BITS AND BYTES NEWSLETTER

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INFORMATION TECHNOLOGY SOLUTIONS

snhu ITS — IT SOLUTIONS

TECHNOLOGY HELP DESK CONTACT CENTER: 1.855.877.9919

Contact a Customer Liaison 24 hours a day, 7 days a week.

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Southern New Hampshire University

What We've Been Up To

This quarter ITS made improvements to the systems and work processes of several SNHU business units:

SNHU Accel Pilot Integration: ITS partnered with COCE to enable the February term pilot launch of this innovative accelerated-learning path for students. ITS's role involved integrating and implementing the student assessment diagnostic, SmarterMeasure, and purchasing and installing the academic collaboration solution, Bb Collaborate, and curriculum management system, Kuali. ITS also assisted with requirements gathering for the enterprise proctoring solution project, currently underway.

Updates to Colleague for Registrar's Office and Finance: For coursework that does not translate into traditional college credit courses, ITS worked with the Registar's office to make modifications in Colleague that prevent these courses from appearing in the Course Offerings list, as well as on a student's transcript and degree audit. Additional updates in Colleague include streamlining the Budget Approval process for Finance.

Updates to Medicat: The Medicat process now captures all UC students enrolled in DY terms. Additionally, the Medicat accounts of students who have graduated or withdrawn automatically become inactive shortly after their status is revised in Colleague.

Colleague to Kuali Data Integration: The Kuali curriculum management system was recently integrated with Colleague and other SNHU systems. ITS developed code and constructed the processes through which all active, inactive, and pending academic program and course data was exported from Colleague and imported to Kuali. ITS provided a single sign on solution as well, which allows Kuali users to access the system via my.SNHU, without having to log in to Kuali separately.

Automated Term Selection on Pay Deposit Site: ITS simplified the term selection field on the Pay Deposit site to automatically update with the appropriate academic term for which new UC students are paying their deposit.

From All of Us in ITS

We are happy to welcome our new Senior Vice President for Technology and Transformation, Thomas M. Dionisio. Tom retired from the Boston Consulting Group as Partner, Managing Director and CIO after an impressive 15-year career with the company. Tom led a global team of 320 professionals who provided technology services across the firm's 75 offices in 45 countries. As a valued member of SNHU's executive leadership, Tom and his 35 years of technical industry leadership and experience working with Fortune's Top 50 companies will accelerate the advancement of SNHU's innovative enterprise collaboration solutions and capabilities for the future. Tom is a graduate of SNHU and resides with his spouse, Sheila, in North Andover, Massachusetts. Welcome, Tom!

BITS

From December 1, 2015 to February 29, 2016, SNHU received 13,625,179 email messages.

10,727,623 of those were legitimate email;

2,892,088 were SPAM; and

5,468 contained malware.

ITS CULTURE WORKSHOPS

ITS held a series of growth-oriented workshops intended to kickstart the process of developing a dynamic ITS culture. Participants identified the attitudes, beliefs, and values most important to them as ITS staff members, and, in smaller groups, discussed behaviors that exemplified these principles. Future sessions will be held to establish an ITS brand; identify personal, functional, and departmental goals; and strategize ways to achive those goals. As SNHU grows (and ITS with it), ITS is committed to meeting the challenge of providing students, faculty, and staff a solid technology-based platform on which to learn and succeed.
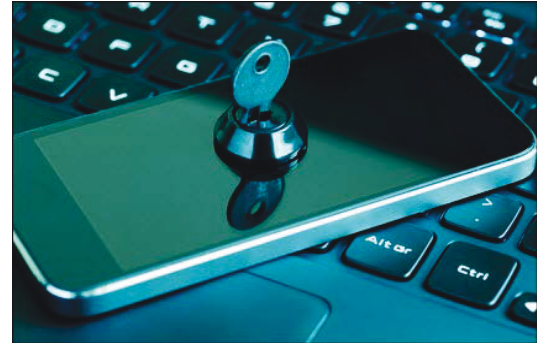
CYBERSECURITY 101

BEING AWARE DURING TAX SEASON

The ITS Information Security Management Office would like to remind you that fraud is a big security concern during tax season. Phishing emails are common attack methods to gain user information (the image below shows an actual, very believable, phishing email). In an effort to help us avoid tax-season phishing scams, ITS Information Security Representative, Alison Choquette, conveys the following US Computer Emergency Readiness Team info about legitimate IRS electronic communications:

- The IRS does not initiate contact with taxpayers by email, text message, or social media channels to request personal or financial information.
- The IRS does not request PIN numbers, passwords, or similar access information for credit cards or financial accounts.
- The official website of the IRS is www.irs.gov. Enter this URL into your browser rather than clicking a link to get there.

