



YConnect Enhanced Support Services

Directory

Web-Based Campus Directory and Search Engine coming soon.....

rDirectory is a unique solution for identity information and management. We have installed this product here at York College to leverage our Active Directory tree for purposes of empowering our employees to safely and securely search directory information. This tool allows for secure and controllable self-service editing.

This easy-to-use, web-based directory and search engine will be available to all campus personnel. rDirectory increases the value, accuracy and consistency of directory data while increasing employee productivity and communication.

So what does this mean you to?

All directory information you look up on the web when trying to find individuals in our organization will be up to date. Contact information in Outlook will be up to date. Additionally we will be able to print out a phone directory that is current and useful for those that need hard copies.

How is this accomplished?

You will have access to this self-service tool for updating your own contact information. You will also have access to look up information via filters that are not so easily to do in Outlook. In the future you will also be able to create your own list and groups that you communicate with on a regular basis.

Is this all it does?

We realize that new mandatory security restrictions from Central regarding passwords refresh will be creating additional pain points for everyone. So we have also incorporated a password management feature which will allow for anyone who forgets their password a self-service ability to reset it without having to call in to our Service Desk.

When can I get this tool?

Currently we are testing and configuring the tool while we are planning a roll-out during mid April 2010.

But wait there's more.....

In the next few days our Telecom personnel will be visiting all offices for a much needed phone inventory. The inventory will help us update all our phone asset information campus wide.

Telecom will be using the tool in the field to update directory information as they process the inventory information. We have instructed them to give anyone that has time a brief intro to this new tool.

If you do not have time for the brief intro when the Telecom team visits your areas don't worry we will have plenty of information for you when we do the official roll-out. In the mean time after the visit by our Telecom personnel you will have access to rDirectory.

Our Service Desk will be ready to answer any questions you have on its use. Our Service Desk can be reached at ext. 5300 or email us at helpdesk@york.cuny.edu

We will have another announcement as we approach a roll-out date and we will post additional information on our web site which is currently being upgraded to service you better.

YConnect Enhance Support Services (YESS)

This is a new model of self service support services being initiated through the release of products and tools such as rDirectory. YConnect itself is York College's "311" service which we are getting ready to implement. Basically you will be able to call one number for anything weather it's technical or non-technical, in general, become more connected to the College.

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