

BITS AND BYTES

NEWSLETTER

ISSUE NO. 6 | DECEMBER 2015

INFORMATION TECHNOLOGY SOLUTIONS

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**TECHNOLOGY HELP
DESK CONTACT CENTER:
1.855.877.9919**

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

For Technology Help Desk
locations (and hours of op-
eration) see Page 3.

What We've Been Up To

This quarter ITS made improvements to the systems and work processes of several SNHU business units. A few of these projects are:

Student Email Account Migration: Migration of COCE and UC student email accounts to the Microsoft 365 cloud is complete. Office 365 provides students with greater storage capacity, as well as easier account access. Migration commenced June 3. Over 203,260 accounts were migrated. The daily average of accounts migrated was 1,129.

EMAS Recruitment Pro Upgrade: ITS performed an upgrade of the EMAS Recruitment Pro system, including the installation of new servers that provide Enrollment Operations with a new production environment, as well as a new test environment. Users are now able to customize forms and can access the system using a mobile app.

Avaya Phone System Upgrade: ITS completed a redesign of the Avaya phone system model that serves the Millyard, Campus, and Elm Street locations. The upgrade includes a major version update of the Avaya software and the addition of a new call server, which eliminates down time in the event that one of the phone servers fails.

New mySNHU Site for COCE Institutional Review Board (IRB): ITS developed a full SharePoint team site for the COCE IRB. With this site, human subjects research information is more easily accessible by COCE students,

From All of Us in ITS

As 2015 comes to a close and another amazing year at SNHU begins, ITS wishes to thank our colleagues across the University for their support, collaboration, and commitment to providing a framework for the real work that goes on at SNHU: the achievements of the SNHU students. Cheers to the SNHU student body! Thanks for providing us with a true sense of inspiration. ITS wishes the entire SNHU community a wonderful 2016.

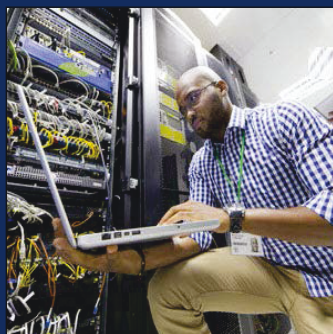
— Information Technology Solutions

faculty, staff, and members of the COCE IRB. The site offers training materials, links to online resources, interactive and submission automation tools, and other related functionality.

PaperCut MF Installation: ITS completed the installation of PaperCut MF, a print management solution, at the Millyard. PaperCut allows users to print to any printer configured to the system. Configured printers are located all over the Mill. The project required installation of a new server, card readers at each of the configured printers, and the reconfiguration of system printers.

Door Access Monitoring: ITS implemented a CSGold Alarm Management Operation component at the Mill that notifies Public Safety of after-hours door swipes in unmanned areas.

Have a project you'd like to explore with ITS? Contact Frank Mann, ITS's Business Systems Officer, at f.mann@snhu.edu for a New Project Request form.



BITS

During the month of November, SNHU received
4,599,801 email messages.

3,517,135 of those were "good" email;

1,080,954 were SPAM; and

1,712 contained malware.

ITS POSITION PROFILE: QUALITY ASSURANCE ANALYST

ITS's Quality Assurance (QA) Analysts, Carol Sczylyan; Sharen Brady; Denise Sawyer; Roger Surprenant; and Manager, Dan McCoolle, work alongside a variety of ITS staff to deliver quality software and system functionality to the customer. The QA Analyst's role is to ensure that SNHU's software development lifecycle processes are adhered to throughout a project. The Analyst creates and documents test cases that encompass the project; then tests software functionality, workflow and process logic, data accuracy, and integration, to detect faults (or "issues") in the product. The Analyst then identifies and logs these faults into a tracking system, which ITS uses to manage these issues. Once an issue is fixed, the component experiencing the fault is retested. After development of the project is complete, the QA Analyst performs a series of "regression tests," which verifies that existing functionality has not been impacted. Projects cannot be released without the assigned QA Analyst's consent.