From: Internal Revenue Service [mailto:admin@irs.gov]
Sent: Wednesday, March 01, 2006 12:45 PM
To: john.doe@jdoe.com
Subject: IRS Notification - Please Read This .

Internal Revenue Service
United States Department of the Treasury

After the last annual calculations of your fiscal activity we have determined that you are eligible to receive a tax refund of $63.80. Please submit the tax refund request and allow us 6-9 days in order to process it.

A refund can be delayed for a variety of reasons. For example submitting invalid records or applying after the deadline.

To access the form for your tax refund, please **click here**

Regards,
Internal Revenue Service

If you believe that you have revealed sensitive information about your access credentials or account, report it to your financial institution immediately. Change any passwords you may have revealed. If you used the same password for multiple accounts, change the password for each account and do not use that password in the future. Watch for unexplained charges to financial accounts. If you believe an account may be compromised, contact your financial institution immediately to close the account.

LIMIT YOUR EXPOSURE TO IDENTITY THEFT WHEN FILING A TAX RETURN ELECTRONICALLY

If you are a last-minute tax filer and are considering filling out and filing your tax return online, you still have time to think about limiting your exposure to identity theft. Here are a few tips from the Association of Certified Fraud Examiners (access the full list at the ACFE website):

- Do not file your taxes electronically from a non-password protected network connection or public WiFi.
- Verify that the anti-virus software on your laptop or device contains the latest software updates.
- Next year, file your tax return as early in the season as possible. Once the IRS processes a return with your SSN, it will reject filings with a duplicate number.
- Check your credit report at least every quarter.

For those using tax filing apps, Alison Choquette, ITS's Information Security Represenative, adds these helpful tips:

- When filing electronically for the first time, use a well-known app, such as TurboTax, HR Block, or TaxACT. Tax filing apps should be downloaded from the app store, not the third-party developer.
- Verify app permissions! This is one disclosure you should read. Know what the company does with your data.
- Turn off Bluetooth on your device when it's not being used.

At Your Service!
News from the Technology Help Desk

BRAND BEHAVIOR EVENT

The Technology Help Desk's Training and QA Manager, Erin Cooke, is spearheading this month's COCE/UC/ITS brand behavior event at the Mill. The scavenger hunt event highlights the brand behavior, *Provide exceptional service EVERY time.*

REMOTE HELP SESSION PILOT

The Technology Help Desk is piloting a program that, if successful, will enable students, faculty, and staff to initiate an immediate remote help session with a Customer Liaison, 24 hours a day, 7 days a week. Users will be able to click an icon on their desktop that launches the remote session software *LogMeIn Rescue* and engage a Customer Liaison within seconds.

TECHNOLOGY HELP DESK STAFF JOIN OTHER ITS TEAMS

The Technology Help Desk congratulates the following staff in their new roles throughout ITS:

- Tad Mastroianni and Roger Surprenant, both moved into QA Analyst roles.
- Timoth Companion moved to Media Services as Security Camera System Engineer.
- Tiffany Bessette moved into a Systems Administrator role as part of the Infrastructure team.
- Leighton Timmins is now a Student Support Specialist for College for America.
- Garrett Wasylak is the new CRM Administrator for ITS.
- Chelsea Lemley moved to Shapiro Library as the Evening Circulation Supervisor.
- Jeff Allen and Neil Tansey have been promoted to Team Leads in the Contact Center.

SNHU.EDU SYSTEM STATUS PAGE

The Technology Help Desk implemented a System Status Page that displays the operational status of Blackboard, email, mySNHU, Chalk and Wire, and the MBS Online Bookstore. The page also provides details about scheduled maintenance and past outages. It is available to students, staff, and faculty.

BYTES

The Technology Help Desk:

- From November 2015 through January 2016, fielded 25,006 calls and chats;
- Since December 2015, relocated 1,453 employees.

Administrative Software Services and Training

Need Colleague access? Submit an ASST TRAINING REQUEST FORM. Template/Core Colleague training: Tuesdays from 8:30-11:00 at the Mill; 2:00-4:30 on the main campus; and anytime, via Blackboard. For Web Intelligence training, visit the ASST–Query Training Schedule page for training dates.

