



Technology Initiatives at a Glance

James Tagliareni
Chief Information Officer

INFORMATION TECHNOLOGY SURVEY RESULTS

INFORMATION TECHNOLOGY ASKED
PIEDMONT COMMUNITY COLLEGE EMPLOYEES
TO RATE US ON EIGHT CATEGORIES BASED
ON A 5 STAR RATING



** Over 25% of the employees responded to the survey*



Technology Initiatives at a Glance

As of July 2022

Building on Bandwidth

Expected Completion Date: **COMPLETED**



Today, the need to provide higher communications speeds (bandwidth) for smart phones, tablets and portable computers, and Wi-Fi has dramatically increased at Piedmont Community College. The need for higher bandwidth is being satisfied by the increased deployment of high bandwidth fiber optics. IT has **increased communications speeds (bandwidth) to all buildings on campus by 900% while improving redundancy.**

Airserver - Wireless Classrooms

Expected Completion Date: **COMPLETED**

AirServer can transform a simple big screen or a projector into a universal screen mirroring receiver. It does this by implementing screen mirroring technology called AirPlay. With AirServer enabled on your projector or HDTV, **students and faculty can use their own devices** such as an iPhone, iPad, Mac and Android, **to wirelessly mirror their display over to the projector, instantly turning the room into a collaborative space.**



Deep Freeze - Configuration Restore

Expected Completion Date: Fall 2022



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



Technology Initiatives at a Glance

As of July 2022

Digital Signage

Expected Completion Date: **COMPLETED**

The Division of Information Technology is implementing a new digital signage infrastructure that can **relay important information like changes in class schedules, exam schedules and campus events**. But that's only the start because the technology can also be used to display news or advertise activities that are only relevant to a particular department.



Two Factor Authentication

Expected Completion Date: Fall 2022



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".

ServiceNow Single Sign-On

Expected Completion Date: **COMPLETED**

The Division of Information Technology has integrated its Helpdesk software (ServiceNow) with single sign-on. This **allows users to use their email username and password to login** and submit or review tickets.



Technology Initiatives at a Glance

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Disaster Recovery Plan

Expected Completion Date: **COMPLETED**



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 will be developed to restore hardware, applications and data in time to meet the needs of the business recovery.**

Electronic Forms - TeamIA

Expected Completion Date: **COMPLETED**

Working closely with Student Development the Division of Information Technology implemented technology called TeamIA that **improves efficiency, reduces paper volumes, and decrease redundant activities.** Workflows may include applications to enhance processing within a department or enterprise.



Financial Management - Colleague

Expected Completion Date: **COMPLETED**



Information Technology implemented a new module in Colleague Self Service. This module is a query tool that **enables managers to easily monitor department budgets.** Gone are the days when you have to jump through multiple screens to locate purchases or review your budget.



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New IT Website

Expected Completion Date: **COMPLETED**

Visit the new Information Technology website at www.piedmontcc.edu/it. Your one-stop IT shop to gain access, get help, and find services to make your job easier. This site is a dynamic site with new content being added daily. Visit today!



New Employee Quick Start Guide

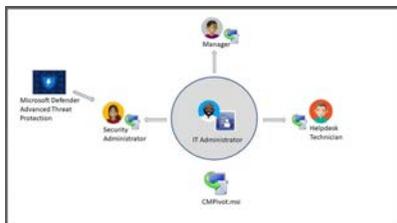
Expected Completion Date: **COMPLETED**

Looking for help with a technical issue, advice for an upcoming computer purchase, consultation on a technology project, request for an audio/visual setup, guidance on how to use a specific application, or any other IT need? **A number of technology resources are available to you and the quick start guide will get you started.**



Microsoft Endpoint Configuration Manager - MECM

Expected Completion Date: **COMPLETED**



Microsoft Endpoint Manager helps deliver the modern workplace and modern management to keep your data secure, in the cloud and on-premises. Endpoint Manager includes the services and tools to manage and monitor mobile devices, desktop computers, virtual machines, embedded devices, and servers.