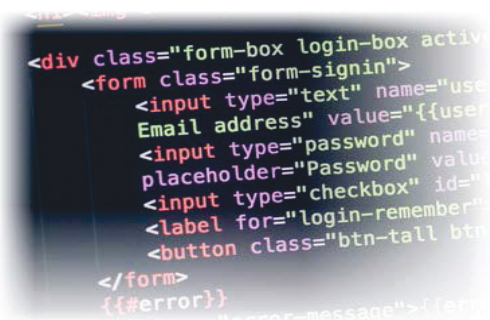
CYBERSECURITY 101

PROTECT YOURSELF: TIPS FOR VIGILANT ONLINE SHOPPING

Online is the way to go if you hate shopping at the mall. It just so happens that fraudulent cyber activity and scamming abound during and after the holiday season, especially in connection with online shopping and "deals" that are advertised in email. But the fraud doesn't end there. Dell SecureWorks website warns that "the season's most successful schemes [will originate from] malicious links on social networking sites and in emails, hijacked Internet searches, fake ads, poisoned websites and phoney holiday offers." Following are some tips from SecureWorks.com that you should consider and pass along to online-shopper friends and family:

- Carefully consider any cyber media that refers to FREE or wonderfully discounted merchandise. The [previous issue of Bits and Bytes](#) contains information on how to unmask and scan links first before clicking on them.
- Use a credit card rather than a debit card to pay for online purchases. A debit card exposes an entire account balance to fraud, while exposure with a credit card is more limited.
- Type the URL of any online merchant directly into your browser rather than clicking a link sent in an email, even if the email appears authentic.
- Do not blindly open a holiday e-card. Check first with the friend, co-worker, or family member who purportedly sent it. E-cards are notorious for containing malware.

For the complete SecureWork list of tips for safe holiday shopping, visit [10 Tips for online shopping](#) at SecureWorks.com.



IF YOU RECEIVE A SPAM OR PHISHING EMAIL AT SNHU

Several cases of SPAM and phishing emails have been reported to ITS recently. All email at SNHU are filtered to protect against SPAM and viruses; but on rare occasions, these messages slip through to an inbox.

What is SPAM? SPAM is the electronic equivalent of junk mail. The term refers to unsolicited, bulk, and often unwanted, email. The emails are likely not harmful to your computer.

What is Phishing? Phishing uses email or malicious websites to collect personal information or infect your machine with viruses by getting you to click a link. The email message appears to be from a legitimate organization, such as SNHU, and asks you to take urgent action.

What to do if you are receiving SPAM: Call the Technology Help Desk at 1.855.877.9919 and report that you are receiving SPAM.

What to do if you have received a phishing email:

1. Mark the email as SPAM and do not click any links.
2. If you have clicked one or more links and/or have provided information (i.e. username, password), please call the Help Desk immediately at 1.855.877.9919 to change your password.

Please report any phishing attempts to the SNHU Technology Help Desk.

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

At Your Service!

News from the Technology Help Desk

TECHNOLOGY HELP DESK EXPERIENCE SURVEY RESULTS

The Technology Help Desk surveyed customers about their customer experience. 265 surveys were completed. 242 (91%) of those respondents rated their overall experience as “excellent;” 241 respondents (90%) agreed that their case was “resolved in a timely manner;” and 255 respondents (96%) identified the Technology Help Desk staff as “courteous and professional.”

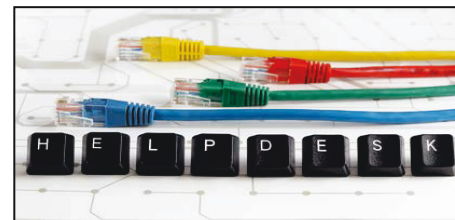
TECHNOLOGY HELP DESK & REPAIR CENTER AT EXETER HALL

What do those helpful techies do? Computer building, repair, and deployment, virus removal, hardware upgrades and diagnostics, data retrieval, and troubleshooting, to name but a few services. Stop by with your computer-related questions.

TECHNOLOGY HELP DESK STAFF JOIN OTHER TEAMS

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

- Ryan Mahoney moved to the Main Campus to oversee the ITS Service Desk at the Learning Commons and the Technology Help Desk and Repair Center at Exeter Hall.
- Jay Burnham now oversees the operations of the BUILD Team.
- Salar Abbas moved to the ITS Application Development team.
- Sam Murray moved into a Team Lead role in the Contact Center.
- Alex Montenegro joined COCE Admissions as Telephony Systems Administrator.



TIME SAVING TIP

Ever accidentally overwrite or delete a file? Without any help from ITS, the version you overwrote or deleted might be recoverable.

For restoring a prior version of a file: Navigate to the location where the file is saved, right click the file, and from the popup menu, select *Restore previous versions*. From the dialog box that displays, select the version you want to restore. Because the restoration cannot be undone, open the file first to make sure it's the correct version, then click the *Restore* button.

For restoring a deleted file: navigate to the directory that hosted the file, right click the directory, and select *Restore previous versions*. In the *Folder versions* box, open the directory and the deleted file. Save the file.

