

BITS AND BYTES

NEWSLETTER

ISSUE NO. 3 | MARCH 2015

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

Learning Commons:
following page

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:

CRM Enhancements include the Career Services employment form, which allows Career Services the means to analyze a student's professional development and compare it with his or her stated goals; a process that allows Career Services to assign a Career Advisor to students according to his or her academic program; and improvements in Do Not Call functionality and Satisfactory Academic Progress tracking.

CfA Portal Enhancements: This enhancement allows prospective students who are still in the application process to gain access to the CfA portal, where they can view important but nonsensitive information.

CSA Cleary Reporting: ITS developed an electronic version of the CSA Crime Report Form and has added it to the Public Safety portal. These enhancements reduce the time required to record and report an incident as required by the Clery Act of 1998.

OneStop to the Five9 System: COCE OneStop has been converted to the Five9 call center system, which now allows the seamless

From All of Us in ITS

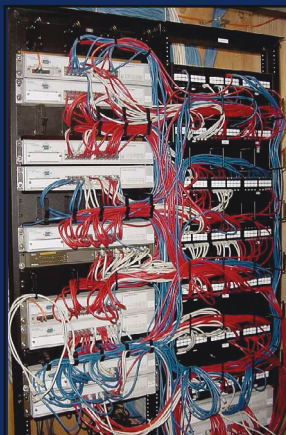
Despite the three-foot snow banks that linger outside the SNHU offices, we in ITS are upbeat about some good things that happened over this long winter: We thank COCE for providing the Technology Help Desk with the beautiful new workspace on the first floor of the Mill building. We now have sufficient room to seat everyone, and no one is sharing a desk! ITS also is thankful to University College for providing the large, well-located, and secure data center in the Learning Commons, as well as the Help Desk space, which allows us to better serve students and faculty. This winter had it bright spots, indeed!

— Information Technology Solutions

transfer of student callers from OneStop to COCE Admissions and Advising.

Updates to Do Not Call Functionality: ITS has automated the process that feeds DNC data to the Five9 phone system used by COCE Admissions, Advising, and OneStop. This update prevents the automatic and manual dialing of a number on our DNC list.

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

In 2014, our email servers blocked 35,391,908 spam messages.*

Also in 2014, 28,766,455 suspect emails were removed to a quarantine folder.*

SNHU's daily average email count is between 200,000 to 250,000.*

According to InternetLiveStats.com, 70,564,875,992 emails were sent between 12:00 and 8:00 AM, March 19.

*Thanks to Joe 'Spam Ninja' Zaleski for supplying these 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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ALLOW SOFTWARE UPDATES

One way to reduce the vulnerability of your computer and mobile devices from viruses, malware, and even spam is to allow software updates to run. Corporations that develop operating systems, virus protection software, applications, and apps are constantly updating code to include security and anti-threat components. Thus, allowing system updates to install helps defend against the latest threats. Following are some tips from Norton.com (Symantec) for keeping your devices armed against attacks:

- *Install the latest patches and updates.* Smart phones, tablets, and computers, all have operating systems that need regular updating. Google your device to find the latest updates and make sure they are installed. Enable automatic updates.
- *Shut down, log out of, or lock your device.* Norton.com advises that if you remain online full time, you run an increased risk of having your system infiltrated. "Hackers love to target 'always-on' users," they say.
- *Back up your stuff.* When was the last time you backed up your important data? If your system is the victim of a virus attack, you may never be able to recover it. Data on cloud storage is vulnerable attack as well. Be proactive about backing up your data.
- *Scan USB sticks and thumb drives for viruses.* These media can be infected too.

BOTNETS: THE ZOMBIE MALWARE

Be aware that botnet malware is on the rise worldwide. In his informative article, Botnet Zombie Apocalypse, John Wallace (toptenreview.com), explores (with some noteworthy graphics) nefarious details about bots (robots) and botnets. Wallace describes a botnet as "an automated computer program that allows outside sources to control computers remotely [and be] linked in a rogue network." Large quantities of spam are often generated via bot computers, unwittingly

working in illicit networks. Your computer could be part of one. Botnet malware can infect any network device – a computer, tablet, router, server, or smartphone. As with any malware, your device's sluggish behavior may be a symptom of botnet code infiltration. Note, however, that slowness, does not necessarily mean your device is infected. For tips on reducing the risk of your device's becoming a bot, check stopthinkconnect.org.

TEST YOUR CYBERSECURITY KNOWLEDGE

See if you are becoming a more informed network user. Watch this short [video from NovaLabs](#), and take the mini quiz after watching.



ITS Position Profile

APPLICATIONS DEVELOPER

Marcia Rogowsky of ITS works as an Applications Developer. She creates and supports web applications, such as online forms that live on mySNHU. (Marcia recently completed an electronic version of the CSA Crime Report Form used by Public Safety.) She uses Microsoft's .NET (pronounced *dot net*) framework for developing applications and troubleshooting problems that arise with various systems. Additionally, when a process in SNHU's student information system (Colleague) needs updating because of a change in business practices, Marcia, as part of the ITS development team, helps ensure that Colleague performs the right actions at the right time. Marcia recently passed her one-year work anniversary at SNHU. Before Marcia joined ITS, she worked as an application developer for the City of Nashua.

