The City College of New York

TechTALK

Fall 2012

Track the CCNY Shuttle Buses via Your Mobile Device

Winter at CCNY will be a whole lot warmer now that NextBus has arrived.

Our City College subway shuttle buses have been newly equipped with GPS devices that allow for the real-time tracking of the bus routes without having to set foot outdoors.

Arrival times and bus stop codes for your mobile alerts can be found at: www.ccny.cuny.edu/next bus.

You can also view maps and the bus schedule on your cell phone. Go to http://bit.ly/O6eh6e or, if your phone is QR code-ready, scan the matrix code below:

To receive automated mobile alerts on your phone (e.g., get a notification when the shuttle is five minutes away), create an account at: http://bit.ly/MNEp9G .

You can also track the buses via two wall monitors, one in Marshak Hall's main entrance, the other in the NAC lobby.

A Newsletter is Born

Message from Praveen Panchal, VP of IT and CIO

Welcome to the first issue of Tech Talk – the Office of Information Technology's community newsletter. The idea of this newsletter was born after listening to people from different cross-sections of the college express a need for more communication regarding our services, goals, and the impact that technology has on their professional lives.

OIT not only provides technical support to departments across City College, but also provides one-on-one technical help. Our mission is to provide the best customer service possible, with the motto of empowering the user community.

We will use this newsletter to communicate the most current information on technology at CCNY. In its pages you will find information about updates on OIT projects, technology upgrades, training opportunities, technology tips, and more, along with information on the CUNY First project.

We will also introduce our OIT staff who are eager to provide you with the very best service we can – always with a smile. We welcome your feedback and suggestions.

OIT Restructured

When I arrived at the college in July 2012, working with the senior members of the OIT team, I restructured the office into a less hierarchical organization, creating seven functional areas – Office of the Deputy Chief Information Officer (DCIO), Applications Development Services (ADS), Instructional Technology and Media Support Services (ITMSS), Client Support Services and the Information Security Office (CSS and ISO), Infrastructure Support Services (ISS), Messaging and General Support Services (MGSS), and Information Technology Business Services (ITBS). The first one, the Office of the DCIO, is responsible for project management, business continuity, disaster recovery, quality assurance and the overall OIT operations management and will be headed by Mark Kam. The responsibilities for all these areas are assigned to directors, reporting directly to me. The directors are accountable not only for the day-to-day operations, but also the strategic vision, communications, public relations, staff relations, and customer services of their areas.

This restructuring will allow OIT to achieve efficiency, agility and flexibility in order to empower the user community to achieve the highest level of academic and administrative success. ∎

You can view the new detailed OIT organization chart at www.ccny.cuny.edu/itcs

Smooth Move

New Online *WebCheckout* Service Makes Study and Collaboration Room Reservations Much Easier

Last semester, over 4000 reservations were made for the 10 study rooms in the CCNY Tech Center, which are designed to accommodate three to six students.

In response to such an overwhelming demand, the Tech Center has recently introduced WebCheckout, a service that gives students the option to make convenient online reservations for the ten media study rooms and 18 two-person study rooms. Students can continue to make walk-in reservations at the reservation desk located near the entrance of the Tech Center.

"It saves so much time. It used to take up to 48 hours for a member of staff to process a request. Now, students can go to the CCNY Tech Center website www.ccny.cuny.edu/techcenter and make a reservation up to 15 minutes in advance to be guaranteed the room. And it has also made the whole check-in process seamless," says Yo-Lynn Hagood, Tech Center Manager.

"It is our objective to produce technology-savvy students, who, after graduating from City College, are prepared to lead the way in their chosen fields," says Vice President of Finance and Management, Jerry Posman, whose passion and fund-raising acumen helped bring the Tech Center vision to fruition.

At any given moment during the weekday, hundreds of students are busy using every available workstation (there are over 300). Dozens more are using the ten breakout media study rooms – which are equipped with white boards and digital displays, which can be linked to laptops. Three training rooms are filled to capacity with students engaged in multimedia presentations by various professors.

A dozen printers are also in constant use. According to Kimberly Lopez, manager of the NAC Lab (AKA 'The Fishbowl'), over the last eight years, more than 28 million pages have been printed in the Fishbowl alone.

The opening of the Tech Center last year tripled the number of workstations available to CCNY students for general computer use. The combination of the Tech Center and the adjoining NAC Computer Lab has doubled the capacity of available computers for general lab purposes.

