

Information Technology

FALL 2017 Accomplishments



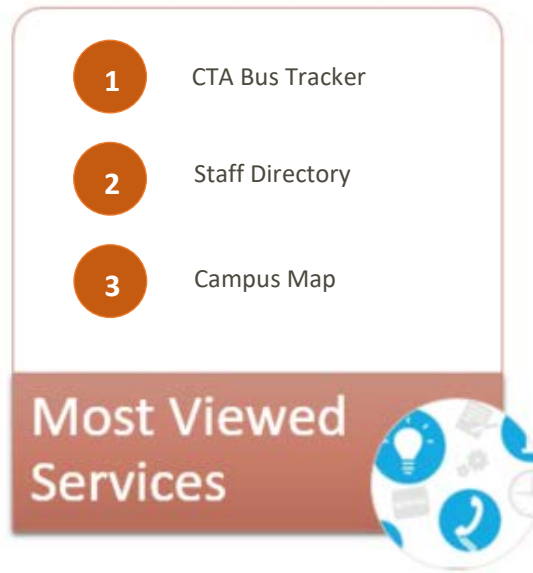
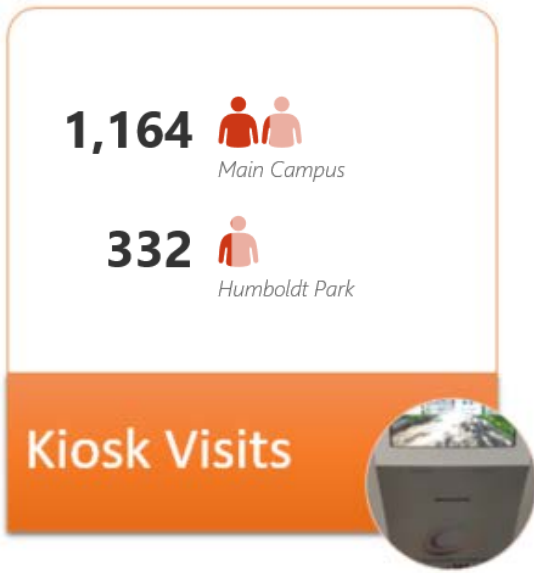
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Accomplishments

- ✓ Configuration, implementation, and staff training for Q-nomy software
- ✓ Reconfigured One Stop Shop audio
- ✓ Installed 55" Hub into the Math Emporium
- ✓ Replaced smart Board in S209
- ✓ Installed Blu-ray player in two classrooms (S204 and S236)
- ✓ Completed quick instructional guide in HP 211
- ✓ Installed AV, networking equipment in 5 rooms for Cyber Crime, Department of Defense program
- ✓ Upgraded document camera in S202
- ✓ Updated Smart and Multimedia Classrooms in Astra schedule for Wright main campus and Humboldt Park
- ✓ Completed Hub training manual for Wright main campus and Humboldt Park
- ✓ Upgraded projectors in eight multimedia classrooms and two computer labs (a total of 10 rooms)
- ✓ Upgraded projector and cabling in L123 CIS classes
- ✓ Updated theater projector and cabling to HD
- ✓ Installed Blu-Ray player in Theater
- ✓ Deployed Windows 10 to nearly 1700 computers
- ✓ Upgraded and installed equipment in S128, Job placement
- ✓ Upgraded projector in Smart Classroom S317
- ✓ Replaced/upgraded Smart Board camera in S243
- ✓ Upgraded projection to high definition in S247
- ✓ Installed 84" Hub in Humboldt Park
- ✓ Reconfigured multimedia equipment in HP 103
- ✓ Installed and reconfigured laptop, AV equipment in HP 309
- ✓ Replaced computers for computer labs in L123 and L128
- ✓ Implemented a new version of HiTest
- ✓ Implemented a new version of CASA and TABE Testing for adult education
- ✓ Implemented Phase I of Microsoft SCCM in order to improve software requests installation time
- ✓ Multimedia carts requests: 1,042
- ✓ Multimedia carts - events that required set up, support and/or operation: 231

