Watch for the Metamorphosis of the LSC Employee Intranet
Emerging October 5

The Office of Technology Services (OTS) is excited to announce we will be launching the newly re-designed Employee Intranet site. The site is being upgraded from SharePoint 2010 to SharePoint 2013 the weekend of October 3, and the new site will be available for use Monday, October 5. With the upgrade, comes many changes you need to know about. These changes will not only bring a new look to the entire site, but they will also provide some great new features. If you’re not using the Employee Intranet much now, you should try it for yourself.

Feel Right at Home with Our New Look, Intuitive Interface
While upgrading our current site to SharePoint 2013, we are taking this opportunity to give our Employee Intranet a brand new look. All of our sites will now have a consistent, streamlined appearance that is intuitive and integrates well with Office 2013. Plus, they will all feature our beloved red, white, and blue branding to emphasize this site is owned and maintained by Lone Star College and is the perfect collaboration space for all of our faculty and staff. You’ll feel right at home. Welcome to the Employee Intranet at Lone Star College!

Spread your wings and fly with us!
The new Employee Intranet takes flight Monday, October 5.
The current site will be upgraded the weekend of October 3, and the new Intranet will debut Monday, October 5. If you’re not using the LSC Employee Intranet now, you need to check it out and see what a beneficial tool it is for everyone to share and store documents, create and manage team calendars, and more.

Once the upgrade is completed, visit https://intranet.lonestar.edu to see it for yourself. Training will be provided by the Organizational Development team in the form of video tutorials and classroom style sessions you can sign up for through MyWorkshops.

Need IT assistance? Visit LoneStar.edu/ServiceNow. We’re happy to help.
Service Center Coming Soon!
Your one-stop-shop for OTS, HR, AIR, and Payroll Services

The Office of College Services, in partnership with Administration and Finance, has been working to create Service Center, a new one-stop-shop service website where faculty and staff can go to request services from any of the three College Services teams – the Offices of Technology Services (OTS), Human Resources (HR), and Analytics and Institutional Reporting (AIR) as well as the Payroll department.

Starting September 15, you will be able to submit requests to any of these four departments through Service Center. The site is designed to be user-friendly and intuitive. Built in the ServiceNow application that OTS is already using for our online service catalog and ticketing system, we have added ServiceNow’s HR module and customized it for the needs of Lone Star College employees and our HR and Payroll teams.

The homepage will feature links to all four teams. The OTS Services link will take you to our current service site, the HR Services and Payroll Services links will take you to their new service catalogs so you can submit requests electronically instead of having to rely on email, and the AIR services link will bring up a form to request data.

A Knowledge Search tool on the homepage will provide the ability to search any “how-to” self-service documents in both the OTS and the new HR Knowledge Base libraries (coming soon). Quicklinks will be provided to a few of the most popular request items, and a My Work area will provide links to quickly view the status of any ticket you may have open with any of the three teams.

Use the new HR Services and Payroll Services areas to submit questions or requests electronically instead of trying to figure out who to email.

As was detailed in the HR newsletter, the HR and Payroll request items will be organized into separate areas by type. Core HR will cover most general HR-related questions and then there will be additional areas specifically dedicated to Benefits, Talent & Acquisition, and Payroll requests to make them easy to find.

Links to current Job Aids will be available to help answer questions about specific processes within iStar. However, College Services is excited to announce there are also plans to build a Knowledge Base library within Service Center for HR and Payroll-related “how-to” documents, similar to the library we are working to populate with helpful technology services articles. And since all College Services departments and Payroll will be included under Service Center, you will actually be able to check the status of any ticket you may have open with HR, OTS, AIR, and/or Payroll – all in one spot!

Be on the lookout for email announcements as we near the launch date, September 15. We can’t wait for you to see it and try it out for yourself. This has been a worthwhile effort across teams and we look forward to rolling it out so everyone may begin benefitting from the new tool.

Need IT assistance? Visit LoneStar.edu/ServiceNow. We’re happy to help.
Increasing LSC’s Internet Bandwidth

With more and more mobile devices being used by both Faculty and Staff as well as Students, it’s no wonder the bandwidth of our Internet connection across all LSC locations was being consumed at an alarming rate last year.

Did you know? Our wireless network was originally designed to support approximately 10,000 connections, but the system was actually supporting +/- 25,000 users at once. Yikes! Without question, that was weighing down the bandwidth of the network and slowing the entire system.

Great news! Replacement of the network infrastructure began last January, and is continuing over the next 6-12 months to allow LSC to better align with industry and security practices. These change are all part of ongoing improvements to the network infrastructure which will further enhance instruction and business practices.

All old Access Points that provided shared 100MB capability have been replaced with new Access Points that provide over 1GB shared capability and provide 1GB per device bandwidth. And the system was upgraded to a 801.11ac standard, which provides a wider bandwidth and more spatial stream, downlink, and high-density modulation. These changes will help accommodate faster page load times and streaming services, which will enhance instruction and business practices.

Join us for Cyber Security Lunch ‘n Learns this Semester

Have you ever had your identity stolen? Or know someone who has? What is “phishing” and how do you keep from being “hooked” by a cyber-criminal?

Join us for a Cyber Security Brown Bag Lunch ‘n Learn at your location to learn ways to keep your personal information out of the hands of cyber-criminals from our own Chief Information Security Officer Bill Derwostyp.

Ask questions, see examples of cyber schemes, and discuss ways in which to keep your data, as well as that of your family and our institution, safe. Sessions will kick off at LSC-System Office Monday, September 21 and then sessions will be held at each college throughout October as we observe National Cyber Security Awareness Month. Keep an eye out for an email invite this month.

Proud to be a National Cyber Security Awareness Month Champion
StaySafeOnline.org

Need IT assistance? Visit LoneStar.edu/ServiceNow. We’re happy to help.
Check out these upcoming opportunities for face-to-face iStar training. For the full schedule of activities, log into myLoneStar, click the iStar Search Tool, and search for “training” to find the topic. Then click the link to see all the training dates.

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<th>Activity Code Link</th>
<th>Enviro.</th>
<th>Subject</th>
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<th>End Date</th>
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<td>9/9</td>
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James Silva  
Systems Analyst II – Campus Solutions  
Enterprise Applications  
LSC-System Office, University Park  

“... for knocking it out of the park with TouchNet the past few weeks, and his tireless dedication nights and weekends to our campus cashiers.”  

Robert T. Lawson, Jr.  
Director – Campus Solutions  
Enterprise Applications  

The OTS Shining Star is awarded to an employee who has been nominated by their supervisor, and then chosen by OTS Leadership, for demonstrating a commitment to the OTS Mission of providing exemplary services that promote student success, quality instruction, effective employees and a thriving community.

OTiS’s Corner  

With the start of classes, OTiS has been a busy little puppy romping around Twitter posting valuable information and tips, as well as retweeting interesting articles about technology, aimed at providing LSC students, faculty and staff with a steady stream of technology information and fun facts.

Did you know? If you follow @LSCots on Twitter you’ll receive helpful information and reminders from our little pal, as well as links to interesting articles on technology trends in higher education, innovations in technology, cyber security tips, and fun and engaging articles on STEM-related content.

Look who won an OTiS!  
August Winner  
Rubi Chavez  
Administrative Assistant II, VC Workforce Econ. Dev.  
LSC-System Office, University Park  

Remember, when you have an OTS Service Desk ticket and your request has been completed, you will be sent an email asking you to give us your feedback. Be sure to complete the customer satisfaction survey so you will be entered into our monthly drawing. One lucky winner is chosen at random every month. Who knows? The next one could be you!