> " It used to take up to 48 hours for a member of staff to process a request. Now, students can go directly to the Tech Center website and make a reservation up to 15 minutes in advance. "

On a typical weekday over 2,000 students use the facilities in the Tech Center, located on the ground floor of the NAC Building's Cohen Library, to do coursework, print materials, or collaborate with their peers. ∎

Site-licensed Software Available in the Tech Center:

~ Mathworks MatLab
~ Adobe Creative Suite 5
~ Microsoft Office
~ IBM SPSS

Active Directory at CCNY

What it is and how it will affect you

In our ongoing efforts to provide better IT services to City College, the Office of Information Technology is deploying Microsoft Active Directory – a computing architecture which will allow users to log in to a campus-wide computer environment that seamlessly regulates everything from email access and secure information storage and backup, to network and wireless access.

"In simple terms Active Directory is two things," explains Youssef Elhajji, Director of Infrastructure Support Services. "The directory is a database that contains all the users and network devices (workstations, servers, printers, storage devices) for an organization. The active component describes how it's used; it allows system administrators to create policies and groupings that regulate how users access network assets."

According to Elhajji, CCNY already employs an open-source directory system (LDAP – Lightweight Directory Access Protocol) granting users access to email, wireless, limited computer lab workstation login and printing. However, LDAP is challenging to both integrate and synchronize with existing and emerging technology resources on campus. As a result the directory information it contains is largely incomplete and inaccurate.

"The college's current computing environment is analogous to a medieval feudal kingdom. It's time to modernize," says Vern Ballard, Director of Client Support Services. "Many departments and divisions administer their own IT resources with their own very distinctive language, conventions and quirks. Getting them to share information consistently, reliably and securely is one of our greatest challenges."

Widespread delegation of administrative privileges allows users to have complete control over their computer system. Although, this might sound desirable, in fact, it often allows disastrous malware, user errors and unsound practices to proliferate. These, in turn, lead to significant increases in the number of calamitous technical support calls requiring immediate and resource-depleting interventions.

> " **The college's current computing environment is analogous to a medieval feudal kingdom. It's time to modernize.** "

To help resolve this paradox, Active Directory will allow our system administrators to configure workstations so that preventive maintenance can be automated without direct user or administrative intervention. This means that preventive maintenance, problem detection and troubleshooting, and security measures, can be delivered in a more proactive and systematic manner, resulting in a more reliable, stable and secure computing environment.

One of the biggest advantages of an Active Directory system is that users are able to employ a single user ID and password combination to access a variety of crucial network services. Rather than accessing resources on a local hard drive, Active Directory can afford users convenient access to network resources from anywhere on the campus network. It could be described as a kind of campus-based network cloud.

The use of Active Directory will also create a stable platform for adding new collaborative services which are currently under development. These include shared address books, calendaring, document management (including encryption), automated data backup, and access to various web applications.

Last but not least, deploying Active Directory will reduce departmental costs and overheads through consolidation while at the same time improving service through standardization.

Since stand-alone computers need to be added individually to the Active Directory (including data backup and validation), the deployment will involve scheduling to migrate departments one at a time.

We sincerely appreciate your patience. ∎

Meet Our Staff

Wendell "Skiter" Freeman

Job Title:
Information Technology Associate
Department:
Divisional Support: Electronic Design & Multimedia
At CCNY:
Since 2000

Pick Your Own – Q&A
We gave Skiter a list of 50 questions to choose from:

What is your favorite gadget?
The iPad. It's such a versatile and lightweight item. It's perfect for business, fun and everything in between.

iPhone or Android?
iPhone. I'm an Apple loyalist and although the Android is an excellent product I still like the Apple OS better.

What should you always spring for the extra warranty on?
It is always worth it for high-priced items, such as computers and TVs.

Pandora or Spotify?
Both.

What was the first techie thing you learned how to fix?
A Mac Plus.

Favorite go-to website for technical help.
www.lynda.com - It covers just about everything. YouTube is great and it's free, but Lynda hires professionals for their video tutorials. Some are free. Otherwise, the cheapest subscription is $25 per month.

What advice would you give to someone on how to choose a new PC?
Make a list of your needs and then buy a computer appropriate to those needs.