BYTES

The Technology Help Desk:

- From September through November 2015, fielded 34,866 calls and chats;
- Since September 2015, relocated 1,454 employees.

Administrative Software Services and Training

Need Colleague access for yourself or a new employee or group of employees? Submit an [ASST TRAINING REQUEST FORM](#). It's the easiest way to give ASST the details they need for resource and schedule planning. Template/Core Colleague training is available 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 ImageNow team completed their COCE Nursing and Health Professions group EDM project, as well as a workflow cleanup project for the Registrar's Office. They recently met with CfA to discuss that business unit's imaging needs. From September through November, the team created 91 new user accounts, developed 5 new eForms and responded to 182 support calls. During that time, a total of 10,951 ImageNow eForms were submitted into ImageNow by students, faculty and Staff.

MEDIA SERVICES

Media Services now has an online Live Streaming & Video Request Form. Using the form helps Media Services better plan for events. Access the form from the [Technology Help Desk](#) page, under the Resources tab on the left.

Media Services provides video recording and streaming, sound, lighting, and video post-production, for any event held at the Millyard, on campus or at the Elm Street offices. In addition to these services, Media Services also offers event support planning and execution, cable television management, classroom and conference room build outs, and security camera management.

You can view the livestream of an event while it's happening on campus by visiting <http://avstream.snhu.edu:8134/livestream.html>.

To view the livestream of a Millyard event, visit <http://avstream.snhu.edu:8134/millyard.html>.

Questions about video recording or other event assistance? Contact Media Services: snhuav@snhu.edu.

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

The highest volume day was September 10, with 320 forms submitted. As of November 27, the EDM team manages 1193 active ImageNow users.

Interested in EDM? Contact imagenow@snhu.edu to explore what ASST's Electronic Document Management team can do for you.

BITS

From September 1 through November 30, ASST:

- Provided Colleague training for 124 new employees;
- Provided training for 138 existing employees; and
- Provided Web Intelligence training for 11 employees;.

Instructional Support Services

Students, staff, and faculty can get Office 365, and faculty can get Office 365 Education, for free. Students and faculty can install

Word, Excel, PowerPoint, Outlook, One Note, Publisher, and Access on up to 5 PCs or Macs. Go to www.office.com/getoffice365 for details and scroll down the page for FAQs.

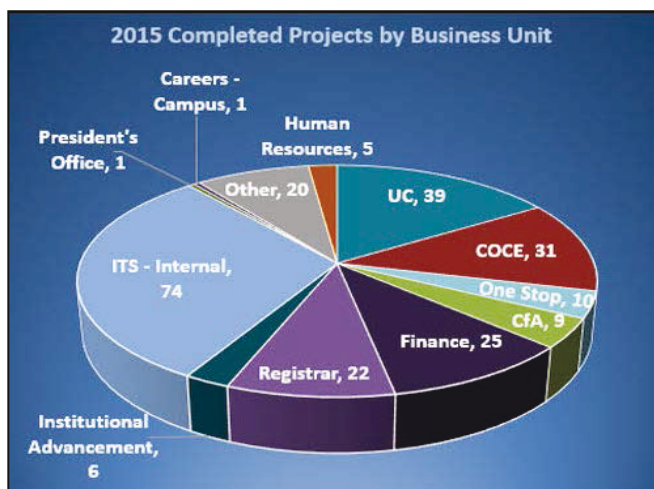
The ISS team provides consultation, training, and support on academic technologies used in the delivery of online, hybrid/blended, flipped, and on-ground classes. Learn how to use Blackboard, Tegrity, Turnitin, Chalk & Wire, RefWorks, and more! Visit ITS' [Instructional Support Services team on mySNHU](#) or in our new location, the Library Learning Commons, to learn more about services we provide. You can also contact us at instructionalsupport@snhu.edu if you have questions, or wish to schedule a one-on-one consultation.

BYTES

- In September ASST made 9,974 address changes.
- In October ASST made 7,154 address changes.
- In November ASST made 7,211 address changes.
- Total address changes this quarter: 24,339!

2015 Completed Projects by Business Unit

The graph below breaks out, by SNHU business unit, the 243 projects ITS has completed since January 2015. This graphic represents projects completed by the Infrastructure, ASST, ISS, and Development teams.



Business Unit	No. of Projects
President's Office	1
Careers (Campus)	1
HR	5
UC	39
COCE	31
OneStop	10
CfA	9
Finance	25
Registrar	22
Institutional Adv.	6
ITS (internal)	74
Other	20
TOTAL:	243