ELECTRONIC DOCUMENT MANAGEMENT (EDM) TEAM

This quarter the EDM team trained a group of Customer Liaisons from the Technology Help Desk and added 106 new ImageNow accounts. In the next few months, the EDM team will be upgrading to the newest version of ImageNow. Interested in EDM? Contact imagenow@snhu.edu to explore what ASST's Electronic Document Management team can do for you.

BITS

From December 2015 through February 2016, ASST:

- Provided Template/Core Colleague training for 141 employees;
- Provided additional Colleague training for 206 employees; and
- Provided Web Intelligence training for 11 employees;.

TECHNOLOGY HELP DESK LOCATIONS/HOURS

ITS Service Desk at the Learning Commons:

Sunday, 10:00 am – 6:30 pm

Monday, 8:00 am – 9:00 pm

Tuesday, 8:00 am – 9:00 pm

Wednesday, 8:00 am–9:00 pm

Thursday, 8:00 am – 9:00 pm

Friday, 8:00 am – 9:00 pm

Saturday, 10:00 am – 6:30 pm

Technology Help Desk and Repair Center at Exeter Hall:

Monday through Friday 8:00 am - 6:30 pm

Technology Help Desk Embedded Liaisons (for staff only):

Monday through Friday:

@ the Mill   8:00 am - 9:00 pm

@ Elm 8:00 am - 9:00 pm

@ Portsmouth 8:00 am - 9:00 pm

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INSTRUCTIONAL SUPPORT SERVICES

Qualtrics, SNHU's web-based survey tool, continues to increase in popularity. From March 2015 to March 2016 the number of Qualtrics users nearly doubled. All staff, students, and faculty are eligible to use Qualtrics. Interested in training or learning more about Qualtrics? Contact ISS by email at instructionalsupport@snhu.edu.

The ISS team provides consultation, training, and support on academic technologies used in the delivery of online, hybrid/blended, flipped, and on- ground classes. Learn how to use Blackboard, Tegrity, Turnitin, Chalk & Wire, RefWorks, and more! Visit ITS' Instructional Support Services Page on mySNHU or in our new location in the Library Learning Commons.

A few of the offerings at ISS-hosted Pi Day, March 14. Keep calm; eat pie.

IS THERE A TOPIC YOU WOULD LIKE US TO COVER?

Contact:
ITS Bits and Bytes Newsletter at mmanos@snhu.edu

Melissa Manos, Editor
Information Technology Solutions

BYTES

- In December ASST made 7,521 address changes.

- In January ASST made 8,435 address changes.

- In February ASST made 9,642 address changes.

- Total address changes since December: 25,598!

Media Services

ITS congratulates Crispen Stanbach, who passed the XTP Extron Systems Engineer test, confirming Crispen as a Systems Engineer for Extron designed AV systems.

Media Services provides video recording and streaming, sound, lighting, and video post-production, for any event held at the Millyard, the Elm Street offices, or on campus. Additionally, Media Services offers event support, planning, and execution. Questions about video recording or other event assistance? Contact Media Services: snhuav@snhu.edu and fill out the online Live Streaming & Video Request Form on the Technology Help Desk page, under the Resources tab on the left.

Infrastructure

The Infrastructure team reminds students, faculty, and staff that ITS is conducting a full network upgrade. As a result, there will be a University-wide network outage from 6 am to 6 pm ET, on Saturday, March 26, 2016, The outage affects all University locations, as well as all students, staff and faculty trying to access University services dependent on the SNHU network.

The upgrade will improve University services by increasing performance and availability, as well as enhancing the overall security of the SNHU network. We appreciate your patience while the upgrade is taking place.

The Infrastructure team has completed or is working on the following projects:

- Installation of dedicated wireless and wired network for Sandbox Collaborative.
- Installation of new battery backups for the Campus buildings, the Millyard and Elm Street locations.
- Analysis of wireless coverage for the Campus, the Millyard, and Salem locations.
- Expanded the network to the Lower Level on Elm Street to accommodate approximately 25 employees.
- Enabled connectivity for NPR and other networks during the Presidential Primary.

Completed Projects by Business Unit

The pie chart below breaks out the non-operational projects by business unit that ITS has completed since January 1, 2016. Also shown are the number of completed ITS projects so far this quarter.

2016 Completed Non-Operational Projects by Business Unit

President's Office, 3
UC, 5
COCE, 11
Finance, 3
One Stop, 3
Registrar, 5
Institutional Advancement, 1
ITS - Internal, 18

49 Completed Projects - 2016

2016 Total Completed Projects (incl. Operational) Per Month

January: 19
February: 28
March: 27

(values shown: 19, 47, 74)