Seattle Colleges: Achieving System Integration: IT UPDATE
Fall quarter, 2018

COMPLETED - January, 2018 through September, 2018

New Seattle Colleges-wide IT Website:
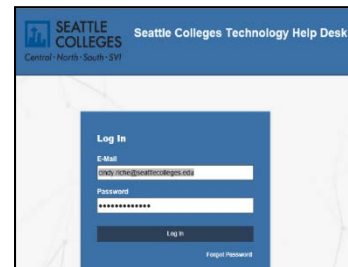ITServices.seattlecolleges.edu
We will grow this website over time. Suggestions welcome!

New Seattle Colleges-wide IT help email address:
ITHelp@seattlecolleges.edu

New Seattle Colleges –wide Help Desk Ticketing System:
Online Web Help Desk

Accounts:

MySeattleColleges Login accounts (previously called EAD accounts- nothing has changed except what we call these accounts) are AUTOMATICALLY created for incoming students at the time of registration and are what you will use to access most computing resources related to Seattle Colleges, both on and off-campus. This account will allow students to access:

- Campus open labs and classroom computers on all Seattle Colleges campuses.
- At least 1 Terabyte of file storage in Office 365 OneDrive, accessible from on and off campus.
- Full access to Wi-Fi on all Seattle Colleges campuses.
- Student printing from campus printers.

Student accounts will remain available for one year after the student is no longer enrolled. This allows students who take a leave to maintain official contact during that year.

Staff accounts – any requests to change the status of a staff account (terminate, disable, share access, etc.) or access staff individual files now must be received by IT from HR staff. All supervisors should contact HR staff to request changes or access on staff accounts.

SeattleCollegesShares L: Drive.

The recent explosion of collaboration across different campuses and locations created a pressing need for a Share drive to store files that are is accessible from any Seattle Colleges location. The L: drive now appears in your list of drives. It works the same as

S: or other drive shares, where you send a request to IT to create a subfolder and list who should be given access. You will then use it as any other drive letter.
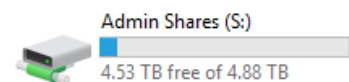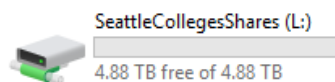
Wi-Fi at all locations:

IT staff are working to improve reliability and standardize wireless network access across the Colleges. We are very close to having one standard Wi-Fi network across all locations called: **SCWiFi** (stands for Seattle Colleges Wi-Fi). Specific information for Wi-Fi access is here. Please note Seigal remains on their existing Wi-Fi but will changeover eventually. If you need logins for guests, please contact us to make either one-time or ongoing arrangements that fit your needs.

Work is well underway on our Colleges-wide network redesign. Expected completion by 12/31/18.

- Improves network configuration so that barriers between locations are removed, and all colleges are open to each other, while still protected from the outside world.
- Network IT staff will be able to respond to most network issues, regardless of campus location, enlarging the pool of support staff available without adding additional staff per location.
- Simplify and aggregate networking support costs, resulting in ongoing annual budget savings in the long run.
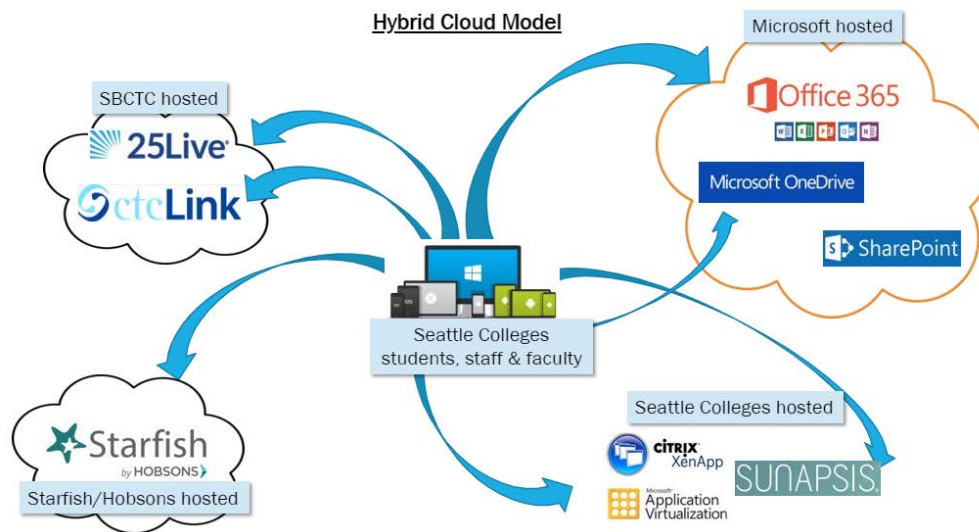
Updates Specific to Seattle Central:

Central's IT Helpdesk moved this summer to the former Opticianry space!
The IT Help desk at Central (previously called HUB or NEED) is now in Rm. BE 2123, Broadway Edison Building, Seattle Central Campus; phone is still 206.934.6333.

Power Outages at Central. The slew of power outages this summer took their toll on computing and communications equipment. We lost several pieces of equipment and much IT staff time was required to get all service fully functional after each planned and unplanned outage. We appreciated your patience throughout this time. Here's hoping the power issues are behind us!

We appreciate your patience as we move through these and future changes. Please let me know if you have any questions or comments. I am always happy to meet with groups at any campus, to share information, receive your feedback, or hear about your concerns. As ever, you can also contact us for technical assistance in several ways.