



Classroom Technology Changes

EDB 124 - removal of smart board and adding an 85" display.

EDB 123 - removal smart board and adding a whiteboard (existing projector and screen will remain).

NC236, 232, 210 - moving screens to corner for more whiteboard space. Screens were increased from 4:3 to 16:9 to address resolution/display issues.

NC221, 213 - installing new screens in corner of room to address resolution/display issues. Waiting on scheduling from vendor.

Airmidia being added to EDB classrooms over intersession. Removing tuner/VGA, adding Liberty Ring! Configuration will be improved to be like AIH, HB, and Willard Diloreto.

PaperCut Printing System

Two proposals:

Student limits – limit on student printing to 100 pages per print job.

Classrooms – add PaperCut and card readers to classroom printers.

Update on department wireless printing – we are working on configuration options to allow wireless printing for personal/mobile devices in departments.

New Technical Support Survey Tool

The third-party survey tool we have used to survey your technical support experiences is being discontinued by the vendor. In December, we will be moving to the survey tool that is built-into our ticketing system.



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 will be implementing the RedSky MyE911 software in December. Anyone using Jabber must also have RedSky's MyE911 installed and properly configured on that computer.

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.



ITC Updates

Support Statistics

Tickets by Source	Aug 22	Sep 22	Oct 22
Phone	1217	1166	1017
E-Mail	729	658	452
Walk-in	105	142	46
Service Request	1116	891	687
Chat/VM	33	15	4
Internal	212	213	95
BB Help Desk	55	44	31
Total	3467	3129	2332

Top Incident Services	Aug 22	Sep 22	Oct 22
Systems	1257	1056	771
Desktop	543	585	411
Other	345	330	230
Facility	110	157	141
Security	28	58	25
Network	69	55	39

Top Incident Categories	Aug 22	Sep 22	Oct 22
Computer	421	461	305
BlueNet	520	324	317
General Question	138	144	119
Office365	146	130	82