



A Message from the CIO

First, let me welcome you to our first issue of Tech Update. This newsletter is part of our continuous goal to provide you with consistent information regarding OTS.

As we enter 2005, I wish all of you a happy and successful year. Since my first day on campus, I have been meeting with

as many of you as possible, and I plan to continue that into 2005 and beyond. The main purpose of my meetings has been to get a clear and true picture of OTS from faculty, staff and students. I am extremely pleased to learn that OTS is respected for their leadership, cherished for their customer satisfaction, and appreciated for their accomplishments. It is indeed an honor to be a part of this professional team!

As a strong believer and supporter of open and effective communication, we are working on the following initiatives:

1. With the help of consultants and OTS leaders, we have developed a comprehensive communications plan.
2. With the help and assistance of the PR office, we will publish this Tech Update every month.
3. OTS managers will participate in monthly deans' meetings.
4. OTS will host a monthly forum the first Tuesday of every month open to all faculty, staff and students. From 3 to 4 p.m., we will share information, address issues, and most of all listen to your concerns, ideas, and suggestions.

Even though I am serving on many types of councils with some of you, I will be asking for your support by serving on a few campus-wide advisory groups that I plan to form. These will include: Technology Advisory Group, Web Advisory Group, and Datatel Users Group. The vision and the direction of technology will be shared!

I appreciate the opportunity and look forward to an even more successful 2005.

Best Regards,

Shah S. Ardalan
Chief Information Officer

HR Goes Live on New Datatel System

San Juan College's Office of Technology Services is making the final preparations for the newest campus-wide information system to go live this January.

The Datatel Colleague system will replace the current POISE software system, with the first phase being implemented in Human Resources and Payroll. The new payroll module is slated to become fully operational in January.



HR is the first department to utilize the new Datatel System. Pictured: Angellique Martinez, Gaylynn Armenta, Lawrence Jones. Seated is Lisa Bonham.

Human Resources staff anticipates that Datatel will save time, simplify processes and be more convenient. The new Datatel software utilizes relational database technology, which will simplify some of the current processes. A relational database does not require the duplication of information in multiple files. With the old software system, a process as simple as changing an address required staff to reenter data numerous times, creating redundant steps and a higher chance for mistakes. With Datatel, once new information is entered, the change will merge campus-wide.

Employees throughout the college also will benefit from the new system. By mid 2005, they will be able to submit timesheets, request vacation and sick leave and get managers' approvals - all on line - eliminating excess paperwork.

Along with employee information and payroll, Datatel will provide other elements of finance and student information. The OTS team plans to begin live operations in July 2005 for Accounts Payable, Fixed Assets and Purchasing.

The Student System, which includes Admissions, Registration, Financial Aid, Accounts Receivable, Cash Receipts and Curriculum Management, is slated to become operational in early 2006, in time for students to pre-register for the summer/fall semesters.

Technically Speaking.....

Watch for e-mail Spoofs!

Recently, OTS staff has noticed an increase in "spoofed" e-mail messages. A spoofed message is one where spammers and solicitors modify information in order to make it look like you were the original sender.

Spammers' and solicitors' latest trick is to send you junk e-mail that is camouflaged as a legitimate, undeliverable message. They know that often your natural tendency will be to open these "spoofed e-mails."

OTS staff wants you to know that they are aware of this trend, and in turn wants to raise your awareness. However, while the OTS team certainly understands the frustration this causes, unfortunately no technology is currently available that can reliably distinguish between legitimate and spoofed e-mails. The OTS staff appreciates your understanding, and welcomes any questions or concerns. Give the Help Desk a call at ext. 3266.

OTS Staff Profile

We'd like you to get to know us! As a part of our mission to meet the educational and professional needs of our employees and community, the OTS staff would like to introduce you to the members of our team. This will help you to know who you can call on when you need our services. Each month we will feature an employee based on their seniority, with the newest employees being introduced first.



This month, we'd like to introduce **Machell Fitzgerald**.

Machell, the newest member of the OTS team, joined San Juan College's Media Services in November. As a media technician, her job entails shooting and editing videos for various college events and training sessions, maintaining video equipment, as well as setting up meeting rooms for the Community Learning Center.