What is the silliest request for assistance you ever had?
A user called me to help them launch Microsoft Word. I tried to walk them through different ways to navigate to their Applications icon over the phone. Cut to almost a half hour later. I asked them to describe exactly what they could see and they said "Nothing." It turned out their monitor wasn't on.

> " Back up! Back up! And don't forget to back up! "

Favorite app and why.
I have so many, but right now it's GroupMe. It allows you to start groups with the people already in your contacts. When you send a message, everyone in the group instantly receives it. I have a work group and a family group.

Mini laptop or iPad/tablet?
iPad. It's just as powerful as a laptop but it's small and lightweight with an incredible screen. Mobile computing is what the world moving to.

Mac or PC?
Mac. I like how the OS is all about ease-of-use for the end user.

Do you have any techie fail-safe?
Back up! Back up! And don't forget to back up!

What single piece of technology makes your life easier?
My iPhone. It lets me stay connected with everything, from my family to my computers.

How did you get into IT?
I was in the music field and the computers kept breaking down and I just started fixing them and I turned out to be good at it. Then I got hired by TekServe.

What do you think is the next big IT giant leap?
Cloud computing. No more information in the actual computer, you connect to your cloud so you don't have to worry about storing it anywhere – or (more to the point) losing it.

What was the last movie, TV show or book that made you think, "How did they do that"?
Inception. Especially the mirror reflection scene on the bridge…how did they film that?

If your house was on fire, what are the three things you will grab before leaving?
My daughter, my computer and some pants.

What is your greatest accomplishment?
My children. ∎

Meet Our Staff

Dmitriy "Dima" Chernyakhovsky

Job Title:
Media Service Technician
Department:
Instructional Media Department [iMEDIA]
At CCNY:
Since 1993

Pick Your Own – Q&A
We gave Dima a list of 50 questions to choose from:

What is your favorite gadget?
The iPad.

iPhone or Android?
Android.

What should you always spring for the extra warranty on?
Computers and cars.

Favorite go-to website for technical help?
Google.

Which class in school has proven to be the least useful?
Calculus.

Mac or PC?
Mac.

What is the silliest request for assistance you ever had?
The AV equipment was not plugged into the AC outlet.

> " My father was a cameraman in the Ukraine. I wanted to follow in his footsteps. "

What was the first techie thing you learned how to fix?
Changing a light bulb in a slide projector. Make sure the bulb is cooled down and NEVER touch it with your bare fingers … otherwise, sizzle, sizzle.

Pandora or Spotify?
Pandora.

Favorite app?
Cards.

Mini laptop or iPad?
Mini laptop.

How did you get into this profession?
My father was a cameraman in the Ukraine. I wanted to follow in his footsteps.

How would you explain Camera Lighting in three sentences?
Make sure the person's face is not too bright, overexposed. Make sure there are no shadows behind the person. Have an overall vision of the final product.

What do you most value in life?
My wife, Natasha! ∎

CUNYfirst

A few years ago the City University of New York embarked on an initiative to streamline all business processes and services through Enterprise Resource Planning (ERP). Referred to as CUNYfirst or the Fully Integrated Resources and Services Tool, this ERP undertaking means big changes in the way CUNY does business. Large-scale CUNYfirst implementations are underway at many CUNY campuses and are being rolled out in phases.

However, the greatest impact on campus operations will take place when City College transitions to CUNYfirst Campus Solutions - anticipated in 2014 at CCNY, Baruch, the Graduate Center and John Jay. Campus Solutions will completely replace CCNY's present student information system - SIMS. Already in place at nine other CUNY colleges and serving over 105,000 students, Campus Solutions gives students the ability to register and search for classes, validate courses, add/drop courses, see financial information, view course history, pay tuition and fees, and much more.

In order to prepare for our CUNYfirst deployment, CCNY has assembled a

local CUNYfirst team, who meets regularly to discuss various issues. We encourage you to familiarize yourself with this University-wide initiative. To do so, please visit the CUNYfirst project site at: www.cuny.edu/cunyfirst.

We Care About Your Information Security

If you are a typical network citizen, every day you use a small super-computer to navigate mysterious internet "clouds" to exchange personal and professional information, all the while leaving traces of every transaction on your computer, smart phone, flash drive and, very likely, hundreds of computers throughout the world. All this data is vulnerable to malicious and opportunistic exploitation by hackers.