MECM helps increase secure and scalable deployment of applications, software updates, and operating systems, real-time actions on managed devices, and **comprehensive management of servers, desktops, and laptops.**



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Virtual Desktop (VDI) Readiness Assessment

Expected Completion Date: **COMPLETED**

For today's college students, flexibility that allows them to do their work when (and how) they want is quite important. This is precisely why many colleges are opting to shutter their computer labs in favor of **virtual desktop infrastructure (VDI) software that allows students to access the tools and software they need on their own devices.**



In support of this trend Information Technology is conducting a VDI readiness assessment. The VDI

Readiness Assessment determines our VDI readiness across eleven different areas that we need to analyze before we can determine the scope of our VDI project.

Project Prioritization Process - ITS

Expected Completion Date: Summer 2022

ITS Project Prioritization **provides PCC a framework and process for selecting new projects which best support the campus' strategic interests and directions** and provide it the most value. The intended results of the Project Prioritization process are to:

1. Build consensus on the most important information technology projects
2. Assure project alignment with PCC strategic objectives for IT project prioritization
3. Add transparency to the prioritization of IT projects
4. Increase collaboration across the university
5. Improve the smooth flow of work for IT staff



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Clearinghouse Transcript & Data Exchange Services

Expected Completion Date: **COMPLETED**



Information Technology, working in conjunction with Student Development implemented the National Student Clearinghouse's Transcript & Data Exchange Services solutions. The Clearinghouse is the

leading integrator for eTranscripts and now **students can request their official PCC transcript online 24x7!**

Kiosks

Expected Completion Date: **COMPLETED**

Working with Trio and Student Development Information Technology deployed kiosks on Caswell and Person campuses. This 55" 4K Ultra HD all-in-one free-standing digital ePoster kiosks is great for grabbing student attention in busy, high-traffic areas.



Awareness Training - Cybersecurity

Expected Completion Date: **COMPLETED**

Security awareness training is a form of education that seeks to equip members of our organization with the information they need to protect themselves and our organization's assets from loss or harm. Cybercrime is moving at light speed. A few years ago, cybercriminals used to specialize in identity theft, but now they take over your organization's network, hack into your bank accounts, and steal tens or hundreds of thousands of dollars. Organizations of every size and type are at risk. You really need a strong human firewall as your last line of defense. **Information Technology will implement annual mandatory cybersecurity training** for all employees.



Technology Initiatives at a Glance

As of July 2022

Office 365 Health Check

Expected Completion Date: **COMPLETED**

Cloud services platforms such as Microsoft 365 allow organizations to stay up-to-date with new features and functionality that would be costly and time-consuming to deploy in a traditional on-premises environment. However, that cycle of continuous iteration makes keeping up with the pace and magnitude of those changes difficult. It is possible that additional risk be introduced into a customer's Microsoft 365 environment or "tenant" simply because of updates to existing services or deployment of new features. The Office 365 health check **looked at overall health of the Microsoft 365 tenant, particularly in the areas of security and governance.**



Uninterrupted Power Supply - Edge

Expected Completion Date: **COMPLETED**



Uninterruptible Power Supply (UPS) systems are designed to provide short-term emergency power to critical loads in the event of a utility mains failure or power disturbance. Information Technology has deployed a UPS on all edge network switches on campus to **provide an element of business continuity to enable a controlled shutdown** of critical equipment or systems.

IT Discovery Assessment

Expected Completion Date: **COMPLETED**



Information Technology will deploy network discovery tools that will **provide documentation to provide real "value-added intelligence"** to our IT Assessment. The proprietary data collectors compare multiple data points to uncover hard to detect issues, measure risk, provide recommended fixes, and track remediation progress.



Technology Initiatives at a Glance

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IT Strategic Plan

Expected Completion Date: Fall 2022



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.***

Network Risk Assessment

Expected Completion Date: **COMPLETED**

The list of cyber threats and vulnerabilities grows exponentially every year, and as new threats come to light, institutions around the nation are assessing the risk associated with these new ways of compromising a network. Researchers have analyzed data from cloud networks show crypto-ransomware encountered by institutions has jumped 500%. That's an outrageous leap, but it's not the only threat to our network.



The goal of a computer network risk assessment is to ***ensure that necessary controls are integrated into the design and integration of the PCC network.*** The risk assessment will help determine the acceptable level of risk and the resulting security requirements for each system. IT must then devise, implement and monitor a set of security measures to address the level of identified risk.



