

BITS AND BYTES

NEWSLETTER

ISSUE NO. 2 | DECEMBER 2014

INFORMATION TECHNOLOGY SOLUTIONS

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TECHNOLOGY HELP DESK HOURS

1.855.877.9919

Millyard:
8 am – midnight
7 days a week

Exeter Hall:
8:00 am – 6:30 pm
Monday through Friday

What We've Been Up To

This quarter ITS has had the pleasure of working with several departments in the SNHU community to develop new workflow processes and other helpful upgrades and enhancements to daily operations. Following are a few recently completed projects:

CRM Enhancements, such as a Time Zone field enhancement, which automatically calculates and inserts the time zone in which a prospective applicant/student resides; an Intended Start Term field, which ensures users select only valid term start codes and dates; a Workday help case management workflow; and several document tracking updates;

GET Funds Implementation, which offers students and employees a mobile and online platform with which to look up account balances and transaction histories, make or request account deposits, report campus cards lost or found, view locations that accept the campus card for payment, and more;

A SNHU Alerts Update to the universal notification system, which provides all undergraduate students on the Manchester campus greater exposure to Department of Public Safety alerts, by requiring students to

From All of Us in ITS

At our recent holiday get-together we celebrated 2014 and SNHU's well-earned, ongoing success and the support ITS was able to provide in that effort. We also reflected on how truly grateful we are for getting to know and work with such terrific people. With this newsletter, we want to extend that sentiment, and say that we are honored to be a part of such a vibrant and dedicated community. We look forward to an exciting 2015, as SNHU and ITS continue to grow and innovate together. All of us in ITS would like to wish the talented individuals who comprise the SNHU community – the students, faculty, staff, and leadership – all the best for the holidays and for a bright 2015.

— Information Technology Solutions

opt out of, rather than opt in to, the SNHU Alerts system; and

A Higher One Card Enhancement, which expands the card's availability to CfA students.

New Project Request Forms are currently handled by Business Systems Officer, Frank Mann. If you have a project you'd like to explore with ITS, contact Frank at f.mann@snhu.edu to request a form.



BITS

The mySNHU portal handles more than 2,000,000 sessions per month.

The mySNHU portal handles 80,000 sessions in a single day.

On average, visitors to mySNHU access 3.97 pages per session.

During the month of November, mySNHU handled nearly 8,000,000 page views.

See Page 3 for more mySNHU stats.

LEARNING COMMONS ITS SERVICE DESK HOURS

- Sunday, 10 am – 6:30 pm
- Monday, 8 am – 10 pm
- Tuesday, 8 am – 10 pm
- Wednesday, 8 am – 10 pm
- Thursday, 8 am – 10 pm
- Friday, 8 am – 4:30 pm
- Saturday, 10 am – 6:30 pm

IS THERE A TOPIC YOU WOULD LIKE ITS TO COVER?

Contact: Information Technology Solutions Bits and Bytes Newsletter at itsnewsletter@snhu.edu

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Manchester, NH 03101



‘Tis the season for giving and receiving new technology. As the Holidays approach, consider the following practices that can help protect new technology you receive; and don’t forget to pass along the information to those receiving technology from you!

- *Use a Separate User Account.* If your home computer is accessible by others, create a separate user account for yourself to keep your personal information private. If you are using a Windows machine, see [Windows user accounts support](#) for more information on creating user accounts.
- *Verify That Security Settings Are On.* Before accessing the Internet, check that all security settings that come with your new device are turned on. If you are using a computer, check the firewall and security setting level. Medium to medium-high is the typical setting and is usually adequate.
- *Secure Wireless Routers.* Don’t ignore your wireless router settings. The [FCC.gov website](#), which provides valuable security tips, advocates turning on the firewall and encryption setting, as well as changing the default password and network name.
- *Purchase Added Protection.* Visit PC Antivirus Reviews’s [best antivirus software of the year](#). You’ll find ratings, pricing, and links to reviewed antivirus software sites.

BEWARE OF MALWARE

Various types of malicious software (malware) lurk in files, on networks, and, well, maybe on your computer and mobile devices too. A trojan is a type of malware that can cause serious problems for you. Trojans are different from viruses in that they do not copy themselves or spread to other systems; but the worst-case scenario is that certain trojans can make a “portal” of your computer, phone or tablet, allowing cyberthieves access to your system and information. Like phishing, a trojan is often introduced to a system by masquerading as a legitimate link, which the user clicks

and unknowingly executes the trojan’s code. Could you be harboring a trojan? See PC Magazine’s article, [7 Signs You’ve Got Malware](#), to recognize some of the symptoms. Note: The conditions listed in the article do not necessarily indicate that your system is infected.

