

**For Week:** 06/21/2009 – 06/27/2009  
**Prepared By:** Everett Garnick  
**For:** DCS Management & Staff

**TABLE OF CONTENTS**

Weekly Incident Summary ..... 2  
Staff Incident Comments..... 2  
Upcoming Staff Absences..... 2  
Transition Plan ..... 2  
Projects Status ..... 4  
    Administrative Systems..... 4  
    User Services..... 5  
    Infrastructure ..... 5  
HDO Tickets Status ..... 6  
    HDO Summary ..... 6  
    HDO Tickets Remaining Open At End Of Week..... 8  
    HDO Tickets Closed During The Week..... 12  
    HDO Tickets Opened During The Week..... 14

### Weekly Incident Summary

- Go Smart 2009 promotion linking student ID cards was cancelled because Omnitrans was not able to validate against the cards. The manual method used last year will be continued.
- Charles printed 3 sets of faculty labels for Bridget Candelaria this week.
- Received office and desk keys from Josh this week which will be turned over on the 30<sup>th</sup>.
- Arlene scheduled a move of all SARS systems to the Title V student tracking server for July 10. Due to re-staffing issues in DCS, it was suggested this be moved to a later time frame.
- Basic skills assessment survey: James and Cidhinnia have, or will, complete this prior to June 30.
- Charles trained Rosie this week on HDO ticket assignments and Rosie received her login information. All set to turn over assignments to Rosie.
- DyAnn performed basic Query Builder training for Penny Ongoco this week.
- ANN-fs-02 and ANN-savalet-01 servers were moved to CSB this week as part of the project to clear the server room in the Annex of all un-necessary items.
- MIS edit submission of both campus calendars was completed successfully this week.
- Veteran chapter 33 priority registration was implemented in live this week as an emergency project.
- Datatel patches were installed Sunday. This is the last Sungard-assisted patch cycle. The July patch cycle has been cancelled. Patches will resume in August.
- The EPOS telephone circuits were shut down this week.

### Staff Incident Comments

None

### Upcoming Staff Absences

#### **Prior to end of June contract expiration**

- Mike Tepner: June 24-July 6

### Transition Plan

- No changes in assignments. Everett had a teleconference with Datatel to discuss projects, staffing, and related items with Sharon and Dwayne Montrey (the new consultant coming on board for a 6-month engagement).
- Teleconference with Sungard HR completed to set final details of terminations for this coming Tuesday.
- Notice was received from Sungard Security that all Sungard confidential documents and software must be removed from Sungard employee PCs prior to end of contract. Delivered eraser.exe to all staff and set up meeting for Monday 6/29 to review requirements and process for delivery.
- Reviewed all documents in transition folder and moved to completed folder.
- Several of the projects identified to be completed are not for various reasons as specified on the next page.
- It is important to note that Espie has spent a considerable amount of time training James Smith in the MIS processes. James is tasked with the submittals while James and Cidhinnia are tasked with MIS operational coordination within their respective colleges.
- Sungard assistance with Datatel patch installation was completed and terminated this week.

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

All projects were identified as on hold, to be transitioned, or to be completed. The list of to be completed projects was reviewed and approved this week. In addition, a document detailing transition documents needed for each position was completed and distributed to staff. This list of projects to complete is:

Project	Title	Owner	Status	DCS Priority	User Priority	Estimated End Date	Trans Type	Ant June 30 Status	Comment
232	Active/Inactive Students	McGowan, Arlene	Closed			05/27/09	T	Closed	Completed 5/29
231	Construction: Custodial Building	Sims, Jeremy McGowan,	Closed	4-Medium Low Priority	A-High Priority	07/01/09	C	Closed	Completed end of May
120	On-line Application/CCCApply (Phase 1)	Arlene Ruckebrodt,	Closed	1-High Priority	A-High Priority	04/01/09	C	Closed	Completed 5/7
188	XWOB: Program that will write-off all balances for each semester	Espie	Review/Testing	2-Medium High Priority		05/01/09	C	Incomplete	See below
180	Report of Active Courses that have not been offered in two years	Walter, DyAnn	Closed	3-Medium Priority		05/04/09	C	Closed	Completed 6/11
201	Event Submission Form For Master Calendar	Brady, Jason	Closed	3-Medium Priority	B-Medium Priority	05/15/09	C	Closed	Completed 6/16
214	Correct Phone Numbers in On-Line Staff Directory	Brady, Jason	Closed	1-High Priority	A-High Priority	05/22/09	C	Closed	Completed 6/29
163	XDML - Student Decal Mailout Report	Walter, DyAnn	Programming	2-Medium High Priority	A-High Priority	05/30/09	C	Incomplete	Rewrite needed
55	XSAP: Financial Aid SAP Eval. Rrpt (R18 Priority 1)	Espie	User Testing	1-High Priority	A-High Priority	05/31/09	C	Incomplete	"Undeclared" issue
227	San Bernardino County Schools Circuit Upgrade(Financial 2000)	Sims, Jeremy Ruckebrodt,	On-Hold- User	5-Low Priority		06/01/09	C	Incomplete	Waiting feedback
5	Academic Probation Calculation Problem	Espie	Design Change	1-High Priority	A-High Priority	06/09/09	C	Incomplete	See below
13	XRGD: Populate Registration Dates (R18 priority 1)	Walter, DyAnn	UL Testing	4-Medium Low Priority		06/22/09	C	Incomplete	Delivered 6/23
195	XOBN Report for DREG: Fix Misc Errors	Walter, DyAnn	Closed	2-Medium High Priority	A-High Priority	06/30/09	C	Closed	Completed 6/16
224	WhatsUpGold	Sims, Jeremy	Received	4-Medium Low Priority		07/01/09	C	Closed	Closed 6/29
239	Move Photo ID System	Cory Brady	Closed				C	Closed	Completed 6/8

### Notes related to status for incomplete projects:

- 188 (XWOB): Latest changes related to selecting records were made 6/29 and sent to UL/user for testing. No other calculation issues have been raised in testing.
- 163 (XDML): A decision was made to re-write last week.
- 55 (XSAP): Issue reported with undeclared/undecided programs reporting errors because no minimum credit value is on the program record. This is the only problem reported in the last 3 or so months.
- 227 (Circuit Upgrade): DCS just provided access to County - County is actually doing the work, which should be done at this point. Waiting to hear back from Jeremy Powel on completion status
- 5 (AS): Scope and formatting changes. In a meeting last week it was determined that calculations will re-start as of 2008FA instead of 2007FA. Also multiple new transcript formatting issues were identified. Cory will take this going forward.
- 13 (XRGD): Bug fix programmed and delivered for testing 6/23. Waiting for completion of testing.

