



— TECHNOLOGY UPDATE —

October 2020

Upcoming Technology Events

| Date | Event | Time | Location |
|--------|----------------|--------|----------------------|
| Oct 23 | Star Party | 6:00PM | Zoom |
| Oct 29 | Web Committee | 2:00PM | Zoom |
| Nov 3 | Tech Committee | 3:15PM | Zoom |

October IT Birthdays

Peter Hernandez - Oct. 5
Noel Lopez - Oct. 12
Stephen Burns - Oct. 16

If you see them on their special day, please wish them a Happy Birthday!

What Have We Been Up To?

By Hsiawen Hull

Well, as you can tell, it has been a little while since IT has had a chance to put out a newsletter, but this feels like as good a time as any to start up again. To catch you up on the happenings of IT, we wanted to share what we have been up to and how we have been providing support over the last few months since the campus went mostly remote.

- The CSS team has been manning the phones, email, workorder system, and our live Zoom room 5 days a week
- We've handed out 400 laptops and 250 pieces of computer hardware to District Employees
- We've worked with Students Services to distribute about 1,400 student laptops
- We've assisted in implementing 20 different software applications to support students and staff during the online transition.

All in all, the IT team has been a busy bunch of ghouls and we don't expect that to change any time soon! Next up, our teams will be performing critical on-campus hardware and classroom upgrades to prep for the eventual return to on-ground teaching.



October is Cybersecurity Awareness Month!

By Mike Gunther

Working remotely has increased our reliance on technology more than ever before. Criminals are using this to their advantage by attacking you, the individual, in order to steal your money, your personal information, or the information of your employer.

Protect yourself from these criminals by learning to spot the techniques they use to trick you into becoming their next victim.

Learn more by attending any or all of the College of the Canyons Information Security Training and Awareness Program (IS-TAP) workshops.

The workshops are pre-recorded and available to you at any time. If you attend and complete all nine workshops, you will be eligible for an IS-TAP digital badge.

[Information Security Training & Awareness Program](#)

The Who's Who of OnBase

By Justin Smith

*On what? Is this a baseball thing?
What is OnBase?*

Good questions! If you're like most folks on campus, you've had a very rough crash course on "what OnBase is" and "how to login" to the website. We've utilized the system as a district since 2018 when we upgraded from our older system called "Singularity," aka *Hershey*. **The primary use of OnBase is to house our digital records** and lessen the use of paper on campus. The latest version has brought a host of e-form functionality that allows for the digital submission of forms.

The **digital storage** of records consists of a flock of enterprise standard **Fujitsu Scanners** that are driven by unique software called **Unity-Client**. Each department hosts a specialist that is trained to import paper copy into the system. Once a record is uploaded, it is instantly available to a pre-designated set of employees or set of departments. In some rare cases, documents are available campus-wide to all divisions.

The newer aspect of the system is called **Unity-Forms**. These e-form web resources allow for digital submissions of documents into the system, instead of hard-copy scanning. Once a record is submitted, it too is instantly available to a pre-designated set of em-

ployees, usually an entire department. This expedited input process has its perks, since an individual doesn't then have to spend extra time indexing and scanning records.

The ability to share access to records is also a perk of the system. Some departments have opted to allow for "view only" access to their records. For example, if Admissions and Records wanted to share a specific document type with another department, such as SBO, they can. Then, when SBO logs into OnBase, they can see the shared content and search for a specific student record at will.

You can also upload a record, such as a PDF, and share it with your department through the website and quickly archive a permanent record that you don't want to lose track of.

OnBase has a lot to offer. It also has a hefty price tag associated with those options! If you find yourself exploring its resources, please feel free to touch base with IT with any questions that come up. If your department has yet to explore the system, we'd also be happy to consult with you so you can get started with this **Enterprise Content Management** solution. Visit our website at www.canyons.edu/helpdesk for a better idea of how to use OnBase.

Happy Document-Imaging, Everyone!





Self Service Migration into My Canyons

By Mark Garcia

My Canyons has served our district for almost 20 years. As with all great things, My Canyons is riding off into the sunset soon. It will be replaced by Self Service. Self Service will provide similar functionality to My Canyons in a new and more fluid system.

The current primary users of Self Service are students. The My Academic Plan is a tool that helps students plan their academic career and track their

progress. The system also guides students on their financial aid status.

We are currently working with faculty to email students and waitlists. What does this have to do with Self Service? After that we will be working with Purchasing to bring requisitions into Self Service along with budget viewing.

If you want to see our guides and get a look and feel for Self Service, please see the following web page.

<https://www.canyons.edu/administration/it/resources/selfservice.php>

Updates from Enterprise Systems

By Michael Dioquino

Enterprise Systems has been hard at work with updating various systems and servers while working from home.

- Upgraded DDPE (the encryption software that protects the data on your computer) to Dell Data Security including an upgrade to Windows Server 2019.
- Upgraded BitDefender (our antivirus/antimalware security appliance that protects our systems.)
- Upgraded OnBase (our electronic content management system that provides document management and workflow processes) - including an upgrade to

Windows Server 2019.

- Replacing critical servers and upgrading out-of-date system physical domain controllers (these servers are responsible for allowing users to log into computers and access file shares) to Windows Server 2019.
- We are replacing various domain controller servers at the Valencia and Canyon Country campuses and up-dating our co-location datacenter servers.

Check out the updated [Intranet](#) that is now CanyonsID integrated.

Computer Support directs anyone seeking support to utilize one of the three communications methods listed below.

**Note hours of support during this time are Monday-Friday 8:00am - 5:00pm*

Send us an email:

helpdesk@canyons.edu

Call & leave a message:

(661) 362-3953

Connect with us via Zoom:

<https://intranet.canyons.edu/departments/it/>