Kiosks Usage



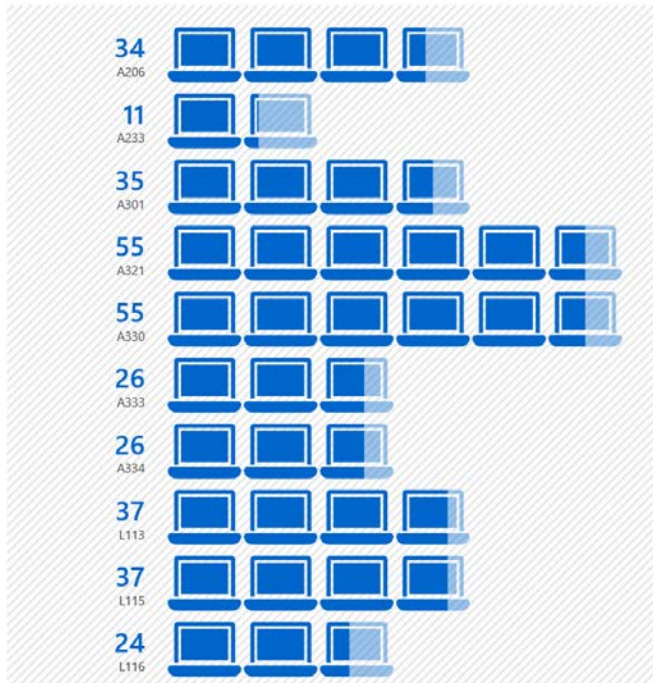
Help Desk Tickets

Item	Value
Completed Tickets	1,448
Average Time Resolution	12 h
Tickets Open > 3 days	11.7%

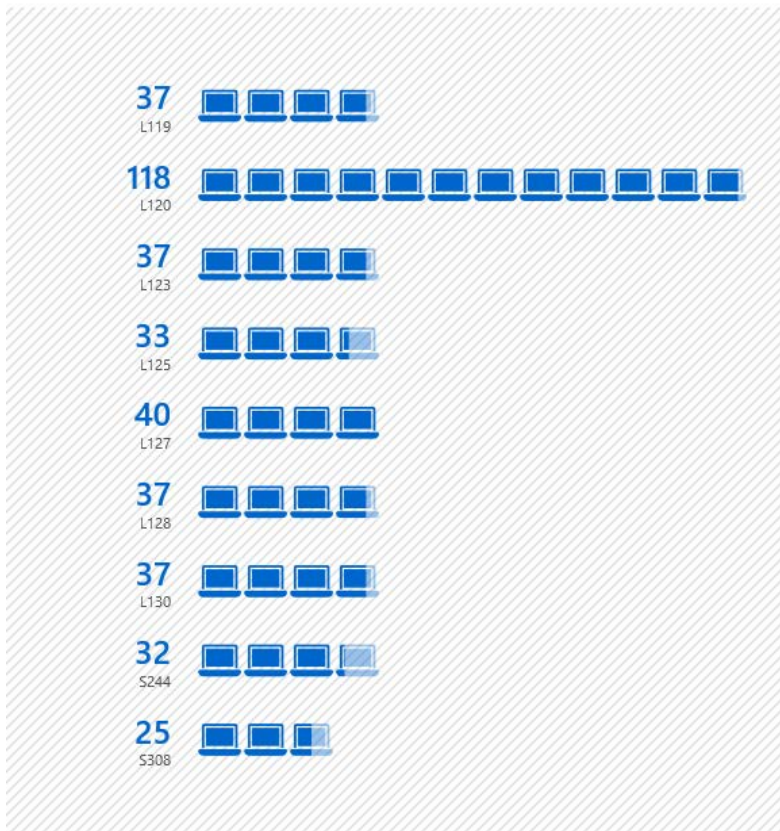
Computer Labs

A total of 736 computers in our labs at the main campus and 158 computers at Humboldt Park.

Computer Labs I



Computer Labs II



HUMBOLDT PARK LABS

5 
HP 110

10 
HP 109

21 
HP 113

28 
HP 202

28 
HP 208

25 
HP 211

30 
HP 214

11 
HP 307