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Information Technology

FY 17 Accomplishments

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# Accomplishments

* Deployed 9 new servers to the S308 NET Tech classroom to be used for networking, forensics, and virtualization classes.
* Refreshed the computer lab in L123 with a total of 37 new computers
* Deployed 4 computers for Biology tutoring in L211.
* Assisted with the deployment of the Canon copiers.
* Assisted with the deployment of the Ricoh MFPs.
* Deployed MS Office 2016 to 1,800 computers and laptops.
* Deployed 40 laptops to HP Room 309 for future programming classes
* Assisted with the Cisco switch upgrade at Humboldt Park as part of the network infrastructure equipment refresh in order to improve the network bandwidth.
* Assisted with the deployment of SCCM at the main campus and Humboldt Park.
* Deployed 11 Windows computers to L116. This expanded lab time available to the faculty.
* Deployed 3 Microsoft Hubs along with training manuals. Two at the main campus and one at Humboldt Park Room 309.
* Updated 11 projectors in Multimedia classrooms A200, A221, A333, A334, L113, L130, L123, S247, S216, S244 and E202.
* Configuration and implementation of Qnomy ticketing system and its use at the Wright Stop Shop and peak registration.
* Provided Qnomy training to the staff.
* Installation of Qnomy equipment in the One Stop and Events Atrium.
* Configuration and implementation of Ad-Astra scheduling.
* Installed projector remotes in 7 LRC computer labs. (L113, L115, L116, L119, L123, L128, L130)
* Provided technical support and training for 102 Smart and Multimedia Classrooms.
* Provided technical support and training for 7 Conference Rooms at Wright and 2 at Humboldt Park.
* Provided 2,542 multimedia carts for classroom use.
* Provided 817 equipment set-ups and assistance for various events, meetings or training.
* Planned and deployed IT equipment and network infrastructure for the Cyber Security class by the Department of Defense.
* Installed AV equipment for DoD classes. (S237A, S237B, S237C and S237D)
* Provided streaming of events to Humboldt Park campus.
* Assisted faculty with various classroom projects by developing procedures and manuals along with providing hardware and software training for both faculty and students.
* Completed HP 211 AV and network racks equipment installation
* Completed computer lab refresh in room S244, A302, Gateway and Advising computers, and registration laptops.
* Media services staff completed training in Photoshop CS6, Crestron 101, Crestron Toolbox, Whiteboard Smart Technology Training 1, Whiteboard Smart Technology Training 2, Adobe After-Effects, Skype, and Microsoft Suite Certification.
* Deployed new informational mobile kiosks at the main campus (2) and at the Humboldt Park campus (1).
* Upgraded the Netlabs network equipment for the NetTec and A+ student by adding an additional POD.
* Completed the computer rename project as part of the Active Directory Governance policy.
* Arranged and provided Microsoft training to the Wright College faculty and staff on OneNote for classroom
* Arranged and provided Microsoft training to the Wright College IT staff on the MS Hub maintenance and support
* Arranged and provided Microsoft training to the Wright College faculty and staff on using the Microsoft Hub.
* Purchased equipment for the Makers Space

# Data

## Open Lab Analytics

## The open lab (L120) received about 57,072 visits from November 2016 to June 2017. A visit is consider when a given end-user is active using a computer.



1

2

3

Google Chrome

MS Word

Firefox

Most Used Applications

**57,072 Visits**

FY 2017

## Kiosks Usage



Shuttle Bus

Campus Map

CTA Bus Tracker

## Help Desk Tickets

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

| Item | Value |
| --- | --- |
| Completed Tickets | 7,013 |
| Average Time Resolution | 2 days 11 hours |
| Tickets Open > 3 days | 18% |

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## Computer Labs

## A total of 736 computers in our labs at the main campus and 158 computers at Humboldt Park.