**Projects Status**

**Administrative Systems**

<b>Number</b>	<b>Title</b>	<b>Status</b>	<b>Assigned</b>	<b>NowDue</b>	<b>OrigDue</b>
---------------	--------------	---------------	-----------------	---------------	----------------

**Current IT Owner Smith, David**

13	XRGD: Populate Registration Dates (R18)	Bug Fix	3/27/2009	6/30/2009	10/7/2008
210	Military Recruitment Report	In Process	3/31/2009	8/1/2009	

**Current IT Owner Walter, DyAnn**

56	XSCH: Schedule of Classes Report (R18)	Received	5/12/2009		
135	Security Classification Cleanup	Analysis	3/12/2009		
197	Title 5 Changes (2007-2008)	Analysis	3/16/2009		
207	XSMD-Sections Missing Data (not finding date)	Bug Fix	3/3/2009	6/1/2009	3/30/2009
220	Honors Program request for reports and labels	Analysis	3/20/2009	9/1/2009	9/1/2009

**Current IT Owner Tran, Mike**

55	XSAP: Financial Aid SAP Eval. Rrpt (R18)	User Testing	9/12/2008	5/31/2009	12/12/2008
<b>Comment Date</b>	<b>Made By</b>	<b>Comment</b>			
6/27/2009	Everett	Nancy asked is undeclared programs can be populated with a standard 60 unit requirement. As they don't have anything requirements listed at present they are causing an error of "cannot calculate" when they are run.			

188	XWOB: Program that will write-off all balances	UL Review/Testing	5/29/2009	5/1/2009	3/1/2009
<b>Comment Date</b>	<b>Made By</b>	<b>Comment</b>			
6/27/2009	Everett	Programming submitted but found to have a bug in removing amount if balance is more than value to remove. Bug was fixed and re-submitted for user testing. Also, a full term run was found to take an enormous amount of time so Mike will be re-doing the select criteria and re-submitting for user testing as it is impractical to use as is.			

198	Race and Ethnicity changes (NAE/BIO)	In Process	6/15/2009	7/30/2009	3/27/2009
-----	--------------------------------------	------------	-----------	-----------	-----------

**Current IT Owner McGowan, Arlene**

119	CCCTran	Accepted	9/4/2008	3/1/2009	9/30/2008
211	SARS - Title V student contact	Accepted	4/29/2009		6/30/2010
235	Datatel - Cleanup of Duplicate Institutions	In Process	5/14/2009		

**Current IT Owner Brady, Jason**

214	Correct Phone Numbers in On-Line Staff	Installing (Test)	5/12/2009	5/22/2009	4/15/2009
215	Campus Central: PayFlow Pro Upgrade	Analysis	4/6/2009	6/30/2009	6/30/2009

**Current IT Owner Garnick, Everett**

122	WebAdvisor	Received	9/1/2008	7/2/2009	7/2/2009
<b>Comment Date</b>	<b>Made By</b>	<b>Comment</b>			
6/23/2009	Everett	List of issues from student testing received. All were recently fixed. Teleconference with Sharon Keith and Dwayne.			
6/24/2009	Everett	Final meeting held. Set up Wednesday meetings for rest of summer.			
6/25/2009	Everett	Updated documentation and copied to transition folder.			

125	E-Advising with WebAdvisor	Received	9/11/2008	7/2/2009	7/2/2009
<b>Comment Date</b>	<b>Made By</b>	<b>Comment</b>			
6/24/2009	Everett	Went over student course planning wizards in meeting. Still waiting for student IDs from Kirsten.			

126	E-Commerce/WebAdvisor Registration	Received	9/11/2008	8/30/2009	6/1/2009
163	XDML - Student Decal Mailout Report	Programming	6/8/2009	6/30/2009	12/15/2008
<b>Comment Date</b>	<b>Made By</b>	<b>Comment</b>			
6/27/2009	Everett	Data collection and analysis			

187	Transcript Errors	Analysis	2/1/2009	7/30/2009	7/30/2009
-----	-------------------	----------	----------	-----------	-----------

**Current IT Owner Ruckenbrod, Espie**

5	Academic Probation Calculation Problem	Bug Fix	6/8/2009	6/9/2009	12/19/2008
68	XEOS: EOPS Class Schedules (To be	Level 1 Spec (Done)	5/27/2009		
<b>Comment Date</b>	<b>Made By</b>	<b>Comment</b>			
6/22/2009	Espie	Herbert English, Jr. signed off Level 1			

69	XESC: EOPS Student Scholarships (To be	Level 1 Spec (Done)	5/27/2009		
<b>Comment Date</b>	<b>Made By</b>	<b>Comment</b>			
6/22/2009	Espie	Herbert English, Jr. signed off Level 1			

70	XEUN: EOPS less than 12 units report (To be	Level 1 Spec (Done)	5/27/2009		
----	---	---------------------	-----------	--	--

# Weekly Status Report

# Administrative Systems

## San Bernardino Community College District

---

Comment	Date	Made By	Comment	
	6/22/2009	Espie	Herbert English, Jr. signed off Level 1	
112		FA Award Letter	Received	5/12/2009
200		Fiscal Year Enrollment Fees Report	Received	5/12/2009

### ***User Services***

See HDO tickets below.

### ***Infrastructure***

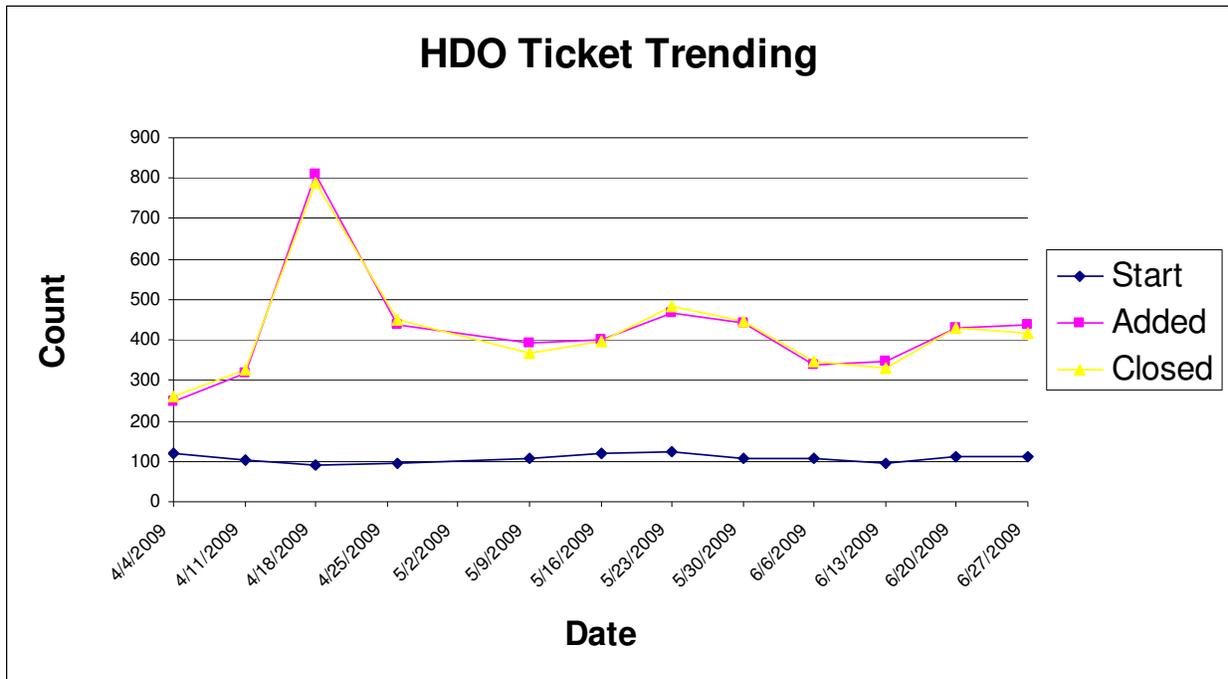
Number	Title	Status	Assigned	NowDue	OrigDue
	<b>Current IT Owner</b>	<b>Sims, Jeremy</b>			
230	Construction of M/O Building	In Process	5/11/2009	9/15/2009	9/15/2009

**HDO Tickets Status**

This section is for HDO work assigned and performed during the week. The following pages contain a summary of tickets by staff member (all staff), list of tickets opened during the week, closed during the week, and remaining open at the end of the week (DCS only). Some tickets may appear in one or more lists (for example, opened and closed during the week or opened during the week and remaining open). While CHD tickets are included in the summary counts, they are removed from the lists because of the size.

