ITC Updates

Information Technology

Student Account Cleanup

We are developing a plan to clean up student accounts after a student has separated from the university. The plan proposes that student Office 365 email and OneDrive accounts will be deleted 4 years after the last class they completed. The main reasons for the change are:
- We have limited licenses for OneDrive.
- Most of the accounts have proven to be abandoned and serve only as an attack vector and an unmanaged risk.

Proposed plan:

Student Account	Active Directory	Email Web	OneDrive
Abandon accounts clean up Jan 2023 (6 years)	NA	delete	delete
2 years + 180 days from last class completed	delete	A1 License	A1 License
4 years from last class completed. Oct 2023	NA	delete	delete

Grammarly

We are assessing installation requests for the Grammarly client. Grammarly takes copy of your document and brings it to the cloud. We are working with our peers and legal to ensure that PII is being protected when using this application.

RedSky MyE911

Federal law requires that if a user dials 911 from a softphone such as Jabber, that the call be sent to the appropriate 911 call center with accurate location information. To ensure compliance, CCSU has implemented the RedSky MyE911 software. Anyone using Jabber must also have RedSky's MyE911 installed and properly configured on that computer. Click here for more details.

Information Technology

New Print Server Testing

We are in the process of testing a new print server. With the new server, it will be easier to locate your printer and PRN numbers may not be needed. We are looking for departments to volunteer to assist with testing the new server and set up. Please email Sean if you would like to volunteer.

PaperCut Printing System

The limit on student printing to 100 pages per print job has been implemented. We are working on costs and logistics to add PaperCut and card readers to classroom printers.

We continue to work on configuration settings to allow for wireless printing from personal/mobile devices in departments and plan to have this ready for the start of the Spring semester.

Operating System (OS) Versions

We are in the process of testing Windows 11 and Apple macOS Ventura. We are asking that you refrain from updating the OS on your CCSU-owned equipment until we have completed testing. If you update and run into problems, our only current solution will be to reimage your computer back to a supported operating system.

Online Archive Update

We continue to work with Microsoft on the identified issues/concerns.

Information
Technology

Tickets by Source	Sep 22	Oct 22	Nov22
Phone	1166	1017	846
E-Mail	658	452	401
Walk-in	142	46	35
Service Request	891	687	490
Chat/VM	15	4	9
Internal	213	95	112
BB Help Desk	44	31	37
Total	3129	2332	1930

Top Incident Services	Sep 22	Oct 22	Nov22
Systems	1056	771	678
Desktop	585	411	387
Other	330	230	191
Facility	157	141	106
Security	58	25	20
Network	55	39	33

Top Incident Categories	Sep 22	Oct 22	Nov22
Computer	461	305	314
BlueNet	324	317	314
General Question	144	119	110
Office 365	130	82	44