User Responsibilities

Each member of the CUNY community is responsible for the security and protection of electronic information resources over which he or she has control. This is especially true if your job requires you to use *and* store Non-Public University Information (NPUI) such as:

- Social Security numbers
- Drivers Licenses or other government-issued identification
- Credit card numbers
- Financial records
- User ids with passwords
- Student records (GPAs, transcripts, grades, test results)
- Health records

For this you must be granted written authorization approved by your immediate supervisor and the Dean or Vice President overseeing your area. To apply for authorization please complete and submit an Authorization to Use and Store Non-Public University Information form, which can be found at: http://tinyurl.com/ccnyITsecurity.

Additionally, all members of the CCNY community are required to abide by the "University's Policy on Acceptable Use of Computer Resources" and "Information Technology Security Procedures."

These regulations have been developed to ensure that we are in compliance with federal, state, city and professional information security laws and regulations. They can also be found at the IT Security website at: tinyurl.com/ccnyITsecurity .

Please use the tips below to help us all preserve and protect the sensitive employee and student information with which we have been entrusted.

INFORMATION SECURITY TIPS TO E.L.U.D.E. THREATS

Environmental Awareness

1. Physically secure your computer with security cables/plates; always lock building/office doors and windows when your office is unattended; never leave mobile devices out of arm's reach.
2. Use discretion when logging onto and entering personal information into online resources: treat it like it could be there *permanently*, accessible to *everyone*.
3. Always log out of computer workstations and applications, even if you will only be away for moments.
4. Exercise caution when opening unexpected or suspicious email messages or websites, which may contain malicious attachments or links that appear to be, but are not, legitimate.

Logins and Passwords

1. Always require a password to login to your computer, especially at start-up; use a screen saver to automatically password-lock your unattended system.
2. On personal computers use a generic user account for day-to-day tasks; only use administrative accounts for installing new software, updates and for performing system maintenance.
3. Use strong passwords that cannot be easily guessed or deciphered: at least eight characters including upper and lower case letters, numerals and symbols. Avoid using simple identifiers like common names, dictionary words, and special dates.

4. **Never, ever share your passwords** and devise a system to remind yourself to change them regularly.

Updates and Upgrades

1. Always check for and install updates and security patches before using software products—including operating systems, applications, browser plug-ins and add-ons; only use products that are currently maintained by their publisher.
2. Always use licensed and up-to-date malware endpoint protection to protect against attacks from malicious threats such as viruses, worms, zombies, bots, root-kits, and phishing and pharming.

Data Management

1. Classify and organize documents in order to minimize exposure of sensitive information (SSNs, financial records, credit card information, health records).
2. *Securely* delete unneeded data that contains confidential information. Just emptying the trash is not enough.
3. Ensure that all your critical backup files are encrypted and securely stored in another location.

Encryption

1. Use file, folder and/or full disk encryption to protect all confidential data.
2. Before transmitting confidential data always ensure that data encryption protocols are in effect: (e.g. HTTPS:// for websites and SSL/ TLS for file transfer).
3. Storage devices (hard disks, tape, diskette, CDs, DVDs, USB drives, cell/smart phones, digital copiers, network/cloud storage or other devices) that contain any Non-Public University Information must use encryption when storing information. Before being discarded they must be securely overwritten or physically destroyed in a manner that will prevent any unauthorized disclosure. ∎

More at: tinyurl.com/ccnyITsecurity

CCNY IT Moves to McAfee Protection

During the summer of 2011, CUNY Information Services (CIS) purchased a university-wide site license for McAfee Endpoint Protection to protect the university information technology assets from malicious software (malware) threats. Since then, computer administrators have been removing Symantec Endpoint Protection and replacing it with the McAfee products. This fall, CIS expanded the license to include a suite of encryption products.

In the course of conducting their job responsibilities, many City College faculty and staff work with sensitive information, including student records, health records, and intellectual property. Furthermore, every day hundreds of users connect personal laptops and other mobile devices that contain sensitive information (e.g. credit card information, tax records) to the City College network.

As a result of the increase in financial activities, hackers are creating, at record levels, malware designed to exploit flaws in software and vulnerabilities in the way users store, access and transmit sensitive information. To help maintain a secure network-computing environment, the CCNY OIT Information Security Office has been coordinating the evaluation and deployment of the McAfee Endpoint Protection Suite on all City College-owned computers throughout campus.