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As of July 2022

IT Satisfaction Survey

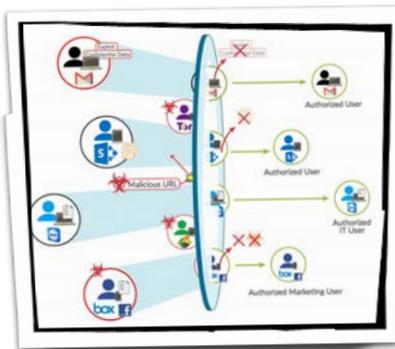
Expected Completion Date: **COMPLETED**

Information Technology is an integral part of the College and is committed to being a strategic partner to the College and communication is essential to being engaged. The IT survey will be administered annually. The survey will be created to offer the Pacer community an opportunity to provide feedback on the technology services offered to the College. This **feedback will be used by IT to optimize and improve IT services and enhance relationships with end users.**



Firewall Security Upgrade - Palo Alto

Expected Completion Date: **COMPLETED**



Fundamental shifts in application usage, user behavior, and network infrastructure have resulted in an evolved threat landscape that has exposed weaknesses in traditional port-based firewall protection. Users are accessing an increasing number of applications with a wide range of device types, often times to get their job done, yet with little regard to the college or security risks. Meanwhile, datacenter expansion, network segmentation, virtualization and mobility initiatives have forced us to re-think how to enable access to applications and data, yet protect your network from a new, more sophisticated class of advanced threats that are adept at evading traditional security mechanisms.

Our next-generation Palo Alto firewall comes with a set of features that Information Technology will **enable to secure our network like we've never done before.** The firewall includes important security, integration, networking, and management features that will allow us to secure our network.



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Technology PC Refresh Plan

Expected Completion Date: **COMPLETED**



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, we propose 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.**

Non-Traditional Student Management System- Destiny One

Expected Completion Date: Fall 2022



71% of college and university students are non-traditional learners, yet institutions are still using old systems designed to process degree-program students. Destiny One is a non-traditional student management system with eCommerce solutions, including Amazon-like shopping cart and integrated payment processing technologies. **It will Provide a digital experience that modern learners expect, while converting them faster, and increasing enrollment.**

Admithub - Mainstay

Expected Completion Date: **COMPLETED**



Connecting with students on the channels they prefer is key to facilitating those profound conversations. The strategies that worked in the past don't always resonate with today's students. Less than 25% of emails related to education are ever opened, and the majority of those emails never elicit a response or inspire an action. Implementing an bot on our website with artificial intelligence (AI) that will **answer questions from the students or employees instantly and automatically 24/7.**



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Network Security Monitoring

Expected Completion Date: Fall 2022

The cloud has changed cybersecurity. Rapid cloud adoption is now the norm, as organizations move at the speed of digital transformation. The Network Security Monitoring platform empowers cloud-enabled organizations to proactively mitigate cybersecurity risks and securely operate in an evolving threat environment. By **continuously monitoring our organization's security posture, we arm our Information Technology team with insights to identify, assess, and remediate cybersecurity risks.**



status.piedmontcc.edu - Keeping You Informed

Expected Completion Date: **COMPLETED**



Have you ever had a problem and wondered if the network was not available? Wonder no more as the Division of Information Technology has created a system status page. **The system status page provides the campus community with information about the availability of our IT applications, systems and services.** This information can be viewed at status.piedmontcc.edu or www.piedmontcc.edu/it.

Technology Purchasing Process and Standards List

Expected Completion Date: **COMPLETED**

The demand for technology and technology-related services at PCC is increasing dramatically. In an effort to better service PCC, the Division of Information Technology has developed a standard equipment list. Standardizing on our technology purchases **allows IT to better obtain, support and service technology** in your building.



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Texas Department of Information Resources - Procurement

Expected Completion Date: **COMPLETED**

Piedmont Community College can now purchase from the Texas State Contract (DIR) through an inter-local agreement. This allows the Division of Information Technology (IT) to **leverage the bulk buying power of the State of Texas and receive aggressive discounts.**



TouchNet - Single Sign-On

Expected Completion Date: **COMPLETED**



There is a need to have functionality that allows students to log into Ellucian Self-Service and then have their **credentials "passed through" automatically to a payment page** using TouchNet products. The Division of Information Technology will be working closely with the Business Office to implement Single Sign-on with our payment processing, TouchNet.