***HDO Summary***

	<b>Open Start of Week</b>	<b>New This Week</b>	<b>Closed This week</b>	<b>Transferred</b>	<b>Now Open</b>	<b>Increase or Decrease</b>
Arlene McGowan	1	1	0	0	2	1
Charles Green	1	2	1	0	2	1
CHD Tech	5	352	352	0	5	0
Cory Brady	11	3	3	1	10	-1
Craig Ferguson	19	4	4	-3	22	3
David Smith	0	0	0	0	0	0
DyAnn Walter	12	11	16	-1	8	-4
Espie Ruckenbrod	0	2	2	0	0	0
Everett Garnick	0	0	0	0	0	0
James Harris II	7	20	16	0	11	4
Jason Brady	14	14	7	-2	23	9
Jeremy Sims	1	5	0	0	6	5
Lazarus Mascarenhas	12	10	11	3	8	-4
Mike Tepner	6	1	3	0	4	-2
Mike Tran	5	1	0	0	6	1
Other	16	10	3	2	21	5
<b>Total</b>	<b>110</b>	<b>436</b>	<b>418</b>	<b>0</b>	<b>128</b>	<b>18</b>



# Weekly Status Report

## Administrative Systems San Bernardino Community College District

### HDO Tickets Remaining Open At End Of Week

Case	Customer	Campus	Departments	Tech	One Line Description	Open Date	Last Modified	Status
10055582	Lamore_Joel	SBVC	English	Anselmo Escobedo	Needs to have antivirus software updated	5/14/2009	5/14/2009	Active
10056912	Purper_Cammy	CHC	Child Development	Anthony White	Computer is infected with viruses	6/5/2009	6/8/2009	Active
10057871	Garcia_Eduardo	SBVC	Counseling	Arlene McGowan	user unable to logon to 'imagenow' application	6/23/2009	6/23/2009	Active
10053755	Sutorus_Steve	District	Other	Arlene McGowan	Auditor Issue: 08-11 - Special Admit Status	4/15/2009	5/5/2009	Active
10058120	Torres_Campos_Cidhin	CHC	Research and Planning	Charles Green	XNCR - National Clearing House extract NOT working Datatel - Communication Management: Create 10 Computed Columns for COLTRANS	6/25/2009	6/25/2009	Active
10029361	Aycock_Larry	CHC	Admissions	Charles Green	Cannot Log On To Blackboard	11/1/2007	2/26/2009	Active
10057511	Aldazabel_Rossi	SBVC	Other	CHD Tech		6/16/2009	6/16/2009	Waiting
10056619	Mendigorin_Johnathan	SBVC	College Police	CHD Tech	Johnathan Mendigorin reporting a Datatel issue	5/31/2009	5/31/2009	Active
10056607	Murphy_Joel	SBVC	Other	CHD Tech	Joel is having problems with account/submitting grades.	5/30/2009	5/30/2009	Active
10054553	Lee_Yvette	SBVC	EOPS\CARE	CHD Tech	User can not print to the Network Printer	4/27/2009	4/27/2009	Active
10052107	Ung_Nengieng	SBVC	Other	CHD Tech	password reset	3/19/2009	3/25/2009	Active
10055021	Morabito_Beth	CHC	EOPS\CARE	Cory Brady	CHC EOPS members are unable to print from Datatel	5/5/2009	5/5/2009	Active
10053759	Shirtcliff_Diana	District	Payroll	Cory Brady	Leavtrak: Reports show employees under the wrong supervisors	4/15/2009	4/15/2009	Active
10053757	Sutorus_Steve	District	Other	Cory Brady	Auditor Issue: 08-13 - How is EIS/320 and ERIS reporting Residency.	4/15/2009	4/15/2009	Active
10052759	McAtee_Robert	CHC	Counseling	Cory Brady	Issue with Printing from Datatel	4/3/2009	4/6/2009	Active
10052435	Deck_Karen	SBVC	Social Science	Cory Brady	User is requesting to have printer setup to print from Datatel	3/26/2009	3/26/2009	Active
10043527	Candelaria_Bridgett	SBVC	Instruction	Cory Brady	XFAR not totaling load correctly	9/15/2008	9/15/2008	Active
10040591	Williams_Charlotte	District	Accounts Payable	Cory Brady	Datatel: GLTB returns error when run	8/8/2008	8/8/2008	Active
10036812	Walter_Dy_Ann	District	Computing	Cory Brady	Faculty and Staff information can be viewed on resolution screen	5/13/2008	9/2/2008	Active
10029235	Southerland_Frances	Annex	Services	Cory Brady			10/29/200	
10029004	Delgado_Arlene	CHC	Assessment Center	Cory Brady	Datatel: XACC / S02.ACCUPLACER report is incorrect	10/29/2007	7	Active
10058061	Rivera-Reza_Rosemary	SBVC	Assessment Center	Cory Brady	Datatel/Assessment: Re-Write the VB/Datatel import application to support R18.	10/18/2007	10/6/2008	On Hold
10057986	Bojorquez_Ana	SBVC	Child Development	Craig Ferguson	User is requesting MS FrontPage to be installed on their computer.	6/25/2009	6/25/2009	Active
10057933	Fayram_Katharine	SBVC	Other	Craig Ferguson	Need 2 printers set up	6/24/2009	6/24/2009	Active
10057648	Hall_Suzan	SBVC	Science	Craig Ferguson	Needs Financial 2000 installed	6/23/2009	6/23/2009	Active
10057645	Hall_Suzan	SBVC	Student Services	Craig Ferguson	Request: To have data wiped from old workstation	6/18/2009	6/23/2009	Active
10057399	Mayne_Michael	SBVC	Physical Science	Craig Ferguson	User computer is not working properly	6/18/2009	6/18/2009	Active
10057326	Delgado_Arlene	SBVC	Assessment Center	Craig Ferguson	Assessment Center: Station #5 computer does not turn on	6/15/2009	6/18/2009	Active
10057288	Cota_Marco	SBVC	Counseling	Craig Ferguson	Unable to scan items successfully. scans come inverted	6/15/2009	6/24/2009	Active
10057228	Tamayo_Chris	SBVC	Other	Craig Ferguson	He is unable to log into datatel.	6/13/2009	6/15/2009	Active
10057123	Smith_Joyce	SBVC	Counseling	Craig Ferguson	Joyce reporting Datatel crashing upon printing	6/11/2009	6/11/2009	Active
10056863	Pasillas_Karol	SBVC	Maintenance	Craig Ferguson	Please connect the copier and Karol's computer to the LAN @ M/O.	6/10/2009	6/10/2009	Active
10055916	Lindstrom_Evgeniya	District	Technology	Craig Ferguson				
1005592	Petinak_Craig	SBVC	Services	Craig Ferguson	user requests memory upgrade kits installed for 2 pcs	6/4/2009	6/16/2009	Active
10055328	Tamayo_Chris	SBVC	Marketing	Craig Ferguson	The user cannot archive thier mailbox	5/20/2009	5/20/2009	Active
	Fierros_Mary	SBVC	Police Science	Craig Ferguson	user need to have software installed	5/14/2009	5/21/2009	Active
		SBVC	Transfer Center	Craig Ferguson	Unable to print- AD203	5/11/2009	5/11/2009	Active

