



The School District of Palm Beach County Technology In Motion

Stay Informed

Visit our website at:
www.palmbeachschools.org/it/

Contact us

Service Desk
(561) 242-4100 or PX 44100
ITservicedesk@palmbeachschools.org

IT Policy

www.palmbeachschools.org/it/Policies

Technology Plan

www.palmbeachschools.org/techplan/

Frequently Needed Forms

District Cellular Device: **PBSD 2317**

Request for Services: **PBSD 0117**
(principals/directors)

Software/Hardware Technology
Request (for TCC): **PBSD 2199**

Third Party (Non Employee) District
Network Access Request: **PBSD 2413**

Forms now available in eSupport only

Mainframe Access (formerly **PBSD 1362**)

PeopleSoft Access (formerly **PBSD 2308**)

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IN TOUCH WITH THE CIO

Welcome to the Winter 2014/New Year edition of Technology in Motion. I hope everyone was able to enjoy time with their family and friends during the holidays. I take this opportunity to wish our readers a very Happy New Year and continued success.

As we approach the new tax year, we would like to remind our users again about the security awareness and importance of keeping their personal information safe. Cyber criminals have been very active world-wide to obtain personal information using different methods, not limited to just email phishing. I would like to remind you to take extra precaution if you receive a phishing email message asking for your personal information.

Thanks to everyone for taking the online security awareness training in 2014 to meet our state audit requirements. With this training, we make our users aware of computer phishing and security threats, and how to protect personal information. We will be launching FY15 security awareness for our users very soon and more communication to our users will be forthcoming.

For the past several months, IT has been busy working with the Student Reporting team along with District stakeholders and Purchasing team on selecting the vendor and contract development for the new Student Information System (SIS). The team selected Focus School Software as the new SIS and will be taking the contract for the Board approval in the upcoming Jan 21 Board meeting. This project received approval by the Technology Advisory Committee (TAC) in May 2014 and has been an agenda item at each subsequent 2014 TAC meeting.

Our District has been using a SIS called TERMS since 1991 and it has served us very well. Thanks to the hard work and dedication to the team that supports TERMS system. TERMS is a mainframe-based legacy system that met the District SIS requirements for many years as well as state and federal requirements. However, those requirements have changed dramatically in recent years. Additionally, it has been extremely difficult to hire and retain staff with legacy application skills. Over the years, our District has developed and purchased ancillary applications to meet our requirements. With the new SIS, many ancillary systems will be consolidated in a common system with modern technology. This capital investment in the new SIS will positively impact many District stakeholder groups including students, teachers, parents, school administrators, and other District staff.

The new system will make FTE revenue collection more efficient and student information more accurate, secure, effective, convenient and accessible, which will then be used to drive academic decisions for each student. I will be providing more details on the progress in the future newsletters. There will be many phases within this project and a project plan will be provided after we have received the Board Approval.

The Division of Information Technology is pleased to announce that as part of the District's Microsoft Enrollment for Education Solutions "(EES)" agreement, District employees are able to download the current Microsoft Office ProPlus

TAKE EXTRA PRECAUTION IF YOU RECEIVE A PHISHING EMAIL MESSAGE REQUESTING PERSONAL INFORMATION.

Remember the following:

1. **Think before you click** any link within the message if the sender sounds suspicious and if they are asking for your personal information.
2. **Be suspicious of any email that requires "immediate action"** or creates a sense of urgency. Criminals use this technique to rush us into making mistakes.
3. **Do not automatically click on links inside messages.** Hover your mouse over the link to see the true destination of where you would go if you clicked the link. If it is different it may be fraudulent.
5. **District IT staff will not email you to get your user ID or password.** You should never share this information with others.
6. **If you think your log in password has been compromised, immediately call the IT Service Desk and change it.** The automated password reset program is available by phone 24 hours a day, 7 days a week, at 561-242-4100 (PX44100).

