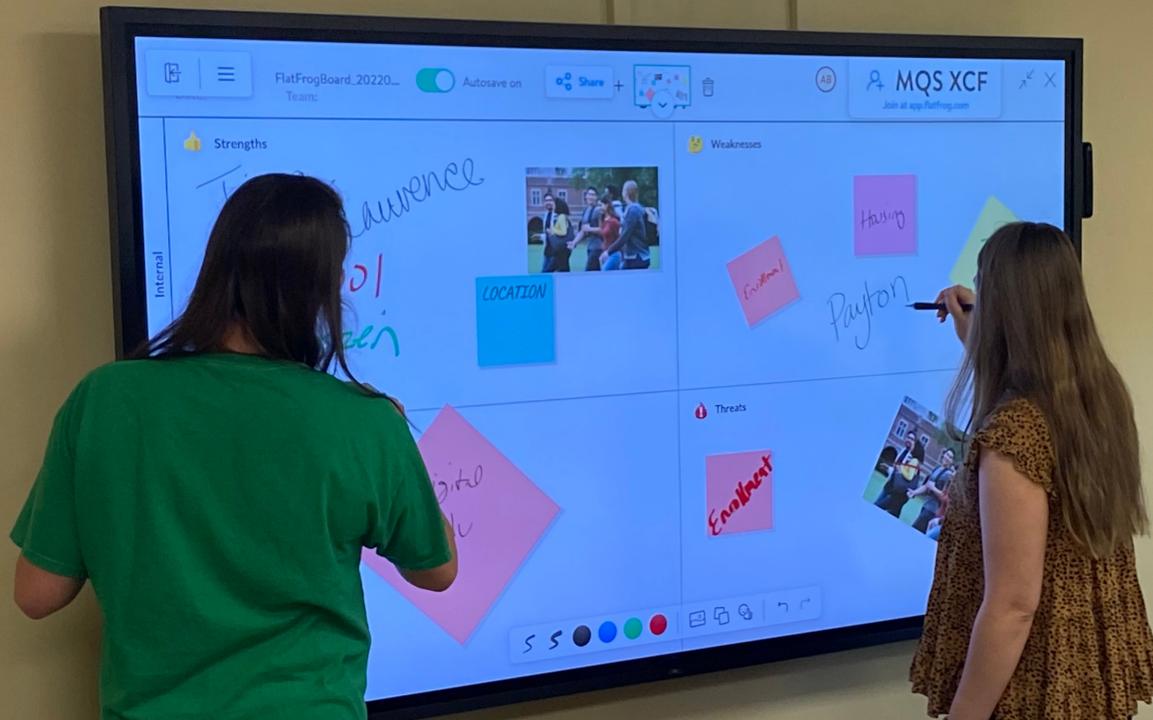


# TECH NEWS



## Technology Enhanced Classrooms (TEC)

TEC are designed to facilitate group collaboration and multimedia presentation. These spaces are designed to provide our faculty with the latest technologies and to help improve student learning outcomes through the promotion and support of new, high-tech teaching pedagogies.

TEC rooms will consist of the following technology:

- 75" Large 4K Interactive Touch Monitor
- HD 20X Tracking Camera
- Conferencing Microphone
- Wireless Presentation Capabilities
- Windows Computer
- Wireless keyboard and mouse
- High Speed Wi-Fi

Information Technology will be equipping 30 rooms this fall with this awesome technology. Learn more at [www.piedmontcc.edu/it/tec](http://www.piedmontcc.edu/it/tec).

## What's Inside?

### TECH TIPS

Did you know that you can back up your important folders (your Desktop, Documents, and Pictures folders) on your Windows PC with OneDrive? Read more on page 6.

### FREE STUDENT LAPTOPS

Information Technology is proud to assist with the launch of a new student laptop Initiative. New Students enrolled full time may be eligible for a FREE PCC laptop. Read more on page 2.

### ANYWHERE, ANYTIME, ANYDEVICE LEARNING

Today's students have unique and changing educational needs which often require access to cutting edge teaching methods. Read more on page 2.



# ANYWHERE ANYTIME ANYDEVICE LEARNING AT PCC

## ANYWHERE, ANYTIME, ANYDEVICE

### Powered By VDI

Today's students have unique and changing educational needs which often require access to cutting edge teaching methods, applications and tools. PCC desktop virtualization provides a way to get these tools into the hands of students and faculty on a wide range of devices, anytime, anywhere. A new and improved mainframe-terminal concept of computing, Virtual Desktop Infrastructure (VDI) lends the illusion that the user is operating a PC, while all of the applications in play are actually running on the server. A server powerful enough to run many concurrent virtual sessions on phones, tablets, chrome books, laptops, computers and more. A student will be able to run a high end application on an inexpensive \$50 tablet and it's coming to PCC this fall. [Click here to learn more.](#)

## FREE STUDENT LAPTOPS

### Powered By IT

PCC students are innovative thinkers who are ready to take on diverse challenges, and a new initiative being unveiled for the Fall 2022 semester will help ensure new students are ready to start accomplishing their academic goals by the time they take their first course.