The addition of McAfee's Public Key Infrastructure (PKI) encryption suite to the original license is expected to add another layer of security, especially for those who routinely use sensitive information. Integrated with Active Directory, the encryption suite allows Windows users to choose between file, folder and full-disk encryption. (Macintosh users are limited to full-disk encryption.) One of the key benefits of PKI is that it enables users to share encrypted resources without having to exchange passwords. Rather than sharing passwords, each client uses his own credentials to access shared files for which they have access privileges.

According to Carl Cammarata, CUNY Chief Information Security Officer, Symantec Endpoint Protection was replaced by the McAfee suite as a result of widespread complaints about the effectiveness of Symantec's products and its user support service. While the Symantec software may continue to receive Symantec virus definitions updates, it does not receive updates for the Symantec anti-virus engine that are crucial for detecting and remediating emerging heightened malware threats such as intractable spyware, rootkits and clandestine zero-day attacks.

> " Hackers are creating, at record levels, malware designed to exploit flaws in software and the vulnerabilities in the way users store, access and transmit sensitive information. "

All users are urged to install McAfee products and ensure they are kept up to date. In recognition of the fuzzy line that exists between personal and professional digital workspace, CUNY also negotiated for stand-alone installations of McAfee for the personal use of CUNY faculty, staff and students. This can be downloaded from the eMall in the CUNY Portal. ∎

Instructions for Downloading Free Anti-Virus Software:
http://tinyurl.com/CCNYantivirus

ANTI-VIRUS SOFTWARE CURRENTLY AVAILABLE

McAfee VirusScan
Combines anti-virus, anti-spyware, firewall, and intrusion prevention technologies to stop and remove malicious software. It also extends coverage to new security risks and reduces the cost of responding to outbreaks with the industry's lowest impact on system performance.

McAfee Security for Mac
Malware protection for Macs.

Site Advisor
A web browser module that warns users when they interact with websites that contain suspicious or mal-icious activity.

Device Control
Protects against accidental or malicious data leaks and unauthorized device usage.

Encryption for PC *
Whole disk encryption for PC.

Encryption for Mac *
Whole disk encryption for MacIntosh.

Encryption for Files and Folders *
File and folder encryption for PC. We are in the process of testing McAfee's Encryption solutions after which they will replace the encryption methods currently in use.

If you have technical questions visit McAfee's Knowledge Base: kc.mcafee.com

* in testing phase

Faculty and Staff:
New IT Support Self Service Portal

support.ccny.cuny.edu

City College faculty and staff will soon be able to make IT support requests online by using our new Self Service Portal at http://support.ccny.cuny.edu

At 9:35am the CCNY Service Desk receives a call from a user in the south wing first floor of Shepard Hall reporting that he cannot send email; eight minutes later another user calls, this time from the ground floor of Shepard, complaining that she cannot login to her workstation; five minutes later yet another user calls, this time from Shepard's north wing, reporting he cannot access the Internet. These three seemingly unrelated service disruptions were reported within an hour of a dozen other service calls originating from all over the City College campus.

This pattern repeated for several weeks, seemingly randomly affecting different users but in the same areas of Shepard Hall. However, dozens of colleagues working in the same areas were not experiencing problems. A team of technicians was dispatched to solve the Sherlock Holmesian mystery. What was causing the mysterious network outages? A rogue network appliance replacing each computer's temporarily leased internet address, which is responsible for routing all data to and from each computer, by another non-routable one.

The Office of Information Technology is the guarantor of a vast and complex range of critical information technology resources and services used daily by a college community comprised of over 20,000 students, faculty and staff. These services include managing network services (email, wireless and internet access), maintaining and developing network applications (SIMS, BlackBoard and the CCNY website), providing instructional technology services (computer labs and smart classrooms), and supporting desktop, server and mobile devices (in faculty offices and research facilities) using a plethora of operating systems and applications.

"Many service disruptions are traced back to obsolete elements in our infrastructure or a legacy of layering improvised solutions that were supposed to be temporary but became permanent," explains Vernon Ballard, Director of Client Support Services.

