The IT Department continues to look to the future and how WCCCD’s investments in technology will shape the future of the District. As capital improvement projects continue, the IT Department looks to new forms of technology that will benefit student learning and District governance. The IT Department faces several challenges despite the broad support that the Department has gained over the years. The man hours and staff required to support such growth also grows exponentially.

WCCCD’s IT Transformation Plan is a ten-point portfolio that ensures the District has the infrastructure to deliver high quality of educational services that it strives to provide, now and in the decades to come. This transformation plan is not only imperative because it yields immediate advantages, but also because it delivers sustainable results. It is an important and necessary investment for the future of the District – one that will ensure we are using the power of technology to achieve our mission.
Data Center Modernization

The new WCCCD Data Center replaces 45 individual servers with state-of-the-art “Virtual Server” technology. This is a completely modernized architecture and infrastructure that resolves the cooling problems of the past, reduces the Data Center size by two-thirds, and includes a backup generator in the event of power failure. This modernization includes a robust data backup, disaster recovery and business continuity components for emergency operations. The Northwest and Downriver campuses will have backup data centers to service the District in case of a disaster. The new generator will power the data center, its air-conditioning and emergency operations offices in case of power failure.

The key benefits of this new architecture include:

• Increased performance, reliability and lower operating costs
• Advanced support for instructional technologies and adaptive learning
• Advanced delivery of Web, voice and multi-media applications
• Real time replication and fail-over for mission critical applications
• Designed for Cloud integration

NEW Student Kiosks
Currently Available at the Northwest Campus
Coming soon to all campus locations!

Quick Access to:
• Web-Gate
• Financial Aid
• Class Schedule
• Campus Events
• Campus News & Information

Q&A
I am a faculty member; how do I request services for my classroom?

Please report all issues to the Office of Instruction. In order for technical issues to be serviced, a ticket (incident report), must be submitted to resolve the issue.
There is an error message that indicates my email is locked. How do I unlock it?

This occurs when the user tries 3 or more times to logon with the incorrect password. The simplest way to resolve is to wait 15 minutes for the system to release the account automatically, allowing the user to logon to the PC or Outlook Web App.
Symantec ServiceDesk

As part of the ITTP (Information Technology Transformation Plan), District IT implemented an enhanced technology incident reporting solution (formerly known as “Helpdesk”).

ServiceDesk is an automated incident response and problem resolution solution for quick, effective remediation of end user incidents, systemic problems and essential managed changes. ServiceDesk offers rapid install and configuration through a wizard-driven user interface and integrates directly with IT Management Suite to reduce service interruptions, accelerate service restorations, correct systemic issues, and reduce downtime – saving valuable IT resources and expenses.

Key Features

• Consistent, quick and easy to learn intuitive management interface
• Self-service and process automation allows for faster ticket closure with less staff intervention, greater end user satisfaction and reduced costs

Key Benefits

• Reduces IT costs and human errors
• Streamlines IT and business processes and procedures
• Provides a single point of contact to identify and resolve end user incident and systemic problems and essential management changes
• Reduces service interruptions, accelerates service restorations, corrects systemic issues and reduces downtime
• Make better informed, time-sensitive decisions based on real-time, data-driven conclusions
• Drive innovation by automating common IT processes and adopting new technologies without adding new tools, staff or methodologies

Bridging the Gap

As part of the IT Transformation Plan, Rahel Tadesse has been assigned as the PR representative for branding the Information Technology department. The goal is to understand Campus technology needs, as well as assist various divisions that utilize the existing technology and implement new ones.

Rahel is very excited about this new assignment, she says “This role is truly going to help both the District community and Information Technology bridge the gap that is often present between IT and the user community.”

Phone: 313-496-2666
Monday - Friday: 8:30 am - 6:00 pm