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

10054917	Mendigorin_Johna than	SBVC	College Police	Craig Ferguson	Datatel - Invalid database list	5/4/2009	5/4/2009	Active
10054518	Whitfield_Felisa	District Transpor tation	Other	Craig Ferguson	User is not able to scan to her pc.	4/27/2009	4/27/2009	Active
10054090	Hook_Daniel	SBVC	Transportation	Craig Ferguson	Users Course Software will not load from DVD at his has in the past	4/21/2009	5/29/2009	Active
10053536	Beall_Jerry	SBVC	Other	Craig Ferguson	DVD player is not working on computer	4/14/2009	5/29/2009	Active
10053003	Webb_Marsha	SBVC	Other	Craig Ferguson	Network Connectivity Slow	4/9/2009	4/10/2009	Active
10052815	Webb_Marsha	SBVC	DSPS	Craig Ferguson	User reporting pop ups 4 to 5 times per day	4/6/2009	5/13/2009	Active
10052749	Tamayo_Chris	SBVC	College Police	Craig Ferguson	384-8291 is dead again	4/3/2009	4/24/2009	Waiting
10051705	Moore_Anita	SBVC	PE	Craig Ferguson	Phys Ed Department Sharp Copier Install/setup	3/12/2009	4/9/2009	Active
10058068	Johnson_Marilyn	SBVC District	Nursing Computing	Dyann Walter	new user application for Priscilla Taylor datatel login	6/25/2009	6/25/2009	Active
10057882	Garnick_Everett	Annex District	Services Computing	Dyann Walter	new user application for Dwayne Mondrey datatel login	6/23/2009	6/23/2009	Active
10057870	Garnick_Everett	Annex District	Services Computing	Dyann Walter	new user application for Carol Hannon datatel login	6/23/2009	6/23/2009	Active
10057586	Garnick_Everett	Annex	Services	Dyann Walter	new user application datatel- bond. joyce	6/17/2009	6/17/2009	Active
10049117	Silva_Steven	SBVC District	Records	Dyann Walter	Academic Evaluation - EVAL should not be counting Non-Degree Applic units in Completed Units	1/22/2009	1/26/2009	Active
10045071	Brady_Cory	Annex	Records	Dyann Walter	write documentation and train users for XCFG - Clear All Final/Verified Grades for a Section	10/23/2008	6/9/2009	Active
10044213	Delgado_Arlene	SBVC	Assessment Center Health and Life	Dyann Walter	TSUM: Unable to select `TEST-EVAL` from status listing.	9/30/2008	4/24/2009	Active
10035032	Johnson_Marilyn	SBVC	Science	Dyann Walter	GROS-Grade Roster does not show grade changes	3/11/2008	4/24/2009	On Hold
10053530	Roseli_Gabriel	SBVC	Business EMS (Emergency Medical Services)	Gabriel Roseli	install WSUS on server for update deployment	4/14/2009	4/14/2009	Active
10055644	Yamamoto_June	Remote	Medical Services)	Gino Barabani	User unable to connect PALM to PC.	5/15/2009	5/18/2009	Active
10058117	Tymchek_Linda	SBVC District	Humanties Computing	James Harris II	Program the phone for Humnancies and install in LA 217.	6/25/2009	6/25/2009	Active
10058082	Garnick_Everett	Annex District	Services Computing	James Harris II	New User Application for Jon Kyle - Phone	6/25/2009	6/25/2009	Active
10058081	Garnick_Everett	Annex District	Services Computing	James Harris II	New User Application for Dennis Carmichael - Phone	6/25/2009	6/25/2009	Active
10057877	Garnick_Everett	Annex District	Services Computing	James Harris II	new user application for Dwayne Mondrey telephone/voicemail	6/23/2009	6/23/2009	Active
10057869	Garnick_Everett	Annex	Services	James Harris II	new user application for Carol Hannon phone/voice mail	6/23/2009	6/23/2009	Active
10057764	Johnson_Marilyn	SBVC	Nursing	James Harris II	new user application for Yolanda Simental (Phone/Voicemail)	6/22/2009	6/22/2009	Active
10057754	Fleming_Kevin	PDC	PDC	James Harris II	Program the (7937) conference set and activate jacks.	6/22/2009	6/22/2009	Active
10057651	Buus_Jacqueline	District District	Fiscal Services Computing	James Harris II	New User Application - Phone - Bruce Baron	6/18/2009	6/18/2009	Active
10057587	Garnick_Everett	Annex	Services	James Harris II	new user application phone- bond. joyce	6/17/2009	6/17/2009	Active
10054805	Petinak_Craig	SBVC	Marketing EMS (Emergency Medical Services)	James Harris II	User is requesting a new phone line be setup for emergency updates.	4/30/2009	6/25/2009	Active
10053701	Marshall_Aimee	CHC	Medical Services)	James Harris II	The phone keeps cutting out during conversation.	4/15/2009	5/7/2009	On Hold
10058104	Chavez_Rosemary	SBVC	EOPS\CARE	Jason Brady	Caller states she is unable to open the website for the print shop	6/25/2009	6/25/2009	Active
10058101	Cervante_Charles	SBVC	Other	Jason Brady	Campus Central is displaying the wrong campus email.	6/25/2009	6/25/2009	Active
10058088	Amoui_Mehran	CHC	Biology	Jason Brady	needs faculty website updated	6/25/2009	6/25/2009	Active
10057971	Tamayo_Chris	District	Other	Jason Brady	Mr Tamayo is reporting a problem with the college police website	6/24/2009	6/24/2009	Active
10057926	Wagner_Brooke	SBVC	Student	Jason Brady	Mr Wagner cannot log in to his email	6/23/2009	6/25/2009	Active
10057920	Jimenez_Susan	CHC	Health Services	Jason Brady	Ms Jimenez is unable to log in to campus central	6/23/2009	6/23/2009	Active