“PREVENTION IS EVERYTHING”

–Stuart McClure

A new class of hacker is crawling the Internet. These hackers are a super advanced, seriously destructive, and highly organized threat. In his [December 2, 2014 blog post](#), Stuart McClure, CEO of the threat-detection company, Cylance, introduces these recent hackers, who hail from Iran, as being a “Western world adversary,” executing “serious attacks against global infrastructure not just targeting the United States but the critical infrastructure of over a dozen different countries.” According to McClure, if allowed to operate unchallenged, these hackers could “affect the lives of billions of people.” The potential of their attacks is chilling. For more information on their operations, navigate to [this PC Magazine article](#).

TEST YOUR CYBERSECURITY KNOWLEDGE

To broaden your knowledge of cybersecurity, take this challenging [cybersecurity quiz from ProProfs](#), then look up information related to the questions that stumped you. It’s a sure way to enhance your security acumen.

ITS Position Profile

KEEPING IT ALL ON TRACK...

That would be the ITS Logistics Manager, Carrie Woodward. The ITS Logistics Manager position falls under the domain of the Technology Help Desk. Carrie works closely with the Help Desk’s Field Services team, as well as the university business units, to make sure new employees and relocating employees have the equipment they need, where and when they need it – a very challenging job, indeed. In the month of October alone, the Logistics Manager oversaw 400 employee relocations. The ITS Logistics Manager also works with the Help Desk teams on resource management and processes, and with the university business units on management of the Five9 call center software. Carrie joined SNHU in March 2014.



At Your Service

News and Tips from the Technology Help Desk

USE YOUR SNHU EMAIL ADDRESS AS YOUR LOGIN ID ON mySNHU

When logging in to the mySNHU portal (at <https://my.snhu.edu>), use your entire SNHU email address (john.doe@snhu.edu or j.doe@snhu.edu) as your SNHU username. Entering your SNHU email address in the **SNHU Username** field, and not just your user ID (john.doe or j.doe), provides a more efficient use of system resources and also allows users who have had a name change to continue logging in with their former email address, as well as their updated email address.

EMAIL MIGRATION SUCCESSFUL

Recently all active faculty and staff email accounts were moved to a new system. Every faculty and staff email account has been given an additional 300MB of storage (200 MB to 500MB). If you are experiencing any email anomalies, please contact the Technology Help Desk, via telephone at 855-877-9919, or online at the [tech support page](#).

EMBEDDED CUSTOMER LIAISONS

The Technology Help Desk now provides the COCE Advising, Admissions, and Academics departments with dedicated support staff

on every floor at the Millyard building. While the bulk of work for these customer liaisons consists of assisting staff with Five9 telephone- and CRM-related issues, they are available to assist in all other information technology matters, as well as staff relocations.

BYTES

The Technology Help Desk:

- Since September, received **13,641** phone calls and answered **83%** of them.
- Since October, added **14** new Customer Liaisons.
- Logged its longest phone call at **2 hours, 39 minutes, and 34 seconds!**
- Since September, spent **1,438 hours, 35 minutes and 37 seconds** – almost two months – on the phone!!

ASST trained nearly 100 employees in October.

STUDENT EMAIL MIGRATION TO OFFICE 365

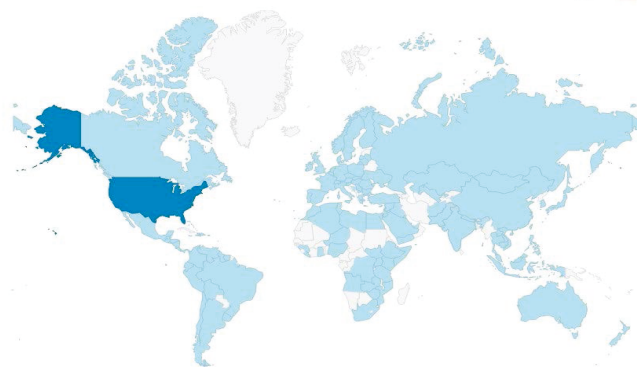
ITS is commencing migration of student email to Office 365. Moving to Office 365 will allow students to access email more easily, collaborate with peers, and store much more data online than our servers currently are able to accommodate. ITS is negotiating with Microsoft to allow for *unlimited* storage on the MS systems.

