kahn, Linda John, Mark Lewental, and Elias Hollander joined by techs from NJVID, participated in the NJEDge.Net Conference in Princeton, New Jersey, where they did a presentation on NJVID. The group also went on to present at the 14th Annual CUNY IT Conference at John Jay College.
Office of Technology Systems

OTS Accomplishments! (continued)

Sep Vakil was the recipient of the CUNY Service Award, which recognizes an individual who has demonstrated exemplary service to the College community. Congrats Sep!

Sashin Aluwihare, who is an IT Assistant in the Hardware Division of the Office of Technology Systems, was chosen as Employee of the Month for October of 2015. We congratulate him on this honor. Congrats Sashin!

“IT Doctor” continues to be a success offering on-the-spot tech assistance to the College community. The “Doctors” can be found in the lobby of the Library, as well as the 1C-213 computer lab, during the first two weeks of the Fall and Spring semesters. AND the “Doctors” will be in the Library throughout the Spring 2016 semester to provide computer assistance.

HelpDesk

Virtual Desktop Initiative

OTS began a VDI (Virtual Desktop Initiative) pilot in the Fall. The intent of the pilot was to provide students with access to certain software from off campus. By installing "client" software on their home computers, whether it was Windows, Mac, IOS, Android, or Linux devices, individuals were able to access Visual Studio and ArcGIS software from a virtual desktop, by using the same login credentials as on campus. The pilot also included testing of accessibility software, such as ZoomText and Kurzweil 3000. The pilot will continue during the Spring semester.

Intranet/Dashboard Update

We are pleased to announce the CSI Intranet System will soon have a graphical representation of enrollment broken out by career/dept./acad_plans/GPA/Gender/Academic Level. It will be accessible from the CSI Faculty & Staff web page.

Have a suggestion?
OTS welcomes your feedback and suggestions. Please submit your ideas to OTS@csi.cuny.edu.

Self Help Documentation
Faculty & Staff Training Sessions
Contact our Helpdesk at 718.982.3695 or by email