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

10057891	Garcia_Mia01	SBVC	Student	Jason Brady	portal password reset	6/23/2009	6/23/2009	Active
10057853	Chavez_Gloriann	SBVC	Bookstore Distributed	Jason Brady	Send Buyback notice to students	6/22/2009	6/22/2009	Active
10057699	Ruiz_Andres	SBVC	Education Health and Life	Jason Brady	User requesting Student ID#.	6/19/2009	6/22/2009	Active
10057412	Jackson_Dennis	SBVC	Science	Jason Brady	Update Phych Tech Website	6/15/2009	6/15/2009	Active
10056990	Arroyo_Anita	Remote	Student	Jason Brady	Caller is unable to log into Campus central	6/8/2009	6/9/2009	Active
10056503	Zurita_Marcial	SBVC	Math	Jason Brady	needs gradebook opened back up for MATH 102 Section 08	5/28/2009	5/28/2009	Active
10050312	Williams_Cynthia	SBVC	Other Computing	Jason Brady	Campus Central Issue: Faculty with 'student menu' in CC	2/10/2009	2/10/2009	Active
10050076	Brady_Cory	District District	Services Computing	Jason Brady	Update Staff Directory	2/6/2009	2/6/2009	Active
10049158	Brady_Jason Schaper_Denise_(	Annex	Services	Jason Brady	Add CMS text management feature to OnlineTrack	1/23/2009	1/23/2009	Active
10048952	Nikk	SBVC	Student Life CAHSEE (CA Highschool Exit	Jason Brady	Update to ASG page	1/20/2009	1/20/2009	Active
10048948	Benton_Denise	SBVC	Exam)	Jason Brady	Needs to give Staff member access to update website	1/20/2009	1/20/2009	Active
10046028	Petinak_Craig	SBVC	Marketing	Jason Brady	Additions to Calendar drop down items	11/19/2008	11/19/2008	8 Active
10045493	Thorson_Erika	SBVC	KVCR	Jason Brady	Bug Fix on TV Featured	11/6/2008	11/6/2008	Active
10045171	Brady_Cory	District Annex	Computing Services	Jason Brady	CCentral: Updated District Footer	10/27/2008	10/27/2008	8 Active
10045155	Kinde_Haragewen	SBVC	Math	Jason Brady	Valley Web: Update `Offices` page with correct listing for Student Success Center. User is the creator of new school program and wants to inquire about having a web page built/publish	10/27/2008	10/24/2008	8 Waiting
10044553	Avelar_Amy	SBVC District	Chemistry Distributed	Jason Brady		10/9/2008	10/9/2008	8 Waiting
10031490	Leon_Colleen	Annex	Education	Jason Brady	Add Daily Snap Shot Info to DETS Web Site	1/7/2008	1/24/2008	Waiting
10058091	Dolan_Daryl Spencer_Jacquelin	SBVC	College Police	Jeremy Sims	Ms Dolan is not able to log in to datatel Jacqueline called in needing help logging into Datatel: Unable to logon l	6/25/2009	6/25/2009	Active
10058077	Spencer_Jacquelin	SBVC	DSPS	Jeremy Sims	Username/PW	6/25/2009	6/25/2009	Active
10058060	Morales_Carrita	CHC	Financial Aid	Jeremy Sims	Ms Morales is locked out of datatel	6/25/2009	6/25/2009	Active
10057896	Grant_Kathleen	SBVC	PE	Jeremy Sims	unable to log into SBCCD domain. account disabled	6/23/2009	6/23/2009	Active
10057851	Smith_James	SBVC	Research and Planning Computing	Jeremy Sims	needs Datatel access to all SRS State/Provential Reporting	6/22/2009	6/23/2009	Active
10049818	Green_Nancey	SBVC	Services	Jeremy Sims Lazarus	Requesting a network cable for the operator phone.	2/3/2009	2/3/2009	Active
10058115	Kates_Johnny	SBVC	Other	Mascarenhas Lazarus	Johnny cannot send e-mail (Working Offline)	6/25/2009	6/25/2009	Active
10058109	Sutorus_Steve	District	Fiscal Services	Mascarenhas Lazarus	user need latest version of MS Excel installed	6/25/2009	6/25/2009	Active
10057619	Sims_Jeremy01	SBVC	Chemistry	Mascarenhas Lazarus	Please check the UPS in the MDF next to C121 in Chemistry building at Valley	6/18/2009	6/18/2009	Active
10057240	Fisher_Gloria	SBVC	Criminal Justice	Mascarenhas Lazarus	Dr. Fisher's computer has a black screen and does not recognize the OS.	6/11/2009	6/16/2009	Active
10057235	Fisher_Gloria	SBVC	Planetarium	Mascarenhas Lazarus	No Operatining System Error on Boot	6/11/2009	6/11/2009	Active
10057029	Lee_Dirkson	SBVC	Other	Mascarenhas	User unable to launch Datatel application.	6/8/2009	6/16/2009	Active

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

10056892	Smith_Monica	SBVC	Star Program	Lazarus Mascarenhas Lazarus	New Workstation- requesting base software setup	6/4/2009	6/4/2009	Active
10050042	Brunelle_Renee	District	Human Resources	Mascarenhas	User is requesting printer setup	2/6/2009	6/10/2009	On Hold
10057658	Bryant_Tom	CHC	Theatre	Mike Tepner	Mr. Bryant is unable to open his email	6/18/2009	6/22/2009	Waiting
10057620	Morales_Carrita Smith-	CHC	Financial Aid	Mike Tepner	Ms Morales locked herself out of datatel	6/18/2009	6/18/2009	Waiting
10055984	Trafzer_Lee_An	SBVC	Social Science	Mike Tepner	user needs email account assistance	5/21/2009	5/21/2009	Active
10043728	Hrdlicka_Ricky	SBVC	Science	Mike Tepner	Router on VLAN32 is failing need to move to District Router	9/18/2008	9/18/2008	Active
10057801	Arciero_Esther	SBVC	Financial Aid	Mike Tran	List of students with remaining eligibility for 2009SM Change the I (Incompletes) from Spring 2008 to F grades? IE-mailed you on 5/28/09 and havent	6/22/2009	6/22/2009	Active
10057392	Molina_Linda	SBVC	Records	Mike Tran	PKCR	6/15/2009	6/15/2009	Active
10051325	Davis_Nancy	SBVC	Financial Aid	Mike Tran	User is reporting problems with student financial aid record	3/2/2009	4/20/2009	Active
10051303	Davis_Nancy	CHC	Financial Aid	Mike Tran	User is reporting errors with bookmarks	3/2/2009	3/2/2009	Active
10051302	Trujillo_Maria	SBVC	Financial Aid	Mike Tran	User is reporting errors with bookmarks	3/2/2009	3/2/2009	Active
10048345	Davis_Nancy	SBVC	Financial Aid	Mike Tran	User is requesting report	1/13/2009	1/13/2009	Active