CIO Continued...

Suite on up to five personal desktops and or laptops AND up to five personal supported mobile devices (including tablets). We are currently working with Microsoft to make this available for students in the future.

Some other key projects I would like to mention are the rollout of CBT (Computer based testing) computers and eSupport. All of the ongoing projects and new initiatives require a high level of collaboration and communication. Within IT, we will strive to provide the highest level of customer service and satisfaction to our partners and schools to help with the instructional needs of our students.

We wish our students well on their upcoming EOC exams, Assessments and rest of this academic year. I hope you enjoy this edition of TIM and welcome any feedback from our readers.

Best Regards,



MICROSOFT OFFICE PROPLUS SUITE

Is now available to district employees to download for **free** for personal use on desktops, laptops and up to five personal supported mobile devices!



For more information visit the SDPBC Employee Page <http://www.palmbeachschools.org/employees/>. Choose "Discounts" tab, click on "FREE Microsoft Office Download" and log in with your District email account username and password. Follow the steps to download the Microsoft Office ProPlus Suite.

Custom Bus Status Web App Developed for Transportation Services

By Sara Anderson, Michael Callahan & Jerry Gremling

"Bus Status" software tracks real-time status of buses - Each school day, more than 800 buses go about the business of transporting children to and from schools in the district. Our Division of Support Operations (DSO) Customer Service Call Center fields many calls each day from parents looking for information about their child's school bus. Knowing the current status of our buses is critical to providing timely information to parents.

To enhance this process, a web application was developed by the IWMS (Integrated Workplace Mgmt System) team in collaboration with Transportation Services and deployed for use in the six facilities that dispatch school buses. Each school day, the dispatch facilities enter data on buses that will be out of service, delayed, or assisting with route completion for that school day. In turn, this data is displayed in the Call Center on a new state-of-the-art video wall and each call agent's computer. The display refreshes every 20 seconds, allowing the agents to quickly and efficiently ascertain the status of affected buses.

Full documentation and training was provided by IT Enterprise Applications staff at all six facilities for staff and leadership prior to implementation. Since going live in early September, the bus status application has greatly reduced the number and frequency of daily calls to each facility, allowing for more time to be spent caring for our primary customers - parents and their children.

IBM TRIRIGA Transportation Contact Center 2nd Anniversary

BY GEORGE SOLLI

DSO Customer Service Agents averaging nearly 2,000 calls per month.

Since its initial implementation on December 12, 2012, the DSO (Division of Support Operations) Customer Service Call Center agents have logged more than 55,000 calls regarding school bus service using the IBM TRIRIGA Contact Center module. Agents are available to take calls from 6:00 AM to 6:00 PM.

Using the Contact Center functionality, the agents record details from incoming callers that classify, prioritize, and potentially escalate transportation issues. Statistical analysis shows that four out of five calls are resolved during the initial call. Those requiring further assistance are instantly routed to managers, who have the ability to resolve, reassign, and close solved issues.

The TRIRIGA Contact Center was designed to provide a detailed accounting of various customer issues and how those issues are being handled. The current functionality is a combination of delivered and customized software. In the two years since go-live in December 2012, the IT Enterprise Applications IWMS developers have delivered significant enhancements to better track, resolve, and report transportation-related issues.

Reporting is provided in the form of custom-designed reports and ad-hoc queries. These reports assist in guiding management to improve organizational operations.