Information Technology is proud to announce the launch of the Student Laptop Initiative. Working closely with Student Services and Advancement and Communications, this initiative will provide select new students that meet certain criteria with a FREE laptop. The information learned from this beta initiative will be used for future initiatives.

The new laptop Initiative takes some of the burden off new students, who may not have a laptop or have an outdated one, and their families. It may also help recruit and retain students. [Click here to learn more.](#)



## FREE PCC LAPTOP

New students enrolled full time are eligible to receive a free PCC laptop. See how you can get yours!

## IT STRATEGIC PLANNING

### Powered By IT

For Information Technology to grow and align all of its goals with the goals of the College, IT needs to develop a new IT Strategic Plan. This plan will provide the blueprint needed to lead IT innovation and to fully engage campus stakeholders and partners in the process. The new IT Strategic Plan should entail the sharing and efficient use of resources; the balancing of core, distributed and edge technology needs; and the positioning of the IT community to be integral members of IT projects, teams, and departments. This will frame the future IT infrastructure and position the college to achieve its strategic goals. Development on the plan will start this fall.

## PC REFRESH PLAN

### Powered By IT

Computers are an integral and essential part of the campus environment. Our computing infrastructure is comprised of thousands of hardware components including desktop and laptop computers and monitors. Over time, these resources wear, age and/or become obsolete causing performance degradation, excessive support and repair activity, and loss of reliability. In order to manage these impacts, Information Technology proposed to employ a cost-effective equipment upgrade and replacement program through a Technology Refresh Plan. The strategic importance of ongoing technology refreshes is vital to the success of the College.

## ENTERPRISE PENTEST

### Powered By Minolta

A penetration test is an attempt to evaluate the security of an IT infrastructure by safely trying to exploit vulnerabilities. These vulnerabilities may exist in operating systems, services and application flaws, improper configurations or risky end-user behavior. Such assessments are also useful in validating the efficacy of defensive mechanisms, as well as, end-user adherence to security regulations. Penetration testing offers many benefits, allowing us to:

- Intelligently manage vulnerabilities
- Avoid the cost of network downtime
- Meet regulatory requirements and avoid fines
- Preserve the institution's image and loyalty

As you can see, a penetration test is a proactive effort of protecting our network and institution from risks before attacks or security breaches occur. IT completed its first enterprise penetration test.

## NEW MAC LAB

### Powered By IT

Working closely with Instruction, Information Technology will be implementing an Apple Mac lab this fall to assist in the teaching of swift. Swift is a robust and intuitive programming language created by Apple for building apps for iOS, Mac, Apple TV, and Apple Watch.

# KEEPING YOU INFORMED

IT Status is an online dashboard and notification tool that communicates ITS service outages and current status updates to a general campus audience.

[CLICK HERE](https://status.piedmontcc.edu)

<https://status.piedmontcc.edu>

All systems are operational

#### About This Site

Welcome to the IT status page for Piedmont Community College. On this page you'll find real time status information for various IT systems. You can also click on the subscribe button to receive alerts via email.

Building Network Status	●
Authentication and Network Services	●
BlackBoard	●
Colleague	●
Document Management	●
Network Shares	●
Office 365	●
Phone System	●
Reporting	●
Web	●
Wireless	●
Zoom	●

# OVERALL CYBER RISK RATING



As provided by a third party risk management company.



## PCC RECEIVES A RATING IN CYBERSECURITY

### Powered By UpGuard

PCC received an A rating with overall cyber risk score of 823 out of 950 by a third part risk management firm - Upguard. Our overall security rating was determined by our performance in the five underlying risk categories (website security, network security, brand and reputation risk, email security and phishing and malware). Each of these risk categories is weighted respective to their importance to our overall security posture. Information Technology has made great strides over the last 12 months improving our overall risk rating by more than 300 points.

## DEEP FREEZE CONFIGURATION RESTORE

### Powered By Faronics

Deep Freeze makes your computer indestructible and provides the ultimate workstation protection by preserving the desired computer configuration and settings. Each time you restart your computer, Deep Freeze restores the computer back to your configuration.

In an effort to minimize computer issues Information Technology will be installing Deep Freeze on all Learning Resource Center lab computers this fall. [Click here to learn more.](#)

## TWO-FACTOR AUTHENTICATION

### Powered By Microsoft

What is Two Factor Authentication? Two Factor Authentication (2FA) is a safer way to secure your logins. Instead of using one form of authentication, such as a password, two factor authentication uses at least two forms of authentication to authenticate a user. PCC's new Two-factor authentication solution will allow us to increase security by requiring you to provide "something you know" (a password) and leverage "something you have". This fall, IT has implemented 2FA for faculty, staff and students. [Click here to learn more](#)

## CYBERSECURITY AWARENESS TRAINING

Powered By Knowbe4

Information Technology has partnered with KnowBe4 to deliver security awareness training. As the world's leading Security Awareness Training organization, KnowBe4 features training to establish a collaborative "human firewall" that ultimately protects us from malicious emails and social engineering attacks. The program is a cybersecurity and phishing training platform that enhances awareness about emerging cybersecurity related issues, offers interactive training, and safely simulates phishing scams to promote dynamic learning opportunities.