Expense Management - Chrome River

Expected Completion Date: Fall 2022

The Division of 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



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MS-ISAC - Internet Security

Expected Completion Date: **COMPLETED**

Piedmont Community College is now a full member of the Multi State Information Sharing and Analysis Center (MS-ISAC). It provides a centralized forum for information sharing on cyber threats between the Federal Government and governing bodies through a number of crucial services.

Collaboration and information sharing among members, private-sector partners, and the Department of Homeland Security are the keys to success.

Student Laptop Initiative - Beta

Expected Completion Date: Fall 2022

The Division of Information Technology is proud to announce the launch of the Student Laptop Initiative. Working closely with Student Services, this initiative

will provide select students that meet certain criteria with a FREE laptop.

The information learned from this beta initiative will be used for future initiatives .



Data Governance Charter

Expected Completion Date: Fall 2022



The Data governance program that will foster a standard approach to processing, retrieving, archiving, and restoring data with shared responsibility between the organization and IT. **This will ensure:**

- **Institutional data is trusted and accurate,**
- **Institutional data is provided in a useful, secure and consistent manner**



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Patch Management - WSUS

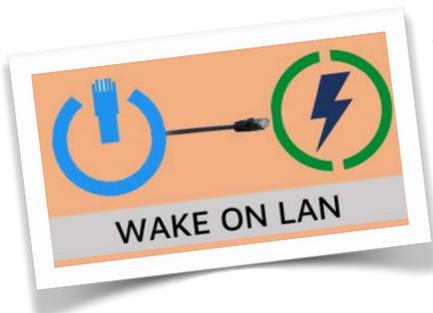
Expected Completion Date: **COMPLETED**

The Division of Information Technology has deployed Windows Server Update Services (WSUS). WSUS can enable Information Technology **to quickly unroll and install updates, patches, hotfixes, drivers, and service packs**. This works in tandem with Microsoft Endpoint Configuration Manager (MECM) to deploy, import, and install third-party security updates.



Wake on LAN

Expected Completion Date: Summer 2022



What do you do when you need to turn on a computer at a remote site that's been shut down? You could call somebody on site, but that only works if they're actually there. If you need access to a computer on off hours, during the weekend, or in another situation where having somebody turn it

on for you is inconvenient or impossible, there is a simple solution. This solution is called Wake on LAN, and **it is an effective way to improve our remote access abilities**.

Knowbe4 - Single Sign-On (SSO)

Expected Completion Date: **COMPLETED**

KnowBe4 is the world's largest integrated Security Awareness Training and Simulated Phishing platform. PCC uses Knowbe4 for our security awareness training and **now all employees can login into knowbe4 using their PCC credentials**.



Technology Initiatives at a Glance

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Anywhere, Anytime & Any Device Computing - VDI

Expected Completion Date: Fall 2022

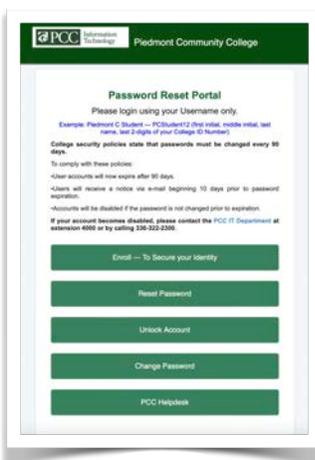
A new and improved mainframe-terminal concept of computing, VDI lends the illusion that the user is operating a PC, while all of the applications in play are actually running on the server. A server powerful enough to run many concurrent virtual sessions on “zero client” devices (computing units without storage).