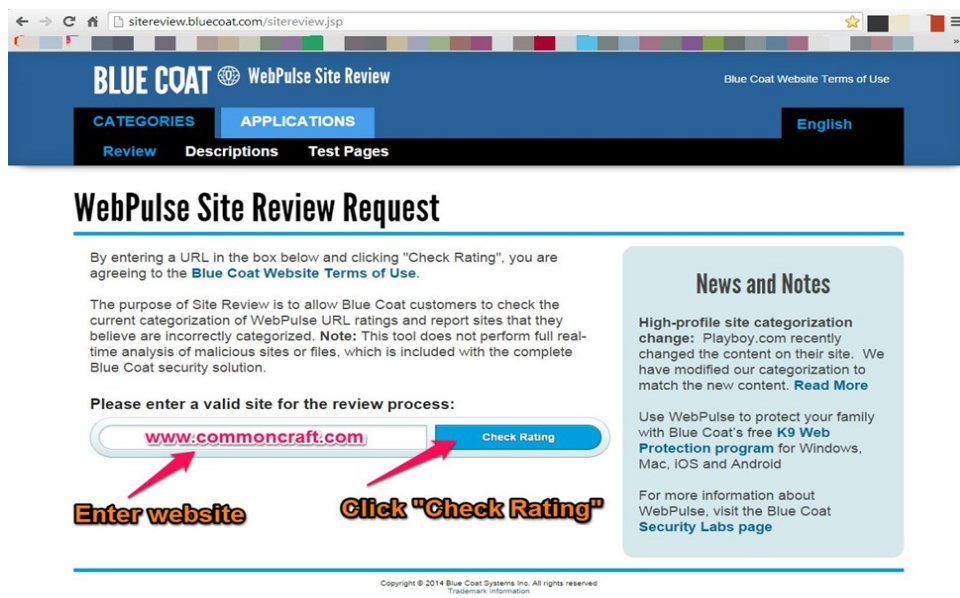
The DSO Customer Service Center is never more appreciated than during the first few weeks of school every August when call volume peaks to over 2,000 calls per week.

UNEXPECTEDLY HIT A FIREWALL

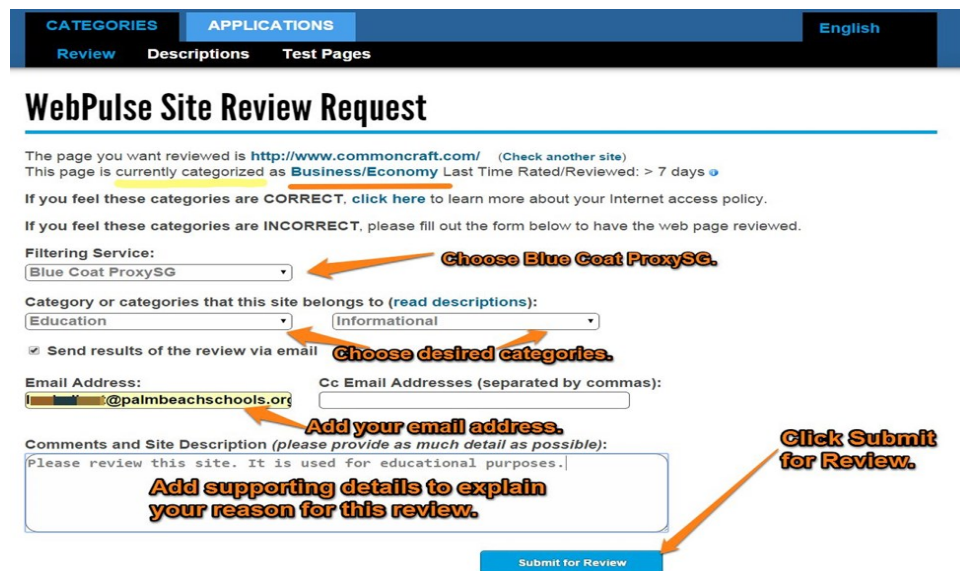
BY DAVID WILHELM

If your favorite instructional website unexpectedly hits our firewall, don't get frustrated. Here are some things you should know, as well as some things you can do to take things into your own hands.