This summer, to help improve the handling of such service calls, the OIT adopted *RemedyForce*, a cloud-based, service desk solution. This service allows members of the college community to report IT-related service disruptions by phone, email or on the web, which are then ticketed and tracked by client support services staff. The Service Desk receives the reports and attempts to diagnose and resolve problems as the first point of user contact. Problems which cannot be immediately resolved are escalated to the Client Services unit or an expert technician, who analyze the problem, mindful of similar historical incidents and contemporaneous reports of similar incidents. "Since it's a relatively new system we're still working out some of the bugs. Occasionally tickets are assigned to the wrong staff or are logged incorrectly," explains Dixon Ansong, Manager of the Client Services Helpdesk. "But the best way to help improve service is for users to contact the Service Desk directly, rather than local technicians. That way our metrics are improved and there is accountability from the time it's reported until it's resolved."

The *RemedyForce* ticketing system is helping to improve efficiency in handling service disruptions and support requests. Furthermore, using its metric and reporting features to analyze patterns and trends, it will continue to guide the streamlining of services across the entire campus, helping to focus attention on infrastructure developments where they are most needed. ■

Other means of requesting tech support [**also available to students**] are:

- ‣ Phone: 212.650.7878
- ‣ Email: servicedesk@ccny.cuny.edu
- ‣ Visit our Service Desk in NAC 1/301

Students also have the option to use our online support request form at: tinyurl.com/ccnyIThelp

To help us improve our IT support services, please rate the Service Desk at: tinyurl.com/ccnyITsurvey

Student Services

E-Services Available to CCNY Students

Blackboard	An interactive on-line learning tool which allows you to receive course content, take tests and quizzes, participate in on-line discussions with your fellow students, and/or instructor(s), submit course materials, view course syllabus, etc. [cunyportal.cuny.edu]
eSIMS	Online system to register, pay your tuition, check your grades, view and print your transcript, view your class schedule., and check your financial aid status. You must select CCNY as your primary college on the Portal. [cunyportal.cuny.edu]
ePermit	An online system for requesting approval to take a course at another CUNY college. Solely for CUNY students, faculty and staff. [cunyportal.cuny.edu]
DegreeWorks	An easy to use web-based degree audit and academic advising tool. An orderly display of all courses taken, a checklist of outstanding requirements to graduate, active stops on a record, current registration appointments and initial English and Mathematics placement levels, etc. [cunyportal.cuny.edu]
CUNY eMall	A virtual shopping plaza, where merchants offer a variety of discounts and other promotional programs and FREE software to faculty, staff and students. Should you choose to purchase goods or services from any of the listed eMall providers, you are contracting directly with them for the goods and services that they provide. [cunyportal.cuny.edu]
CCNY Libraries	Find e-Journals, reference databases, research assistance, subject guides, and useful resources compiled by the subject specialists at The City College Libraries. [libguides.ccny.cuny.edu]
CUNY Alert	Subscription service to receive text or voice alerts of emergencies and weather-related closings on your campus via cell or home phone and email. [www.cuny.edu/news/alert.html]
LIVE@CCNY	A new state-of-the-art e-mail and communications suite for CCNY students. Everything you do online - e-mail, shared calendars and chatting - now works together better than ever with 24/7 reliability. Provided by CCNY through a CUNY-wide partnership with Microsoft. [www.ccny.cuny.edu/citymail]
Twitter	Get news and updates on Twitter. CCNY Tweets: @citycollegeny @ccnyhelpdesk @ccnyblackboard
YouTube	The CCNY OIT YouTube channel is a collection of tutorials demonstrating how to access or configure a variety of City College IT resources. [www.youtube.com/info4ccny]
Facebook	City College is on the social networking service for news, updates, and events [www.facebook.com/ccnyIT]
InYourClass	A student portal combining educational and social networking technologies for academic use. [www.inyourclass.com]
CCNY WiFi	Use your email userid (e.g., jsmith01) and password to access the campus-wide wireless network.