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

### *HDO Tickets Closed During The Week*

Case	Customer	Campus	Departments	Tech	One Line Description	Open Date	Last Modified	Status	
10058069	Candelaria_Bridget	SBVC	Instruction	Charles Green	3 sets of labels	6/25/2009	6/25/2009	Closed	
10057925	Aycock_Larry	CHC	Admissions	Cory Brady	Datatel/RGN: Error with S.GET.CRS.EQUATE.CODES.DATA	6/23/2009	6/23/2009	Closed	
10057841	Aycock_Larry	CHC	Admissions	Cory Brady	Datatel/Bug Fix: Request to update Priority Registration to include Veteran Chapter 33 (S.S02.PRIO.C	6/22/2009	6/22/2009	Closed	
10057824	Epps_Ethel	SBVC	Math	Cory Brady	currently has Datatel UI version 2.1 needs 2.3	6/22/2009	6/23/2009	Closed	
10057756	Angelo_Daniel	SBVC	Admissions	Craig Ferguson	Gina and Andrea are exchanging places can you assist them by moving their electronics?	6/22/2009	6/22/2009	Closed	
10057543	Warren_Marlatt_Rebec	SBVC	Student Services	Craig Ferguson	Laura called in for her Supervisor Rebecca who needs help with her printer.	6/17/2009	6/24/2009	Closed	
10057182	Smith_Damon	SBVC	Warehouse	Craig Ferguson	User gets a blue stop error message on boot	6/11/2009	6/25/2009	Closed	
10054607	Vasquez_Timothy	SBVC	Other	Craig Ferguson	Unable to login to PC- CC-215	4/28/2009	6/22/2009	Closed	
10058033	Ulloa_Julie	SBVC	Records	Dyann Walter	Request for Phone Registration Logs	6/24/2009	6/25/2009	Closed	
10057974	Fisher_Gloria	SBVC	Criminal Justice	Dyann Walter	Request for EIS setup	6/24/2009	6/24/2009	Closed	
10057973	Torres_Maria	District	Human Resources	Dyann Walter	Datatel account needs to be activated - Maria Torres	6/24/2009	6/24/2009	Closed	
10057956	Leonard_Candace	CHC	Child Care Center	Dyann Walter	Datatel Error - Candace Leonard	6/23/2009	6/24/2009	Closed	
10057942	Torres_Campos_Ci	CHC	Research and Planning	Dyann Walter	Request to review running XNCR-National Clearing House Request File Extract	6/23/2009	6/25/2009	Closed	
10057873	Rush_Steven	CHC	Admissions	Dyann Walter	reset User Jessica Carden Datatel password	6/23/2009	6/23/2009	Closed	
10057817	Mullgrav_Brian	SBVC	Records	Dyann Walter	requesting Datatel print job killed	6/22/2009	6/22/2009	Closed	
10057815	McFarland_Jeremiah	District	Human Resources	Dyann Walter	Datatel account De-activated	6/22/2009	6/22/2009	Closed	
10057547	Transporte_Catalina	SBVC	Counseling	Dyann Walter	user needs mnemonic added to datatel account	6/17/2009	6/23/2009	Closed	
10057504	Tamayo_Chris	District	College Police	Dyann Walter	New User application for Kenneth Stills - Datatel	6/16/2009	6/22/2009	Closed	
10057501	Tamayo_Chris	District	College Police	Dyann Walter	New User application for Krysten Newbury - Datatel	6/16/2009	6/22/2009	Closed	
10057496	Rush_Steven	CHC	Admissions	Dyann Walter	New User application for Jessica Carden - Datatel	6/16/2009	6/22/2009	Closed	
10057321	Ruckenbrod_Espie	Annex	Computing Services	Dyann Walter	Review MIS 2009-2010 Calendar Statistics	6/15/2009	6/23/2009	Closed	
10057191	Kinde_Haragewen	SBVC	Chemistry	Dyann Walter	New User Application for Patricia Lopez - Datatel	6/11/2009	6/25/2009	Closed	
10057174	Moody_Amanda	SBVC	Transportation Center	Dyann Walter	requesting address labels for students in wares 021	6/10/2009	6/23/2009	Closed	
10056963	Kinde_Haragewen	SBVC	Chemistry	Dyann Walter	New User Application for Ethel Epps - Datatel	6/8/2009	6/22/2009	Closed	
10057985	Perez_Marie	SBVC	Financial Aid	Espie Ruckenbrod	Spring 09 All F's Report	6/24/2009	6/24/2009	Closed	
10057897	Trujillo_Maria	SBVC	Financial Aid	Espie Ruckenbrod	Edconnect mailbox 06/23/09	6/23/2009	6/23/2009	Closed	
10058076	Hamilton_Queen	SBVC	Other	James Harris II	new user application for Katherine Lawson phone/voicemail	6/25/2009	6/25/2009	Closed	
10058073	Hamilton_Queen	SBVC	Human Services	James Harris II	new user application for Melinda Moneymaker telephone/voicemail	6/25/2009	6/25/2009	Closed	
10058071	Hamilton_Queen	SBVC	Child Development	James Harris II	new user application for Deborah Jones voicemail	6/25/2009	6/25/2009	Closed	
10058066	Bojorquez_Ana	SBVC	DSPS	James Harris II	Users phone is not ringing and goes straight to voicemail	6/25/2009	6/25/2009	Closed	
10058026	Parada_Osman	District	Distributed Education	James Harris II	Remove Adam Freeman (387-1656) from the phone. phone directory and e-mail.	6/24/2009	6/24/2009	Closed	
10058024	Kinde_Haragewen	Annex	SBVC	Math	James Harris II	Re-program the Math and Busines phones as shown below:	6/24/2009	6/24/2009	Closed

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

10058019	Harris_James Roberson_Cassandr a	SBVC District Annex	Computing Services Printing Services	James Harris II James Harris II	Change the backup tapes for CCM and the Library System. Reset the voice mail password for Cassandra at 4305.	6/24/2009 6/24/2009	6/24/2009 6/24/2009	Closed Closed
10057995	Transporte_Catalina	SBVC	Counseling	James Harris II	Ms Transporte is not able to retrieve voicemails	6/24/2009	6/24/2009	Closed
10057778	Isaac_Matthew	PDC	PDC	James Harris II	Remove Sophia from all systems. no loner an employee.	6/22/2009	6/22/2009	Closed
10057768	Pasillas_Karol	SBVC District	Maintenance	James Harris II	Bill Rankin's fax line is not working. 909-420-0297 Please remove any announcements\programming related to 909-888-1996 from the callmanager	6/22/2009	6/24/2009	Closed
10057767	Sims_Jeremy01	Annex	Computing Services	James Harris II	Request for James to check the District Office phone line for the burglary alarm.	6/22/2009	6/25/2009	Closed
10057759	Gonzales_Margaret	SBVC	Outreach	James Harris II	Reset the network logon password. Request for James to check the District Office phone line for the burglary alarm.	6/22/2009	6/22/2009	Closed
10057712	Tamayo_Chris	District	College Police	James Harris II	909-382-6005.	6/19/2009	6/24/2009	Closed
10057629	Isaac_Matthew	PDC	PDC	James Harris II	setup of phone for Regina Mckay	6/18/2009	6/22/2009	Closed
10057459	Gist_John01	CHC	Student Services	James Harris II	needs phone number changed back	6/16/2009	6/24/2009	Closed
10058121	Brown_Carol	SBVC	Assessment Center	Jason Brady	Valley Assessment - Import reading scores for 6/23/09	6/25/2009	6/25/2009	Closed
10058048	Brown_Carol	SBVC	Assessment Center	Jason Brady	Valley Assessment - Import reading scores for 6/23/09	6/24/2009	6/24/2009	Closed
10057960	Brown_Carol	SBVC	Assessment Center	Jason Brady	Valley Assessment - Import reading scores for 6/23/09	6/23/2009	6/23/2009	Closed
10057906	Richardson_Heidi	SBVC	Student	Jason Brady	student email password reset	6/23/2009	6/24/2009	Closed
10057846	Brown_Carol	SBVC	Assessment Center	Jason Brady	Valley Assessment - Import reading scores for 6/22/09	6/22/2009	6/22/2009	Closed
10057837	Thorson_Erika	SBVC	KVCR	Jason Brady	Bug Fix - Concert & Events page over flows for long titles	6/22/2009	6/22/2009	Closed
10057683	Tamayo_Chris	SBVC	Other	Jason Brady Lazarus	Access Permissions Requested	6/18/2009	6/22/2009	Closed
10058075	Hamilton_Queen	SBVC	Other	Mascarenhas Lazarus	new user application for Katherine Lawson network login	6/25/2009	6/25/2009	Closed
10058072	Hamilton_Queen	SBVC	Human Services	Mascarenhas Lazarus	new user application for Melinda Moneymaker network login	6/25/2009	6/25/2009	Closed
10058070	Hamilton_Queen	SBVC	Child Development	Mascarenhas Lazarus	new user application for Deborah Jones network login	6/25/2009	6/25/2009	Closed
10058067	Johnson_Marilyn	SBVC District	Nursing	Mascarenhas Lazarus	new user application for Priscilla Taylor datatel login	6/25/2009	6/25/2009	Closed
10057876	Garnick_Everett	Annex District	Computing Services	Mascarenhas Lazarus	new user application for Dwayne Mondrey network login	6/23/2009	6/23/2009	Closed
10057868	Garnick_Everett	Annex	Computing Services	Mascarenhas Lazarus	new user application for Carol Hannon network login	6/23/2009	6/23/2009	Closed
10057795	Hamilton_Queen	SBVC	Social Science	Mascarenhas Lazarus	needs to send an e-mail with 18 attachements	6/22/2009	6/23/2009	Closed
10057761	Johnson_Marilyn	SBVC	Nursing	Mascarenhas Lazarus	new user application for Yolanda Simental network login	6/22/2009	6/22/2009	Closed
10057551	Tamayo_Chris	SBVC	Other	Mascarenhas Lazarus	Personal Server Space needs to be created for 2 users.	6/17/2009	6/24/2009	Closed
10057462	Ortiz_Margaret	SBVC	Business	Mascarenhas Lazarus	She is receiving `certificate verification error 201` when logging into Datatel.	6/16/2009	6/23/2009	Closed
10056964	Hall_Suzan	SBVC	Student Activities	Mascarenhas	Installation of new computer and transfer off all files	6/8/2009	6/22/2009	Closed
10057786	Farmer_Kathryn Tafoya-	CHC	EOPS\CARE	Mike Tepner	User is locked out of datatel.	6/22/2009	6/22/2009	Closed
10057301	Bryson_Patric	SBVC	College Police	Mike Tepner	Network drive - Unable to save file - Access denied	6/14/2009	6/23/2009	Closed
10053887	Pasillas_Karol	SBVC	Maintenance	Mike Tepner	User need new passwords for e-mail for certain employees.	4/17/2009	6/23/2009	Closed