Our websites are either blocked or opened based on "Category." This means that "Educational" sites are open, and "Hate" sites are blocked, for example. Sites are categorized by the site owner, and then reviewed by BlueCoat service, not the school district. So, if your instructional site is getting blocked (even though it worked fine yesterday), it's possible something changed on the website or BlueCoat moved it to a different category based on their review. Check to see how your site is categorized. In your browser go to <http://www.sitereview.bluecoat.com> Fill in the fields as shown in the screenshots below.



Providing you entered your email address correctly, you will receive a response within a few days. If the site remains categorized as it was, and so our firewall continues to block it, your next step is to submit a Blocked Site Review request in eSupport. Typically, a school techs will do this on behalf of an employee, however any employee can submit a request in eSupport. Go to the District portal and choose the eSupport tile.



MAJOR IBM TRIRIGA UPGRADE ROLLED OUT

BY SARA ANDERSON, MICHAEL CALLAHAN,
LISA DWYER, SALLY NEMES & OSCAR SOLIS

IT Enterprise Applications IWMS (INTEGRATED WORK-PLACE MANAGEMENT SYSTEM) team delivers ahead of schedule. The IWMS team rolled out a major upgrade to IBM TRIRIGA, the Division of Support Operations flagship facility management application. The IWMS technical and functional teams worked diligently on the application/platform upgrade beginning the first quarter of 2014 and were able to implement ahead of schedule in November 2014. This critical update was accomplished with District resources, requiring no budget expenditures for consultants or services.

The upgrade began in earnest with extensive research, planning and scheduling to get the work task breakdown structure, resources and methodologies defined and in place. From there, a project schedule was created with times, dates, resources, milestones and risks. The project schedule was reviewed and updated weekly with feedback from the team.

The next step in the process was to build upgraded environments, including DEV, TEST and QA environments as well as an as-shipped environment (no customizations) for comparison. Including the current version, there were eight total environments to support, test and migrate code changes.

With the schedule and environments ready to go, the real meat of the upgrade could begin – upgrading and rationalizing the code base. To modify IBM TRIRIGA to mirror the District's business processes, extensive customizations were made during the original implementation, including custom designing an entire module for School Space Leasing. The number and complexity of these continuing customizations caused the application upgrade to be extremely tedious.

An analysis was conducted to compile a list of approximately 1500 customized objects in the production environment. When the customized objects were imported into the upgraded environment conflicts between customized objects and the upgraded environment had to be resolved.

Another major effort was revamping the data interfaces between PeopleSoft and IBM TRIRIGA via BizTalk messaging. IBM TRIRIGA also updated the WSDL (Web Service Description Language) version, requiring the entire BizTalk message orchestration/messaging process to be rebuilt. There are more than a dozen data exchanges between IBM TRIRIGA and PeopleSoft and each had to be analyzed.

The conversion of Crystal reports to BIRT (Business Intelligence Reporting Tool – IBM's preferred tool) also presented a major challenge faced by the team while preparing for the upgrade. As the conversion got underway, it was realized that the ability to import additional fields into Eclipse following TRIRIGA's method was unavailable. This was particularly daunting because a new way to include additional data sets had to be devised. To overcome this hurdle, a custom query/export was created containing the needed fields. Complicating the BIRT process was the necessity to display a conditional DRAFT watermark on the leasing contract. After extensive research the team devised solutions to all of the issues.

The testing of the upgraded environments was performed in a collaborative fashion; the functional and technical teams worked closely to proceed through the unit and system integration testing. The functional team worked with the DSO customers to perform user acceptance testing and obtain agreement from the users that the system was functioning correctly and ready for go-live.

The application upgrade began on November 13 and was completed by early morning November 16. The IWMS team performed critical system functionality tests and the newly upgraded system made available to users on November 17.

This new and improved version of IBM TRIRIGA represents a leap forward in browser compatibility and lays the groundwork for improved analytics and dashboards in the future. Previous versions relied on Internet Explorer, while the new version additionally supports Google Chrome. In addition to the analysis, development and testing required for the upgrade, the IWMS team prepared and delivered several critical updates to the current application during this period.

