BITS AND BYTES NEWSLETTER

IN THIS ISSUE

TECHNOLOGY HELP DESK HOURS

1.855.877.9919

Millyard:
8 am – midnight
7 days a week

Exeter Hall:
8:00 am – 4:30 pm
Monday through Friday

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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. A few of our projects are:

Automatic Update for Anticipated Completion Date (ACD) in Colleague: Formerly a manual process, updating the ACD for thousands of students was time consuming and labor intensive. This ITS enhancement updates the ACD via an automated process that runs nightly.

Medicat Direct Data Entry: ITS has made system updates that allow incoming undergraduate day students access to the Medicat portal, via a single sign-on session, accessible from the Orientation page on mySNHU. Rather than Wellness Center staff manually entering student information into Medicat, students themselves will enter their own medical record information directly -- a task that can be completed much earlier in the orientation process.

Active Directory Integration for STEM-Related Virtual Desktop Software: ITS has updated the process by which COCE STEM students and faculty are provided access, via Active Directory, to their virtual desktop software. Active directory now is updated

From All of Us in ITS

ITS wishes to thank all of our COCE and UC colleagues who helped with the migration of Microsoft Dynamics (CRM) from the Microsoft cloud to Reviora, an independent cloud-based hosting provider. The project culminated with the successful migration of all CRM data over the weekend of May 29 through 31. With this transition, ITS can better support SNHU's growing pool of CRM users, while providing enhanced system performance and a more stable computing environment. We look forward to providing the entire SNHU community with similar value-added improvements in the upcoming 2015-2016 fiscal year.

— *Information Technology Solutions*

automatically based on required software, per STEM course. Full automation of this process will better support the growth of COCE STEM programs.

CRM Migration: ITS migrated 953GB of CRM data from Microsoft to Reviora, SNHU's new Microsoft Dynamics (CRM) hosting provider.

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

BITS

ITS is currently moving all student email accounts to the Microsoft Office 365 Cloud.

There are over 160,000 accounts to move.

Migration of these accounts began June 3, 2015; and over 62,000 accounts have been migrated since then.

You will find additional information about the student email account migration on Page 3.

LEARNING COMMONS ITS SERVICE DESK HOURS

Sunday, 10 am – 6:30 pm

Monday, 8 am – 6:30 pm

Tuesday, 8 am – 6:30 pm

Wednesday, 8 am–6:30 pm

Thursday, 8 am – 6:30 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

Melissa Manos, Editor
Information Technology Solutions
Southern New Hampshire University
1230 Elm Street
Manchester, NH 03101

CYBERSECURITY 101

THE SOCIAL MEDIA HUNTING GROUND

Most of us use social media for fun -- to catch up with friends and family about what's new and what's trending. Social networking sites are also favorite venues for hackers and other cyber scammers to ply their trade.

Social media users should be hyper aware that all the usual tricks employed by hackers and scammers to steal personal information are flourishing on social networking sites. Here are some of the most popular lures:

- *Fake log in sites*: Hackers will create fake log in sites with landing pages that appear virtually identical to the log in page of popular networking sites. Victims access these sites is by clicking a bogus link, sent via email, ostensibly from a friend. When victims "log in," their username and password are stolen. An [informative article on fake log in sites](#) is at sophos.com.
- *Keylogger apps*: Also known as *spyware*, keylogger apps record keystrokes which are then analyzed for credential patterns. In his [blog post at McAffee.com](#), Robert Siciliano writes, "keyloggers are installed on your system when you open a file attachment that you received via ... instant messages or social networks. Keyloggers can also be installed just by you visiting a website if that site is infected."
- *Phishing scams*: These scams entice the victim to open an email (or click a link)

because it appears in a Facebook message from a friend. [Kaspersky Lab Research](#) reports that "1 in 5 phishing scams targets Facebook."

- *Downloading Third-party "software:"* A major virus ran rampant on Facebook in 2013 when a link to a video was sent from what appeared to be an email from a Facebook friend. In order to watch the video, the victim was instructed to download a plugin. You can read more about the virus that infected millions of Facebook users at [digitaltrends.com](#).

PRACTICING SOCIAL MEDIA VIGILANCE

Following are best practices for protecting your self when interacting with social media:

- *Don't click a link to access a social media site*: Actually type the URL of the website into your browser to prevent landing on a fake log-in site. If you do use a link, verify the correct URL appears in the URL field of your browser when the log in page displays.
- *Avoid downloading third-party applications*: If you are prompted to download a plug-in, take the time to research its name, manufacturer, and the service it provides.
- *Run a virus scan*: If you (or a family member who shares your computer) is active on social media, running twice-weekly scans is a good rule of thumb.
- *Don't fall for hoaxes*: Don't believe (or click) every headline you come across on social media. If the story appears overly sensational, it is likely a hoax. Get your news from reliable Internet sources or Google the headline to identify a hoax.

ITS Position Profile

INFORMATION SYSTEMS SERVICE DELIVERY ANALYST

One of the newest members of the ITS staff, Barbara Labbe works with Academic Technology to onboard and monitor technology systems, particularly the virtual desktop services for the online STEM programs. Barbara liaises between Academic Technology and ITS to ensure that requirements are met, impacted ITS teams are kept apprised of developments, and outside service agreements are adhered to. The service delivery analyst regularly interacts with multiple vendors, internal teams, and senior management. Welcome, Barbara!

At Your Service
News from the Technology Help Desk

ANNUAL COMPUTER DEPLOYMENT

SNHU's 2015 Annual Computer Deployment is well underway. The Finance division collected requests from all business and service units; and the requests were vetted by the Institutional Computing Committee. The equipment was ordered and currently is being deployed. Anyone who is receiving new computer equipment will receive an email with his or her scheduled deployment date.