Current and Recent Projects

Remedyforce	Office of Information Technology adopted *RemedyForce*, a cloud-based, service desk solution. This service allows members of the college community to report IT-related service disruptions by phone, email or webpage, which are then ticketed and tracked by client support services staff. In addition to reporting IT problems by phone and email, users can use a self-service portal web interface to track their incidents from initial reporting to resolution.
InYourClass	City College is one of four CUNY colleges beta-testing this innovative new on-line community that combines social networking with course management. Using InYourClass' messaging, calendaring and file storage capacities of service, students can collaborate with other students and faculty to enhance their CCNY learning and extra-curricular experiences.
Active Directory	The college is deploying an enterprise Active Directory (AD) infrastructure, a campus-wide, managed database of computer users and assets. Designed to help administer digital identities and resources, AD users will be able to employ a single set of credentials to conveniently login to many campus resources, including the wireless network, campus-based computers, email, departmental file servers. Additionally, it forges a more secure network by ensuring that computers receive regular updates and adhere to security measures designed to protect our users and their assets.
NextBus	NextBus @ CCNY is a new system that tracks and reports on the current positions and arrival predictions of City College shuttle buses, which service two routes: the 145th Street Loop and the 125th Street Loop. Currently, in addition to the large panel displays located conveniently in the NAC and Marshak building there are plans to expand to the residential Towers. You can also access the service on the CCNY website and by smart phone SMS.

Coming in Spring 2013

Live@CCNY	Student accounts have been created for the new state-of-the-art e-mail and communications suite for CCNY students that include 10 GB of e-mail storage, shared calendars, address books, chatting and more. The system is in the final stages of configuration and testing, including developing materials to help students understand how to migrate their existing email. [www.ccny.cuny.edu/citymail]

At Planning Stage

Network Core Upgrade	OIT is in the developmental stage of implementing a campus-wide network infrastructure upgrade. The first phase of this plan will be to upgrade the network core in the Network Operations Center in the NAC building along with the disaster recovery site in Marshak. This extensive redesign will substantially increase and improve network performance. It will also provide a reliable foundation for delivering exemplary service in anticipation of the high volume, high performance next generation technology we expect our student, teaching and research communities will be relying upon for the foreseeable future.
Microsoft Exchange Email Implementation	Next year OIT is planning to deploy a Microsoft Exchange Electronic Mail Server to replace the current email system. When deployed, this new system will be integrated into the College's emerging Active Directory infrastructure, providing faculty and staff with a much more robust and resilient messaging experience, seamlessly integrating email messaging, calendaring, and address book management.

We value your opinion! Please send feedback or suggestions for future issues of this newsletter to techtalk@ccny.cuny.edu

Hurricane Sandy Relief Efforts

City College Serves as Hurricane Shelter
In preparation for Hurricane Sandy, CCNY's Holman Gym was designated an emergency relief site. During the storm and its immediate aftermath, CCNY sheltered over 200 people evacuated from throughout the city, providing them with food, water, shelter, camaraderie, and internet access. Listed below are services and resources intended to provide further assistance to those who continue facing hardship.

CCNY and CUNY Counseling Services
Students who have been impacted by Hurricane Sandy are encouraged to seek confidential personal counseling services at
the Counseling Center in Marshak J-15: (212) 650-8222.   Please feel free to stop by, give them a call, or email at
counseling@ccny.cuny.edu.

Work/Life Program, which is a voluntary, free and confidential support service for CUNY employees administered by Corporate Counseling Associates, Inc. Further information about their counseling services, as well as some specific recommendations related to Hurricane Sandy, can be found at www.cuny.edu/worklife.The website offers some concrete advice on surviving the aftermath of traumatic events.

CUNY Hurricane Sandy Relief Resources
CUNY has compiled a list of resources available to the CUNY community including outside agencies offering support and services to students, faculty, and staff dealing with the aftermath of Hurricane Sandy. Please refer to this website for information and updates, particularly to access services for students.

www.cuny.edu/about/administration/offices/sa/GeneralinfoResources.html
www.cuny.edu/about/administration/offices/sa/GeneralinfoResources/HurricaneSandyFAQ.html

CCNY NAC Lab Registration Area
From November 12th–20th, to help accommodate students whose Internet access has been disrupted, a section of computers in the NAC Computer Lab (NAC 1/501) has been designated for registration purposes only. Of course, students can continue to register using eSIMS within the CUNY Portal from any computer with Internet access.

A list of computer labs around campus is available on the OIT webpage:
http://www1.ccny.cuny.edu/facultystaff/it/facilities/index.cfm

Carpool Service
A CUNY-wide ride sharing application has been created by Brooklyn College that allows people to create or accept carpool offers by zip code and time of day. Even though the mandatory three-person carpool rules have been lifted and considerable mass transit service has resumed, CCNY students continue to use the service.

Create your carpool offer: https://websql.brooklyn.cuny.edu/carpool/create_car_offer.jsp
Search existing offers: https://websql.brooklyn.cuny.edu/carpool