The support and collaboration of customers from the Division of Support Operations along with cooperation from the ERP functional and technical teams were crucial in making the project successful.

Currently, the District has over 1300 active users of IBM TRIRIGA, including Maintenance & Plant Operations, Planning and Intergovernmental Relations, Transportation Services, Environmental & Conservation Services, School Police, Office of Inspector General, School Principals and school-based staff. Customers currently being engaged for future IBM TRIRIGA use include Risk & Benefits Management, Program Management and Building Code Services.

Please join us in congratulating the IWMS team on a job well done!

PARCHMENT eTRANSCRIPT REQUEST SERVICE AVAILABLE

BY VALERIE CRENSHAW

The District recently signed an agreement with Parchment, Inc. to enable high schools and the School District Records Management Office to participate in a comprehensive electronic high school transcript ordering and delivery platform that complements but doesn't replace FASTER. It will also expand the number of destinations available to Palm Beach County students and alumni.

Parchment is FERPA compliant and has more than 3,000 active receiving institutions across the country including many Florida colleges and universities, Florida's GED Credentialing™, Ivy League universities, the NCAA, etc. The service will allow current students and alumni to request and send high school transcripts and other admissions-related documents to destinations worldwide securely, confidentially, and electronically all with real-time tracking.

The ability to request and exchange transcripts electronically saves money, drives operational efficiencies, and provides data that facilitates improved decision making. The college and scholarship application process is also simplified for students and parents by increasing transparency and completion rates.

While it is not mandatory for students or schools to use Parchment's services, Records Management will update its web page with information and links to support students who choose to use Parchment during their college, scholarship or job application process.

<http://www.palmbeachschools.org/records/>

The cost for each transcript is \$5.00. High schools interested in "opting-in" so their students can use Parchment may contact:

Heather Zimmer, Parchment K-12 Associate
hzimmer@parchment.com
480-719-1646 ext. 1030

eSUPPORT FOR SCHOOL TECHS

BY JERRY KINNEY

eSupport, the district's new IT Service Management software is now available for use by school technical staff. This allows teachers and other school staff to report technology issues directly to their school technicians using a sleek new Service Catalog, and allows school technicians to complete and close the ticket, or escalate them to the IT Service Desk. School technicians now get their own queues to work from, making their jobs easier and promoting efficiency through the use of the software. School techs should no longer be stopped in the halls, or be inundated with emails about incidents or requesting new services, as all employees have access to use the Service Catalog to reach their school's technical teams.

STUDENTS RECORDS TRAINING

BY VALERIE CRENSHAW

Face-to-face "Students Records for Permanent Retention" training is provided to School Records Coordinators and Data Processors to provide instruction on how to prepare and transfer inactive student records to the Records Management Office for permanent retention. The importance of this training is to ensure that permanent Category A records are not destroyed and that the school district is in compliance with the State of Florida's General Records Schedule, GS1-SL and GS7. Refer to Bulletin #P-14976-COO/IT/EA on "Schedule and Instructions for Preparing Student Records for Permanent Retention".

Records Management is currently developing this training activity in eLearning Management. This will allow Records Coordinators and Data Processors to add elements that can be viewed and downloaded prior to the training, as well as presentations and videos that will act as a refresher to ensure proper student records maintenance and retention.

Designated school-based Records Coordinators are key to proper student records maintenance and retention. Records Management is here to assist in any way. To schedule training, contact Valerie Crenshaw at PX 47420 or 434-7420 or email her at valerie.crenshaw@palmbeachschools.org,

Positive feedback on this training was recently received, as noted below in an email from the Crestwood Middle School's Records Coordinator.