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

### *HDO Tickets Opened During The Week*

Case	Customer	Campus	Departments	Tech	One Line Description	Open Date	Last Modified	Status
10057871	Garcia_Eduardo Torres_Campos_Ci	SBVC	Counseling Research and	Arlene McGowan	user unable to logon to 'imagenow' application	6/23/2009	6/23/2009	Active
10058120	dhin	CHC	Planning	Charles Green	XNCR - National Clearing House extract NOT working	6/25/2009	6/25/2009	Active
10058069	Candelaria_Bridget	SBVC	Instruction	Charles Green	3 sets of labels	6/25/2009	6/25/2009	Closed
10057925	Aycock_Larry	CHC	Admissions	Cory Brady	Datatel/RGN: Error with S.GET.CRS.EQUATE.CODES.DATA Datatel/Bug Fix: Request to update Priority Registration to include Veteran	6/23/2009	6/23/2009	Closed
10057841	Aycock_Larry	CHC	Admissions	Cory Brady	Chapter 33 (S.S02.PRIO.C	6/22/2009	6/22/2009	Closed
10057824	Epps_Ethel Rivera-	SBVC	Math	Cory Brady	currently has Datatel UI version 2.1 needs 2.3	6/22/2009	6/23/2009	Closed
10058061	Reza_Rosemary	SBVC	Child Development	Craig Ferguson	User is requesting MS FrontPage to be installed on their computer.	6/25/2009	6/25/2009	Active
10057986	Bojorquez_Ana	SBVC	Other	Craig Ferguson	Need 2 printers set up	6/24/2009	6/24/2009	Active
10057933	Fayram_Katharine	SBVC	Science	Craig Ferguson	Needs Financial 2000 installed Gina and Andrea are exchanging places can you assist them by moving their	6/23/2009	6/23/2009	Active
10057756	Angelo_Daniel	SBVC	Admissions	Craig Ferguson	electronics?	6/22/2009	6/22/2009	Closed
10058068	Johnson_Marilyn	SBVC	Nursing	Dyann Walter	new user application for Priscilla Taylor datatel login	6/25/2009	6/25/2009	Active
10058033	Ulloa_Julie	SBVC	Records	Dyann Walter	Request for Phone Registration Logs	6/24/2009	6/25/2009	Closed
10057974	Fisher_Gloria	SBVC	Criminal Justice	Dyann Walter	Request for EIS setup	6/24/2009	6/24/2009	Closed
10057973	Torres_Maria	District	Human Resources	Dyann Walter	Datatel account needs to be activated - Maria Torres	6/24/2009	6/24/2009	Closed
10057956	Leonard_Candace Torres_Campos_Ci	CHC	Child Care Center Research and	Dyann Walter	Datatel Error - Candace Leonard	6/23/2009	6/24/2009	Closed
10057942	dhin	CHC District	Planning	Dyann Walter	Request to review running XNCR-National Clearing House Request File Extract	6/23/2009	6/25/2009	Closed
10057882	Garnick_Everett	Annex	Computing Services	Dyann Walter	new user application for Dwayne Mondrey datatel login	6/23/2009	6/23/2009	Active
10057873	Rush_Steven	CHC District	Admissions	Dyann Walter	reset User Jessica Carden Datatel password	6/23/2009	6/23/2009	Closed
10057870	Garnick_Everett	Annex	Computing Services	Dyann Walter	new user application for Carol Hannon datatel login	6/23/2009	6/23/2009	Active
10057817	Mullgrav_Brian McFarland_Jeremia	SBVC	Records	Dyann Walter	requesting Datatel print job killed	6/22/2009	6/22/2009	Closed
10057815	h	District	Human Resources	Dyann Walter	Datatel account De-activated	6/22/2009	6/22/2009	Closed
10057985	Perez_Marie	SBVC	Financial Aid	Espie Ruckenbrod	Spring 09 All F's Report	6/24/2009	6/24/2009	Closed
10057897	Trujillo_Maria	SBVC	Financial Aid	Espie Ruckenbrod	Edconnect mailbox 06/23/09	6/23/2009	6/23/2009	Closed
10058117	Tymchek_Linda	SBVC District	Humanties	James Harris II	Program the phone for Humnancies and install in LA 217.	6/25/2009	6/25/2009	Active
10058082	Garnick_Everett	Annex District	Computing Services	James Harris II	New User Application for Jon Kyle - Phone	6/25/2009	6/25/2009	Active
10058081	Garnick_Everett	Annex	Computing Services	James Harris II	New User Application for Dennis Carmichael - Phone	6/25/2009	6/25/2009	Active
10058076	Hamilton_Queen	SBVC	Other	James Harris II	new user application for Katherine Lawson phone/voicemail	6/25/2009	6/25/2009	Closed
10058073	Hamilton_Queen	SBVC	Human Services	James Harris II	new user application for Melinda Moneymaker telephone/voicemail	6/25/2009	6/25/2009	Closed
10058071	Hamilton_Queen	SBVC	Child Development	James Harris II	new user application for Deborah Jones voicemail	6/25/2009	6/25/2009	Closed
10058066	Bojorquez_Ana	SBVC	DSPS	James Harris II	Users phone is not ringing and goes straight to voicemail	6/25/2009	6/25/2009	Closed