NEW TECHNOLOGY HELP DESK HOURS

Both the Technology Help Desk & Repair Center in Exeter Hall and the IT Solutions Service Desk in the Library Learning Commons announce new support hours for the summer months. The new hours are listed on Pages 1 and 2 of this edition of Bits and Bytes. Summer hours are in effect until August 22. Contact the Technology Help Desk if you have questions.

NEW ONBOARDING FORM

In an effort to streamline the onboarding process and ensure equipment, space and other resources for new employees are secured, the Technology Help Desk has developed the Employee Action Form. This form replaces the current Employee Onboarding Form and Technology Request Form and links from mySNHU under the Technology Self Service tab, as well as the Human Resource Employment Information page. It is also presented to hiring supervisors as a To Do in Workday.

This new process will improve the experience for employees new to SNHU and for existing employees transitioning to a new role or space, by allowing all parties the time they need to put the proper resources in place.

If you have any questions about the form, please contact Carrie Woodward (c.woodward@snhu.edu) or Brad Hachez (b.hachez@snhu.edu).

STUDENT EMAIL ACCOUNT MIGRATION:

Student email account migration to the Microsoft Office 365 cloud environment is underway. Moving accounts to Office 365 allows students to access email more easily and provides a much greater capacity for storage. The email accounts of faculty and staff who are also students will not be included in the migration, nor will the @ collegeforamerica.org accounts of College for America students. College for America students, however, will have their @snhu.edu account migrated to the Office 365 environment.

Not all email accounts will be moved at the same time. The migration will be completed gradually over the coming months. The timing of a student's account migration is based on the first letter of his or her last name. For detailed information about projected move dates, visit our Email Migration Status page on mySNHU.

The SNHU Technology Help Desk will continue to support students with all email issues and questions.

BYTES

The Technology Help Desk:

- **Since March 1, 2015, resolved 33,180 cases**
- **Since March 1, 2015, relocated over 400 employees.**

Administrative Software Services and Training

TRAINING

Need Colleague access for yourself or a new employee or group of employees? Submit an ASST TRAINING REQUEST FORM. It's new! The form streamlines the training process, minimizing the need for back and forth email communication. 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.

STANDARDIZED TRAINING PLANS

ASST is working with several departments to standardize training plans and streamline access for certain positions. These changes allow ASST to grant access much faster to those employees who have completed training. Additionally, it enables ASST to shift access more quickly for people changing positions. For more information, contact training@snhu.edu.

ELECTRONIC DOCUMENT MANAGEMENT (EDM) TEAM has been

working with International Admission, as well as Institutional Advancement, to eventually move these departments to a paperless process.

AN APP YOU MAY FIND USEFUL (AND COOL)

Web Of Trust (**WOT**): The WOT website states, "WOT protects you against scams, untrustworthy links and rogue web stores" -- an essential service, given the number and sophistication of security threats abounding on the Internet. WOT does this by analyzing scads of data, reputation information, and feedback from "millions of users," who have had experience with bad sites and links. To guide your Internet surfing, WOT indicates good and bad links by adding a green, red or yellow colored icon next to the link.

WOT is a free app that you can download; and it works with all of the most popular browsers. For more information about how this app works, see its page on

ImageNow eForms are becoming popular! From mid-February through May, a total of 13,687 electronic forms were submitted into ImageNow by students, faculty, and staff. The highest volume day was May 5, with a total of 342 forms submitted.

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

BITS

From March 1 to May 31, ASST:

- **Provided Colleague training for 222 employees**
- **Provided Web Intelligence training for 10 employees**
- **Added 87 new EDM users**
- **Changed 30,526 addresses.**

Infrastructure

During the summer months, the Infrastructure team will be installing new firewalls and networking equipment to continue improving network performance University wide.

In addition, new wi-fi equipment will be installed outdoors around the main campus to provide a wi-fi signal in much of the outdoor space.

Instructional Support Services

The ITS Instructional Support Services 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

The Infrastructure team installed:

- **14 new wi-fi access points in the Academic Center**
- **4 new wi-fi access points in the Student Center**
- **19 new wi-fi access points in Tuckerman Hall**
- **5 new wi-fi access points in Robert Frost Hall**
- **3 new wi-fi access points in the Hospitality Center**
- **1 new wi-fi access point in Belknap Hall.**

2015 System/Network Availability
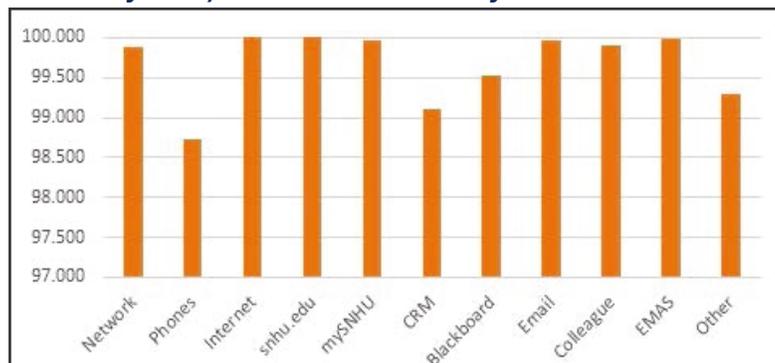
The graph above shows the percentage of time that various SNHU systems and networks were available to users, from January 1, to May 31, 2015. Significant interruptions include:

- A major telephone system outage during a snowstorm in January that caused a delayed response from the vendor;
- Turnitin and Pearson myLab outages, which affected Blackboard availability; and
- Frequent Microsoft hosting facility problems, which affected CRM.