*"Hi Valerie,
It was great meeting with you as well. I really learned a lot. You are an AWESOME Trainer. It was actually the best training I have ever received. Thank you for sending the description and retention period for miscellaneous administrative records. Thank you!"*

INCIDENT VS. SERVICE REQUEST

BY HOLLY BARNHART

In the new eSupport application (HEAT replacement), how do you decide if you should enter an INCIDENT or a SERVICE REQUEST? An Incident means something is broken or has stopped working. A Service Request is for a new service or a change to an existing service. In other words, if you want something fixed, it is an INCIDENT. If you want something you do not currently have, it is a SERVICE REQUEST.

TECH SAFE CONTEST

ANNOUNCING THE FIRST ANNUAL TECHSAFE POSTER & VIDEO CONTEST

BY LEE KOLBERT

To support the School District of Palm Beach County's efforts to promote positive, safe, and ethical use of technology resources, the Division of Information Technology, the Department of Educational Technology, Library Media Services and Single School Culture Initiatives® for Climate will be conducting an optional video and poster contest for all students enrolled in SDPBC operated Palm Beach County Schools. The purpose of the contest is for students to create posters or Public Service Announcements (PSAs) that send powerful messages regarding respect towards others, and reiterate the meaningful strategies learned in the TechSafe Lessons.

This contest will provide students and teachers an opportunity to explore topics related to the District's TechSafe Program that covers subjects such as digital citizenship, cyber bullying, online safety and privacy, and the appropriate use of technology. Three grand prize winners will be awarded in elementary school, middle school, and high school categories.

The First Annual Palm Beach Student TechSafe Contest is being sponsored by Dell. Dell has agreed to provide a classroom pizza party for the winning classroom at each level. Additionally, Dell will give each student (and sponsoring teacher) of the winning team a new Dell device (tablet or laptop). Dell is a long time District partner and is happy to help the District promote students' Safe Use of Technology. Entries are due by March 2, 2015.

Contest rules and resources may be found at:

<http://www.palmbeachschools.org/edtech/techsafecontest/#poster>

PeopleSoft Technical Team eLearning Management Support

Customizations will enhance PD learning, provide multiple environments

By Sara Anderson, Sanjay Gothana, Chandra Ramcharitar & Willy Lirio

The PeopleSoft development team has been working on new customizations in eLearning that will save District employees valuable time by streamlining their Professional Development (PD) record-keeping and simplifying the PD process as a whole.

The development team customized PeopleSoft's eLearning module to provide calculation of In-Service points earned by employees. This calculation was previously performed by a mainframe application and paper statements were sent out to teachers detailing their In-Service points. In recent years, those statements were made available in ERP Self-Service where employees could review data and print statements. Bankable points collection, calculation, PD on-line maintenance, and eventual self-service are all In-Service related customizations the ERP development staff have in the pipeline.

The following customizations were developed for the eLearning implementation:

Training Proposal - Prior to training delivery, instructors submit a Training Proposal form to PD for approval. PD collects relevant information in this form for state reporting purposes. This replaces Liquid Office form 1853.

PD Evaluation - Instructors are required to submit evaluations after course completion to PD for approval to award In-Service points.

Activity Discussion Board - Configured eLearning to allow employees enrolled in a course to participate in discussion boards and view comments posted by other enrollees.

Activity Roster Attachments - Provided functionality to allow employees to attach files in support of their coursework. Also supports learning component attachments.

Enrollment Notifications - Created process to email course calendar invites when an employee registers for a class.

In-Service points on Activity Roster - Modified Activity Roster to allow instructors to enter In-Service points.

In-Service Data Conversion - Process created to transfer historical data from mainframe into eLearning.

eLearning Management consists of five main environments supported by the ERP Technical System and Database Administration team. The non-production stack consists of ELDMO, ELDEV, ELTST and ELPQA. ELDMO is used to troubleshoot issues with delivered code and patches because it is not customized. All programming and unit testing is done in ELDEV by developers. ELTST is used for System Integration Testing by the ERP functional team. ELPQA is the environment used for User Acceptance Testing by subject matter experts in the business community prior to migration to ELPRD (production). Each of the eLearning environments consist of a multi-tier architecture utilizing separate servers for Database, Batch, Application and Web Services. The operating systems of these servers include Windows Server 2008, IBM AIX 6.1 and Oracle Enterprise Linux.