The Knowbe4 portal uses single sign-on (SSO), this enables PCC users to use their email credentials to login to the Knowbe4 portal. [Click to learn more](#)

## DATACENTER UPGRADE

Powered By HP

Technologies are rapidly evolving to meet data-center needs and enterprise demands for efficiently handling and managing increasingly bandwidth-hungry applications. These technologies include the advent of multi-core servers, server consolidation and virtualization, high-density computing, and networked storage. Our 1GB core server network no longer meets those demands. To meet the needs of today, Information Technology will upgrade the virtualized server network to 25GB allowing for a 2400% increase in speed

## DATA EXPLOSION

Powered By Nimble

Data is growing at explosive rates in today's organizations. Big Data is increasing storage demands in a way that could only be imagined just a few short years ago. A typical data record has tripled if not quadrupled in size in just the last five years. In fact, according to a recent IBM study, 2.5 quintillion bytes of data are written every day and 90% of global data has been created in the last two years alone. It is glaringly apparent that the size of databases is growing exponentially.

PCC has followed this trend and has exhausted all of its current storage capabilities. In preparation for this exponential growth, Information Technology will add a 100 Terabyte (TB) datacenter storage solution expanding our storage capability by 566%.

## APPLE DEVICE MANAGEMENT

Powered By JAMF

Information Technology will be implementing Jamf Pro. This is a comprehensive management system for Apple macOS computers and iOS devices. With Jamf Pro, IT proactively manage the entire lifecycle of all Apple devices. This includes deploying and maintaining software, responding to security threats, distributing settings, and analyzing inventory data.

What benefits does a client receive from Jamf Pro?

- Reliability
- Security
- Time Efficiency

Learn more about those that are here for you...

INFORMATION TECHNOLOGY

STAFF HIGHLIGHT



**Bob Soderlund**  
Sr. Network & Server Administrator  
Bob joined PCC in November of 2021

## ELECTRONIC LEAVE FORMS - WEB TIME ENTRY

Powered By Ellucian

Over the next 12-16 months Information Technology and Human Resources will be working together to implement Web Time Entry (WTE). This system is designed to reduce errors and make it more convenient for employees to report their time. They can now record their hours and make corrections to their time sheets or leave reports from anywhere via the Internet.

- It is easy to make changes to time sheets or leave reports before submitting.
- Employees can verify that their time sheet or leave reports have been approved.
- Due to the self-service nature of the system, the employee has more control over their time sheet and leave reports.
- Time Sheets and leave reports cannot get lost in campus mail.

## CHROME RIVER - EXPENSE MANAGEMENT

Powered By Chrome River Technologies

Information Technology will be working closely with the Business Office to implement Chrome River, an expense management system. This paperless expense management system works in 4 easy steps:

- Employees will be able to snap receipt images into any mobile device, or simply forward electronic receipts via email.
- The Optical Character Recognition (OCR) extracts and instantly verifies the data—no manual entry required
- Expenses are automatically checked for policy compliance and routed based on your unique business rules
- Managers and finance staff can review or approve instantly from any device—even directly from email

## SOFTWARE CENTER

Powered By Microsoft

Software Center is a new and convenient self-service software installation method. This service will allow users to upgrade to the latest software versions without having to contact Information Technology Help Desk. [Click here to learn more](#)

## DISASTER RECOVERY

Powered By IT

PCC uses information technology to quickly and effectively process information. Employees use email and Voice Over Internet Protocol (VOIP) telephone systems to communicate. Electronic data interchange (EDI) is used to transmit data including orders and payments from one company to another. Servers process information and store large amounts of data. Desktop computers, laptops and wireless devices are used by employees to create, process, manage and communicate information.

What do you do when your information technology stops working? Technology recovery strategies have been developed to restore hardware, applications and data in time to meet the needs of the business recovery.



## BACKING UP USING ONEDRIVE

Powered By Microsoft

Did you know that you can back up your important folders (your Desktop, Documents, and Pictures folders) on your Windows PC with OneDrive PC folder backup, so they're protected and available on other devices? You can use OneDrive Backup, and it's simple to setup.

As an added bonus, when your files finish syncing to OneDrive, they're backed up and you can access them from anywhere in Documents, Desktop, or Pictures. When you back up your Desktop folder, the items on your desktop roam with you to your other PC desktops where you're running OneDrive.

Are you ready to never be without your files again? Click the instruction button below to get started.

[Click here for  
Instructions](#)



KEEP

Up!

READ THE IT E-NEWSLETTER!  
[WWW.PIEDMONTCC.EDU/IT](http://WWW.PIEDMONTCC.EDU/IT)