IMPORTANT INFORMATION FOR FACULTY AND STAFF:

ITS and Public Safety have been working with the State of New Hampshire's E911 Department to define Emergency Response Locations on the main campus, at Elm Street, and the Mill. Each University-provided telephone is individually programmed with a response location. That means that dialing 911 from any University-provided telephone, automatically transmits detailed, location-specific information to 911 dispatch.

When moving your workspace location, even if it's only down the hall, please do not move your telephone without first notifying the Technology Help Desk. Calling the Help Desk (at 1.855.877.9919), logging a Help Desk case, or generating a Help Desk chat to let ITS know you are moving the location of your telephone will allow us to make the necessary programmatic updates to the telephone system. Thank you for your cooperation.

At Your Service

News from the Technology Help Desk

EMBEDDED CLASSROOM SUPPORT PILOT ON CAMPUS

ITS and the Technology Help Desk, in collaboration with the Provost's Office, has launched a pilot that provides classroom media/technical support to faculty in Webster and Robert Frost Halls. The pilot will be assessed for effectiveness at the end of the spring term. If successful, the program will be available for future terms and may expand to additional buildings. As always, Faculty support is accessible via the Technology Help Desk number, 855-877-9919; and the Immediate Classroom Support number, x9615.

TOOLS DEVELOPED FOR RAPID RESPONSE TIME

A series of system administration tools, which automate the steps necessary to resolve certain technical issues experienced by students, faculty and staff, has been developed by Jay Cohen, Enterprise Architect. Jay focused his efforts on automating the

processes of the most common Help Desk requests, such as granting user access to certain areas of mySNHU and creating SNHU email accounts to replace ones that have malfunctioned. The tools allow our Customer Liaisons to perform the work and resolve the issue while on the phone (or in a chat session) with the customer. Escalation of these cases to other ITS staff has been reduced significantly since the tools' implementation, resulting in faster resolution times and better service to customers.

UPDATED EQUIPMENT DISPOSAL PROCESS

Erik Mullen, Field Services Manager; and Jon Kamyck, Information Security Officer, have been developing a process that ensures the safer, more secure destruction of data stores (hard drives, external drives, etc.) of older ITS equipment. More about this project in the next edition of *Bits and Bytes*.

New Help Desk Workspace at the Mill



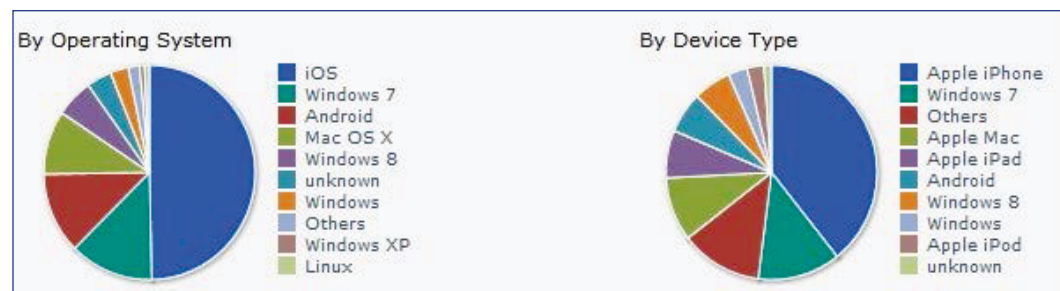
BYTES

The Technology Help Desk:

- Since January 1, 2015, has logged 28,883 cases and has resolved 28,374 of them.
- Since January 1, 2015, Field Services has relocated over 350 employees!

WIRELESS DEVICES ON THE SNHU NETWORK

The charts below show the types of wireless devices that connect to our network.



The number of wireless devices in use at SNHU increased from approximately 2,500 in April 2014 to 4,162 devices this past February.

APPS YOU MAY FIND USEFUL (AND COOL)

aSmartHUD: Why do we need another navigation app? Everyone knows that taking your eyes off the road to look at your phone while driving is dangerous. [aSmartHUD](#) projects navigational data onto your windshield so you don't have to look away from the road (that much). It does this by displaying the data backwards on your phone's screen, so that when your phone is positioned on the dashboard, the data appears the right way (reading from left to right) on your windshield. (Posey, Brien; January 7, 2015; from [techrepublic.com](#).)



Cloud Print from Google: Have a cloud-ready printer set up? Using Google's Cloud Print app allows you to print from any device no matter where you are. The app is accessible via your Google account.



Administrative Software Services and Training

Need Colleague access for yourself or a new employee? Template/Core Colleague training is available every Tuesday from 8:30-11:00 at the Millyard and from 2:00-4:30 on the Main Campus. Template/Core is also available via Blackboard training. Contact train@snhu.edu to enroll.

BITS

ASST provided Colleague training for :

- 75 employees in February
- 43 employees in January
- 132 employees in the months of November and December 2014.

Training and Professional Development Resource

The ITS Instructional Support Services team provides consultation, training, and support on academic technologies used in the delivery

BYTES

ASST made the following numbers of address changes in Colleague which included researching each address:

- 6610 addresses changed in February
- 7419 addresses changed in January
- 10,876 address changes in the months of November and December
- Approximately 69,000 address changes in 2014

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.

Blackboard Usage and Discussion Posts Last Fall

Active Blackboard Users Average
Oct-14 - Dec-14
(Quarterly Average: 56,500)



Total Blackboard Discussion Posts
Oct-14 - Dec-14
(Quarterly Total: 2,156,453)