GOOGLE HANGOUTS

BY MICHAEL SIMS

Google for Education's new app called Hangouts. Hangouts brings conversations to life with chat and group video calls. Connect with other district employees on any computer or mobile device. Get all the advantages of meeting face-to-face without the hassle of traveling.

Hangouts is integrated with your district calendar when you create a meeting. You can automatically add a Hangout in the calendar event by clicking "Add Video Call". When your meeting rolls around, it takes just one click to join. You can host Hangouts for up to 15 people within or outside of the district.

Google Hangouts is easy to use from anywhere! Connect with the people that make your day run via HD video, voice, or text. You can save money and time on travel but still get all the benefits of face-to-face contact. Your entire work team can join a Hangout from multiple locations using their desktop, laptop, tablet, or phone with the same easy-to-use experience. You can start a Hangout with anyone you'd like as long as the person has a Google account. How about scheduling a teacher to parent meeting before or after your day starts? Have a team meeting? You can review Google Docs, sheets and slides giving a remote tutorial with easy screen sharing capabilities. The possibilities are endless!


[How to start a Hangout](#)

<https://support.google.com/hangouts/answer/3115553?hl=en>

MANAGE SPAM MESSAGES IN GMAIL

BY RICHARD SATURNINI

In recent months, IT staff have been transitioning all archived email from Postini to Google. During the transition from Postini to Gmail, spam filtering adjusts the way email is checked for spam and viruses. You may notice more spam in your SPAM folder inside Gmail.

If you had previously set up your email account to block specific senders, in addition to setting up approved senders, you may need to re-check your SPAM label in Google. If you find a spam message in your Inbox, you can now click Report Spam. 

This moves the message to the Spam label and teaches Gmail to filter similar future messages. For more details go to <https://support.google.com/answer/6069632?l=en>



Halloween in IT featured Robin Thicke and Google Man.

eSupport Service Catalog: New Additions

BY TIM GREEN



The *PeopleSoft*, *Mainframe* and *TRIRIGA* [access request forms](#) have been added to the *eSupport Service Catalog*.



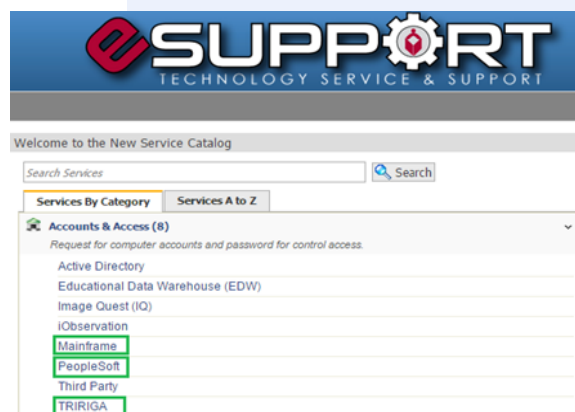
eSupport can be quickly accessed by way of the tile in District Portal. Once in eSupport locate the link to the Service Catalog.

Utilizing the *eSupport Service Catalog* will provide District users with a quicker, more simplified way to:

- ◆ Add access,
- ◆ Change access or,
- ◆ Remove access.

Service requests will now automatically route to a Principal or Director for approval. Also, service requests can be easily tracked by the requestor, approver, and the Service Desk.

The diagram below highlights the location of the forms in the Service Catalog.