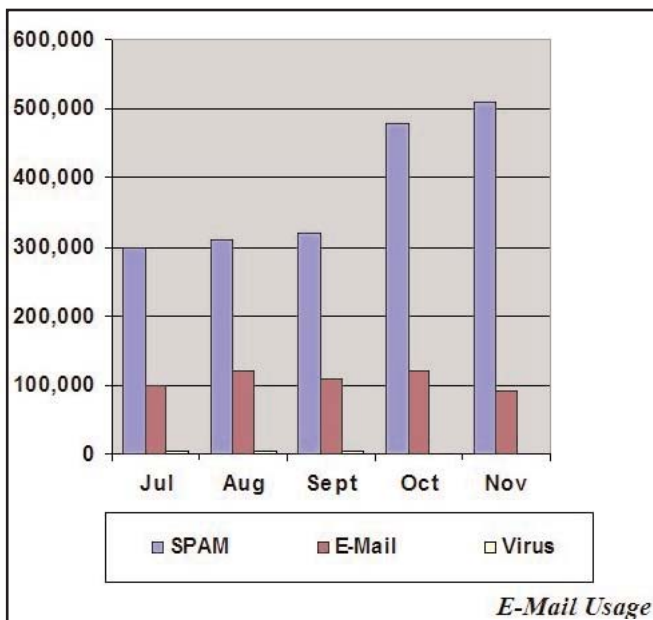
Machell earned an associate's degree in video production from the Art Institute of Phoenix in March of 2002. She then worked for a year at KOBV-TV as a commercial producer.

She says she feels she's "found a home" at San Juan College and is looking forward to learning the new aspects of her job while establishing a longtime career. She is also especially appreciative of the friendly welcome she has received from her coworkers.

During her off-hours, she enjoys spending time with her two-year-old daughter, Haley, going to movies, traveling and baking.

Operational Statistics

The OTS team is hard at work looking for ways to make your workday less cluttered. The graph below shows the volume of e-mail messages processed at San Juan College July-November, 2004. As the graph displays, the majority of "junk e-mails" are filtered out before they reach campus users' mailboxes.



Major Projects Status

Datatel: Implementation of the Datatel ERP (Enterprise Resource Planning) system is going very well, with great collaboration and positive feedback from community and staff. Recent and upcoming milestones:

- Create staff positions in live account: Completed
- Import all employee demographic data from POISE: Completed
- Copy all benefit and deduction records from test to live account: Completed
- Import all direct-deposit bank codes into Datatel: Completed
- Run POISE and Datatel payroll in parallel: November '04
- Datatel HR module in production: January '05

Raiser's Edge: Implementation of fund raising software for the College Foundation.

Milestones:

- Purchase software and hardware: Completed
- Schedule install: Completed
- Migrate existing data: December '04
- Install system: January '05

E-mail service upgrades: In order to accommodate the higher utilization of e-mail services by the community, we are significantly upgrading our servers.

Milestones:

- Specify and purchase hardware and software: Completed
- Build and test new servers: Completed
- Migrate e-mail: Due January '05

Voice over IP telephone upgrades: We are into our third and final year of Voice over IP conversions. Completion: December '04. Project review: January '05.

Student Portal: The student portal will allow students to have a single place to access all of the online services SJC offers them.

Milestones:

- Specify and purchase hardware and software: Completed
- Build and test servers: Completed
- Customize portal look and applications: Due November '04
- Rollout system: January '05

A Big Thank You!

In our busy daily work routines, we at OTS feel it's important to take a moment to stop and say, "thanks!" Thanks to all of you for working with us to build a partnership that helps us provide you with high quality service and technology.

This month... we express a Big Thank You to **Kerry Meier**, coordinator of SJC Automotive Program, for working so closely with the OTS team when his software system went down.

TECH Update is the monthly newsletter of OTS. Our goal is to keep our customers informed and seek input. If you have questions or comments, please write to: TECHUPDATE@sanjuancollege.edu or call 566-3166.