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

10058026	Parada_Osman	District Annex	Distributed Education	James Harris II	Remove Adam Freeman (387-1656) from the phone, phone directory and e-mail.	6/24/2009	6/24/2009	Closed
10058024	Kinde_Haragewen	SBVC	Math	James Harris II	Re-program the Math and Busines phones as shown below:	6/24/2009	6/24/2009	Closed
10058019	Harris_James	SBVC	Computing Services	James Harris II	Change the backup tapes for CCM and the Library System.	6/24/2009	6/24/2009	Closed
10058016	Roberson_Cassandra	District Annex	Printing Services	James Harris II	Reset the voice mail password for Cassandra at 4305.	6/24/2009	6/24/2009	Closed
10057995	Transporte_Catalina	SBVC District	Counseling	James Harris II	Ms Transporte is not able to retrieve voicemails	6/24/2009	6/24/2009	Closed
10057877	Garnick_Everett	Annex District	Computing Services	James Harris II	new user application for Dwayne Mondrey telephone/voicemail	6/23/2009	6/23/2009	Active
10057869	Garnick_Everett	Annex	Computing Services	James Harris II	new user application for Carol Hannon phone/voice mail	6/23/2009	6/23/2009	Active
10057778	Isaac_Matthew	PDC	PDC	James Harris II	Remove Sophia from all systems. no loner an employee.	6/22/2009	6/22/2009	Closed
10057768	Pasillas_Karol	SBVC District	Maintenance	James Harris II	Bill Rankin's fax line is not working. 909-420-0297 Please remove any announcements\programming related to 909-888-1996 from the callmanager	6/22/2009	6/24/2009	Closed
10057767	Sims_Jeremy01	Annex	Computing Services	James Harris II	new user application for Yolanda Simental (Phone/Voicemail)	6/22/2009	6/25/2009	Closed
10057764	Johnson_Marilyn	SBVC	Nursing	James Harris II	Reset the network logon password.	6/22/2009	6/22/2009	Active
10057759	Gonzales_Margaret	SBVC	Outreach	James Harris II	Program the (7937) conference set and activate jacks.	6/22/2009	6/22/2009	Closed
10057754	Fleming_Kevin	PDC	PDC	James Harris II	Valley Assessment - Import reading scores for 6/23/09	6/22/2009	6/22/2009	Active
10058121	Brown_Carol	SBVC	Assessment Center	Jason Brady	Caller states she is unable to open the website for the print shop	6/25/2009	6/25/2009	Closed
10058104	Chavez_Rosemary	SBVC	EOPS\CARE	Jason Brady	Campus Central is displaying the wrong campus email.	6/25/2009	6/25/2009	Active
10058101	Cervante_Charles	SBVC	Other	Jason Brady	needs faculty website updated	6/25/2009	6/25/2009	Active
10058088	Amoui_Mehran	CHC	Biology	Jason Brady	Valley Assessment - Import reading scores for 6/23/09	6/25/2009	6/25/2009	Active
10058048	Brown_Carol	SBVC	Assessment Center	Jason Brady	Mr Tamayo is reporting a problem with the college police website	6/24/2009	6/24/2009	Closed
10057971	Tamayo_Chris	District	Other	Jason Brady	Valley Assessment - Import reading scores for 6/23/09	6/24/2009	6/24/2009	Active
10057960	Brown_Carol	SBVC	Assessment Center	Jason Brady	Mr Wagner cannot log in to his email	6/23/2009	6/23/2009	Closed
10057926	Wagner_Brooke	SBVC	Student	Jason Brady	Ms Jimenez is unable to log in to campus central	6/23/2009	6/25/2009	Active
10057920	Jimenez_Susan	CHC	Health Services	Jason Brady	student email password reset	6/23/2009	6/23/2009	Active
10057906	Richardson_Heidi	SBVC	Student	Jason Brady	portal password reset	6/23/2009	6/24/2009	Closed
10057891	Garcia_Mia01	SBVC	Student	Jason Brady	Send Buyback notice to students	6/23/2009	6/23/2009	Active
10057853	Chavez_Gloriann	SBVC	Bookstore	Jason Brady	Valley Assessment - Import reading scores for 6/22/09	6/22/2009	6/22/2009	Active
10057846	Brown_Carol	SBVC	Assessment Center	Jason Brady	Bug Fix - Concert & Events page over flows for long titles	6/22/2009	6/22/2009	Closed
10057837	Thorson_Erika	SBVC	KVCR	Jason Brady	Ms Dolan is not able to log in to datatel	6/22/2009	6/22/2009	Closed
10058091	Dolan_Daryl	SBVC	College Police	Jeremy Sims	Jacqueline called in needing help logging into Datatel: Unable to logon l	6/25/2009	6/25/2009	Active
10058077	Spencer_Jacqueline	SBVC	DSPS	Jeremy Sims	Username/PW	6/25/2009	6/25/2009	Active
10058060	Morales_Carrita	CHC	Financial Aid	Jeremy Sims	Ms Morales is locked out of datatel	6/25/2009	6/25/2009	Active
10057896	Grant_Kathleen	SBVC	PE	Jeremy Sims	unable to log into SBCCD domain. account disabled	6/23/2009	6/23/2009	Active
10057851	Smith_James	SBVC	Research and Planning	Jeremy Sims	needs Datatel access to all SRS State/Provential Reporting	6/22/2009	6/23/2009	Active
10058115	Kates_Johnny	SBVC	Other	Lazarus	Johnny cannot send e-mail (Working Offline)	6/25/2009	6/25/2009	Active
10058109	Sutorus_Steve	District	Fiscal Services	Mascarenhas	user need latest version of MS Excel installed	6/25/2009	6/25/2009	Active
10058075	Hamilton_Queen	SBVC	Other	Lazarus	new user application for Katherine Lawson network login	6/25/2009	6/25/2009	Closed

# Weekly Status Report

## Administrative Systems San Bernardino Community College District

---

10058072	Hamilton_Queen	SBVC	Human Services	Lazarus Mascarenhas	new user application for Melinda Moneymaker network login	6/25/2009	6/25/2009	Closed
10058070	Hamilton_Queen	SBVC	Child Development	Lazarus Mascarenhas	new user application for Deborah Jones network login	6/25/2009	6/25/2009	Closed
10058067	Johnson_Marilyn	SBVC District	Nursing	Lazarus Mascarenhas	new user application for Priscilla Taylor datatel login	6/25/2009	6/25/2009	Closed
10057876	Garnick_Everett	Annex District	Computing Services	Lazarus Mascarenhas	new user application for Dwayne Mondrey network login	6/23/2009	6/23/2009	Closed
10057868	Garnick_Everett	Annex	Computing Services	Lazarus Mascarenhas	new user application for Carol Hannon network login	6/23/2009	6/23/2009	Closed
10057795	Hamilton_Queen	SBVC	Social Science	Lazarus Mascarenhas	needs to send an e-mail with 18 attachements	6/22/2009	6/23/2009	Closed
10057761	Johnson_Marilyn	SBVC	Nursing	Lazarus Mascarenhas	new user application for Yolanda Simental network login	6/22/2009	6/22/2009	Closed
10057786	Farmer_Kathryn	CHC	EOPSCARE	Mike Tepner	User is locked out of datatel.	6/22/2009	6/22/2009	Closed
10057801	Arciero_Esther	SBVC	Financial Aid	Mike Tran	List of students with remaining eligibility for 2009SM	6/22/2009	6/22/2009	Active