*"I'll be retiring at the end of the week, and just wanted to let you know what a great job **Steve (Stone)** has done for us. He continually checks and makes sure that everything is running well and if I have a problem, he resolves it quickly. I would not have been able to update all of our web pages had it not been for him and **Alex (Toro)**. Steve was my life saver many times... It was a pleasure to work with him and Alex."*

Lidia Burch, Secretary to Risk & Benefits Director

Bruce Walsh and team, **Jorge Burgos**, **Chris Dann**, **Sandy Bingham**, **Rick Seidel** and **DeMard Thomas**, all received Kudos from Jim Kunard for the extra support given to get a TCO for Jupiter Elementary school classrooms. Great Job!

*"Thank you so much (**Charlie Ciriaco**) for going above and beyond the call of duty when I had a deadline to meet and my computer would not cooperate. your professionalism, work ethic, tenacity and compassion allowed me to accomplish my assignment within the given time frame."*

Renee Murray, Purchasing

*...."I wanted to say what an exceptional job **Alex Toro** is providing our Division of Support Operations SharePoint Projects. He is always helpful and more importantly provides meaningful solutions to our problems. We are currently working on a SharePoint Project for Environmental and Alex's contributions have really added great efficiency to an existing business process. He is continually pleasant and patient with our SharePoint short commings and it really helps when introducing new applications to our staff."*

*Ian Esplin, Program Data Administrator
Division of Support Operations*

*"Dear **Adam (Fiveson)**,
I just opened the file for the final Learn Green Conference Program and I am so excited that I dropped everything to write you to let you know this is, by far, the most professional and aesthetically pleasing program that we have ever had! Thank you for making this happen! This is exactly*

the caliber of printed program that we need to showcase the School District of P. B. County and Florida Atlantic University Pine Jog E. E. Center's premiere event for greening our schools."

*Karen Aubry
Learn Green Conf. Coordinator*

*I just wanted to take the time to let you know how thankful we are with the help **Alex Toro** has provided for our Department and our DA Principals with the implementation of this year's FY15 eBinder System. I received more than an hour training a couple of days ago from Alex and after the training (in less than a week) ..are fully functional and schools have even submitted their evidence as expected by FDOE.*

*Maggie Llanes
School Transformation Office*

TECHNICAL OPERATIONS

CONGRATULATIONS...

Hugo Bustamante has joined the Service Desk/Field Support team as a Technical Analyst II. Hugo previously held a position in the Data Center .

Jareem Gamble moved from Analyst Tech II to Senior Analyst Tech .

Jose Gomez moved from Specialist I to Specialist II

Maryse Toussaint has joined the Senior Tech/Endpoint Administrative team and will be working closely with AD.

Melissa Tunno was promoted to Analyst Technical III assisting the Project Management team.

WELCOME...

Santkesh Ramhit Singh: who has joined the Service Desk as a Analyst Tech III . Santkesh comes from Bak MSOA where he held the position of ITST.

Michael Kane: Analyst Tech I, Service Desk . Michael was the Tech Support at Turning Points Academy.

Tom Eissey joined the Endpoint Administrative Team. Tom was previously employed with the district with our Network/applications team for several years.

INFRASTRUCTURE & SYSTEM SUPPORT

CONGRATULATIONS...

Tim Carey promoted to Specialist II. Tim has been with the district since 2001 and has been on the SRC team since inception.

Michael Pare promoted to Specialist II. Michael has been with the district since 2005 and is also a member of the SRC.

Both Tim and Michael will continue their Tier 3 Support duties including Firewalls, Proxies, Network Monitoring, Security and end user support.

ENTERPRISE APPLICATIONS

Welcome...

Larry Ferron accepted a position in IT as a Specialist II . Larry previously worked in Research Evaluation & Assessment.

Congratulations to **Amy & Tim Haines** who welcomed a baby boy on Friday, August 29, weighing 6 lbs., 3 oz. Baby Hunter is doing great and his brothers and sister are so happy about his arrival.



Jonathan & Lindsey Simcina had a baby girl. Ryann Elaine Simcina was born September 11 at 3:55 am. She weighed 7 lbs 9 oz and was 20 inches long. Congratulations!

