



### ▶ Student Account Cleanup

We are developing a plan to clean up student accounts after a student has separated from the university. The plan proposes that student Office 365 email and OneDrive accounts will be deleted 4 years after the last class they completed. The main reasons for the change are:

- We have limited licenses for OneDrive.
- Most of the accounts have proven to be abandoned and serve only as an attack vector and an unmanaged risk.

Approved plan: Student Account	Active Directory	Email Web	OneDrive
Abandoned accounts cleanup Mar 2023 (6 years)	NA	Delete	Delete
2 years + 180 days from last class completed	Delete	A1 License	A1 License
4 years from last class completed	NA	Delete	Delete

### ▶ Operating System (OS) Versions

We are in the process of testing Windows 11 and Apple macOS Ventura. We anticipate upgrading most classrooms to the new versions of the respective OS this summer.

We are asking that you refrain from updating the OS on your CCSU-owned equipment in your offices until we have completed testing. If you update and run into problems, our only current solution will be to reimagine your computer back to a supported operating system.

Information about the new versions:

<https://www.apple.com/macOS/ventura/>

<https://www.microsoft.com/en-us/windows/windows-11?r=1>



### ▶ Classroom Upgrades over Intersession

Over intersession 6 classrooms were updated with new/like new computers:

- NC101
- NC12501
- NC133
- NC134
- RVAC003
- RVAC005

We added additional computers to two labs:

- 24 to AIH319
- 10 to AIH405



Many of them have an all-in-one monitor configuration which really makes for a clean/wirefree setup.

### ▶ Security Awareness Training

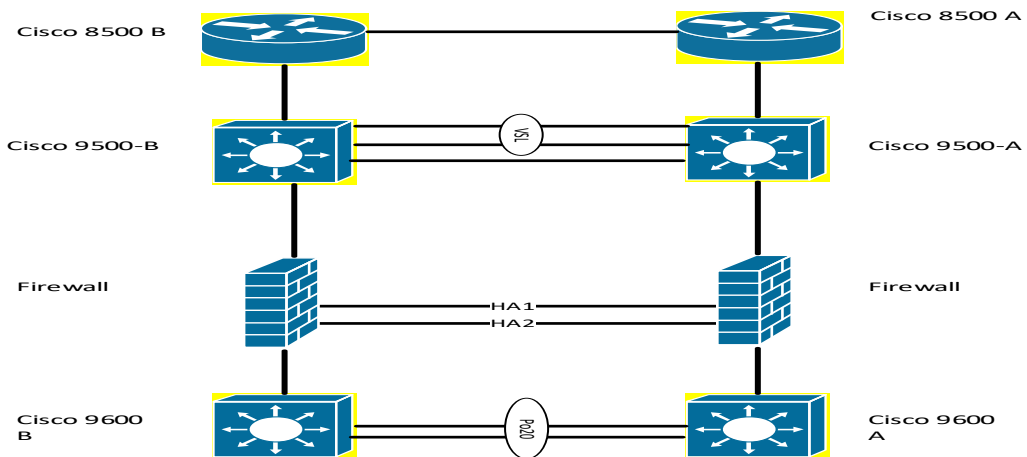
Security awareness training is being coordinated by the System Office using “KnowBe4”, which is an online security awareness training program. This training will be made available in February/March. The first module is 30 minutes, and you will have 3 weeks to complete it. There will then be monthly mini modules lasting less than 10 minutes each. All employees (faculty, staff, full-time, part-time including student workers) will be required to take this training. Further details will be coming soon.





### ▶ Updating of the Network Core for the Campus

During Winter session, Information Technology installed the new networking core for the campus, as well as upgrades to the 2 other network distributions (Mid Campus and Willard-DiLoreto). This work is all part of a CSU network refresh project. Over 90% of our network equipment will be made "end of life" by Cisco in October 2023. The system project brought together CIOs and CFOs across the system to develop a plan to replace and fund campus networks. Once this project is completed, the CCSU campus will have the ability to support 40GB interfaces to the internet, support for Wi-Fi 6, Openroaming, and will be on a supported and secure platform.





### High Performance Computing (HPC) at CCSU

In early 2022 and again late 2022 Amazon Web Services (AWS), a cloud service provider, announced that they had released instances (types of virtual computers) that were optimized for high performance computing. These announcements have provided us the opportunity to offer to faculty the use of HPC in their research. While the individual instances offered by AWS may not compare to large purpose-built systems, they offer a significant increase in power over a standard desktop computer. If these instances do not provide enough computing power for your research, they can be used as building blocks for a larger HPC system. Using services offered by AWS, these instances can become nodes in a cluster which would have significantly more computational power.

To request HPC resources, please reach out to Thomas King ([kingtl@ccsu.edu](mailto:kingtl@ccsu.edu)), Director of Auxiliary Services and Cloud Infrastructure, so he may discuss the request with you to ensure you receive what you need. Once an agreement is reached on what is needed, he will be able to provide you with the server and access to it. A single instance can be provisioned within two weeks. A cluster may take a few months to ensure it is architected correctly. In either case only the computing resources will be provided. It is up to the professor to run the software and ensure their data is properly backed up.

Initial pilots of HPC may be funded out of the cloud computing budget. These would be for smaller proof of concepts to ensure that the solution would meet the professor's needs. At the conclusion of the pilot, it is expected that the professor or their department would seek funding via the normal budgetary process.

More details about HPC: [HPC at CCSU.pdf](#)



# ITC Updates

## Support Statistics

Tickets by Source	Nov22	Dec22	Jan23
Phone	846	665	1165
E-Mail	401	333	479
Walk-in	35	18	45
Service Request	490	389	739
Chat/VM	9	9	17
Internal	112	139	131
BB Help Desk	37	13	12
<b>Total</b>	<b>1930</b>	<b>1566</b>	<b>2588</b>

Top Incident Services	Nov22	Dec22	Jan23
Systems	678	618	910
Desktop	387	249	368
Other	191	174	270
Facility	106	43	170
Network	33	17	43

Top Incident Categories	Nov22	Dec22	Jan23
BlueNet	314	242	437
Computer	314	185	290
General Question	110	95	140
LMS	55	119	104