ADMINISTRATIVE SOFTWARE SERVICES AND TRAINING

ASST is streamlining Colleague access for new and existing employees. This will allow new employees to be up and running sooner and reduce the chances of users having inappropriate access to the system. Additionally, new access forms have been developed, which are more concise and user friendly.

ASST is revising Blackboard training for Colleague to ensure supervisors have flexible options for their new employees' training.

mySNHU. The map below shows where in the world students were when they logged in to mySNHU between October 19, and Nov 18, 2014. On the right is a list of the top 10 countries from which those students logged in.

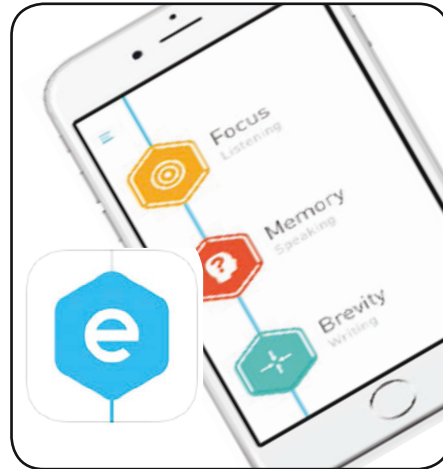


| Country / Territory | Sessions ? ↓ |
|---------------------|---|
| | 2,030,828 % of Total: 100.00% |
| 1. United States | 1,994,457 (98.21%) |
| 2. Malaysia | 3,502 (0.17%) |
| Canada | 3,419 (0.17%) |
| Germany | 1,721 (0.08%) |
| United Arab Emirate | 1,578 (0.08%) |
| Saudi Arabia | 1,551 (0.08%) |
| Vietnam | 1,547 (0.08%) |
| ot set) | 1,513 (0.07%) |
| 9. South Korea | 1,484 (0.07%) |
| 10. Japan | 1,344 (0.07%) |

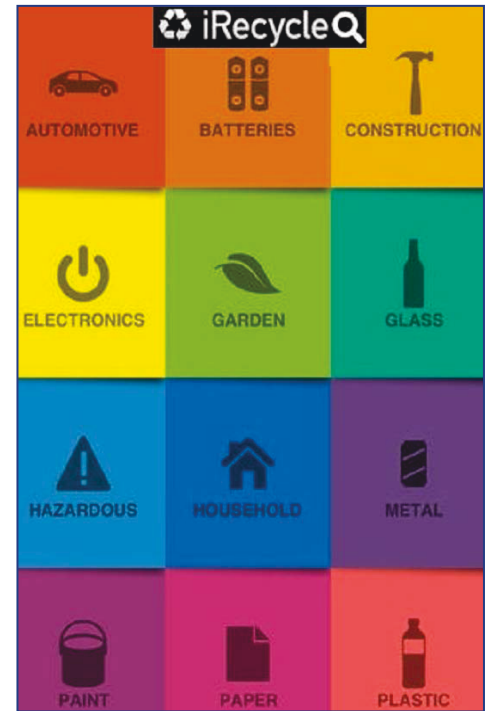
1 1,994,457

Apps You May Find Useful (and Cool)

BEST APP OF 2014, ACCORDING TO APPLE



ELEVATE: It's a brain-training app. It's like Luminosity, only it's free! According to Apple, Elevate helps users "improve their memory, focus and other cognitive skills...." Plus, it's visually pleasing, simple to use, and fun. Navigate to [this PC Magazine article](#) for more Apple app picks for 2014.



IRECYCLE: If you ever get stuck helping dad clean out the garage, you might want to download the app, [iRecycle](#). Consult iRecycle about the stuff you want to recycle, and it will identify, map, and list the hours of operation of the places where you can take your recycling..

Administrative Software Services and Training

The ImageNow team has been hard at work turning current paper forms into eForms in order to reduce SNHU's paper usage and decrease processing times. Have an existing paper form you want to transfer to an eForm? Complete the [ImageNow Change Request form](#), located in the bottom left corner of the Information Technology Solutions page of mySNHU.

Your Training and Professional Development Resource

Did you know?

ITS provides consultation, training, and support on our 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 in the Library Learning Commons to learn more about services we provide, including our training schedule. You can also contact us at instructionalsupport@snhu.edu if you have questions, or wish to schedule a one-on-one consultation.