Zero client units are ready for service practically in as much time as it takes to plug in a monitor, keyboard and mouse. They require minimal maintenance, and, with no resident apps or data, they're basically impervious to viruses and malware. They also have a longer lifespan than the average notebook or desktop, as well as the capability of allowing students to connect to them remotely, via their own devices. Think of the possibilities, **a student could run a PCC computing application on an inexpensive \$50 tablet at home.**

Password Self-Service Upgrade

Expected Completion Date: **COMPLETED**



Self-service Password Reset allows an end-user to reset their PCC password without having to call the help desk. Instead of making a call, the Self-service password reset software guides the end-user through certain pre-defined protocols in order to recover or reset the password. **This helps save both time and money by reducing the number of help desk calls for password reset** while creating a more secure environment for our users. This upgrade gives an enhanced look and functionality to our end users.



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Data Explosion - Nimble Datacenter Storage

Expected Completion Date: Fall 2022



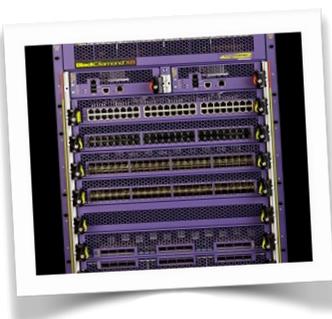
Data is growing at explosive rates in today's organizations. Big Data is increasing storage demands in a way that could only be imagined just a few short years ago. A typical data record has tripled if not quadrupled in size in just the last five years. In fact, according to a recent IBM study, 2.5 quintillion 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%.**

Core Network Switch Upgrade

Expected Completion Date: Fall 2022



The move toward higher speed core networking architectures began with the announcement of IPv6 and early virtualization efforts. Fast Ethernet core networks were strained even more as higher bandwidth availability increased. Add to that the increasing adoption of virtualization or Cloud Services and the need for upgraded core network infrastructures increased in importance.

Information Technology will be upgrading core switches on campus. The **new advanced intelligent edge switch backbone will provide enhanced security, more reliability and faster switch ports.**



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Enterprise Penetration Testing 2022

Expected Completion Date: **COMPLETED**

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.**

Network Datacenter 25GB Upgrade – Phase I

Expected Completion Date: Fall 2022



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 Services (ITS) **will upgrade the virtualized server network to 25GB allowing for a 2400% increase in speed.**



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IT Business Continuity Plan

Expected Completion Date: Fall 2022



IT is working with key stakeholders in the development of a IT business Continuity Plan. A Business Continuity Plan is a document that consists of the critical information an organization needs to continue operating during an unplanned event. Information technology (IT) includes many components such as networks, servers, desktop and laptop computers and wireless devices. The ability to run both office productivity and enterprise software is critical. Therefore, recovery **strategies for information technology are being developed so technology can be restored in time to meet the needs of the organization.** Manual workarounds will be part of the IT plan so business can continue while computer systems are being restored.

HR Applicant Tracking – People Admin SSO

Expected Completion Date: Fall 2022

IT will be working with Human Resources to implement PeopleAdmin. This Applicant Tracking is higher education’s leading talent management solution with powerful reporting capabilities and unrivaled support for sophisticated academic processes, **so recruiting and hiring workflows move swiftly** ... yet still provides our human resources department with complete oversight. This software will automate talent management activities to simplify hiring and increase efficiency.



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Incident Response Plan

Expected Completion Date: **COMPLETED**



All security incidents must be managed in an efficient and time effective manner to make sure that the impact of an incident is contained and the consequences for the organization and its students are limited. This document **sets out the Piedmont Community College plan for reporting and dealing with security incidents.**

Web Time Entry – Ellucian

Expected Completion Date: Spring 2023

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.

The logo for Web Time Entry, featuring the text 'Web Time Entry' in a blue sans-serif font next to a blue icon of a clock face with a person silhouette inside.

- **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 by logging in to SAIL.**
- **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.**



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Apple Device Management & Integration

Expected Completion Date: Fall 2022

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:** Your device will quickly receive software updates and patches with little to no interaction on your part.
- **Time Efficiency:** You will stay more productive as deployment and updating processes run in the background, freeing up more time for teaching and research.
- **Security:** IT Technicians will manage the security of your machines so you don't have to. You can rest assured that software patches, antivirus protection, and firewalls are well maintained.



30 - Technology Enhanced Classrooms (TEC)

Expected Completion Date: Spring 2023



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.** Information Technology will be equipping 30 rooms with these high tech monitors.



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