

IT Helpdesk Fall Hours
Monday – Thursday
7:00am – 9:00pm
Friday
7:00am– 5:00pm
Sunday
6:00pm-9:00pm
Phone: 330 829-8726
helpdesk@mountunion.edu



this issue

iRaider P.1

Upcoming Downtimes P.2

Raider Experience P.3

Multimedia Updates P.4

iRAIDER

The Office of Marketing and Office of Information Technology (IT) have been collaborating to determine the future of the institution's internal campus website portal – iRaider. This password-protected extension of the Mount Union website was built and launched more than a decade ago in a version of SharePoint that will no longer be supported by Microsoft and given the institution's transition to Raider Experience and Colleague, the University will be phasing out iRaider by spring break 2023.

Throughout the summer, the IT and marketing staff have been collaborating to assess the content currently on iRaider, develop a plan, and migrate the necessary content to other host areas, and this work will continue throughout the next few months. IT and marketing staff have already begun reaching out to individual offices to evaluate content and determine what should be archived or migrated elsewhere to remain accessible to the necessary audiences.

The intention is to move collaboration site content currently on iRaider, such as committee work, to Microsoft Teams within Microsoft 365. Content that can be accessible by the public will move to the main University website. The navigational structure for this migrated content will move to the currently existing audience tabs on the University website for faculty/staff and current students. Documents existing on iRaider will be migrated to Microsoft 365, and forms will be migrated to their designated areas (ex: SoftDocs, Microsoft Forms, Wufoo, etc.). Colleague reports will continue to be accessible on Envisions Argos.

Additionally, a new internal directory is being developed for Raider Experience, the new University mobile app that is also available through a [web browser](#). Raider Experience will also be accessible through the faculty/staff and current student's tabs on the University's main website once all content has been migrated and the revised versions of these landing pages have been launched.

Below is a summary of the work being conducted and the point person your office can expect to hear from if you haven't been reached out to already. We hope to have all this content migrated to the designated locations by the end of January 2023.

- Collaboration sites to Microsoft Teams | [Christine Cook](#), IT
- Forms to designated locations | [Mark Kolenz](#), IT
- Documents to Office 365 | [Mark Kolenz](#), IT
- Public content to university website | [Sarah Powers](#), Marketing

We appreciate your patience and assistance as we transition away from iRaider. We will continue to update the campus community regarding the status of the transition. Should you have any questions, please reach out to the [Office of Information Technology](#) or the [Office of Marketing](#).

Use of MS OneDrive for Faculty & Staff:

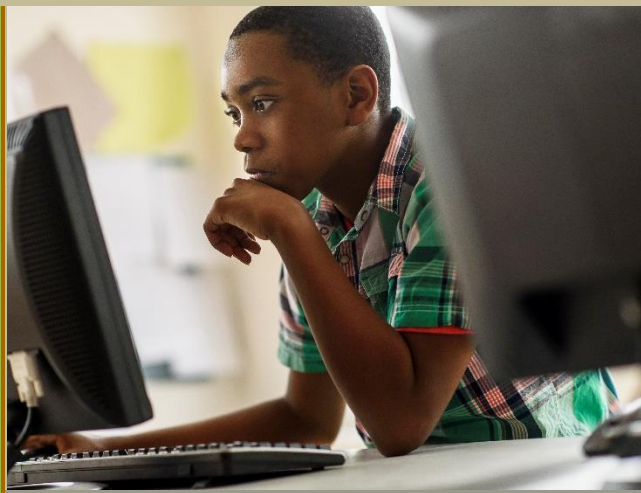
The Office of Information Technology would like to remind all faculty and staff that they should now be making use of MS OneDrive for file storage. MS OneDrive gives you the availability of accessing your files from anywhere using any device. You have up to five terabytes (TB) of storage and can share files with others as well as simultaneously edit files. File upload limit is 250 Gigabyte (GB). Recorded training is available currently on the IT TIP page within iRaider. Also, keep your eye out in UMU Today for upcoming announcements regarding future MS OneDrive training being planned by CFD. If you should have questions on how to use MS OneDrive, you can contact the IT Helpdesk.

Use of MS Teams in Collaboration for Faculty & Staff:

The Office of Information Technology would like to remind offices and departments that they should be making use of MS Teams for shared collaboration and file space. Please also make use of MS Teams for any committee work. MS Teams brings together chat, file storage & sharing, meetings, callings, and Office 365 apps in one location. When setting up a MS Team site, be sure to create multiple owners on the site. This way if membership needs to change it can be done quickly. The storage limit per site is 25 terabytes (TB) and the upload limit per file is 250 gigabytes (GB). Channels can be created within the site. Deleted channels can be restored within 30 days. Recorded training is available currently on the IT TIP page within iRaider. If you should need assistance with MS Teams, please contact the IT Helpdesk.

MS STREAM

The Office of Information Technology and the Center for Faculty Development would like to remind the campus community that Microsoft now has Stream (on SharePoint), which is replacing Stream Classic. We anticipate a summer migration of videos from the old to the new Stream. IT is currently inventorying current videos and researching and testing migration tool capabilities. Look for more information to come on this subject.



Network Downtimes

UPCOMING DOWNTIMES

We want to give everyone a reminder that we have a running downtime schedule that is set for every Thursday morning from 3:00am-6:30am. This window typically allows for Technical Services to apply OS/Application patches and make configuration changes. We will also be completing larger downtimes over the holiday breaks this year to consolidate resources as well as update services that will be going end of life. Currently, we are planning 3 larger scale downtimes:

First, Technical Services updated our authentication services over the Thanksgiving holiday period. Downtime ran from 11/25 at 6am until 11/28 at 6am.

Second, Technical Services will be working on our connection to Azure Active Directory during the Thursday morning downtimes throughout the month of December.

Third, Technical services is planning to work on the virtual desktop infrastructure (VDI) environment over Christmas break as well as possibly moving our Domain Name Services (DNS) to an off-premises provider.

Please be sure to watch for email announcements referencing these upcoming upgrades and maintenance windows as services will likely be impacted at points in time.

Print Server

The Office of Information Technology has implemented a new print server, which public printers were migrated at the start of the semester. IT plans to migrate the rest of the printers over the course of the next two months and will be reaching out to departments for this migration.

SOFTDOCS

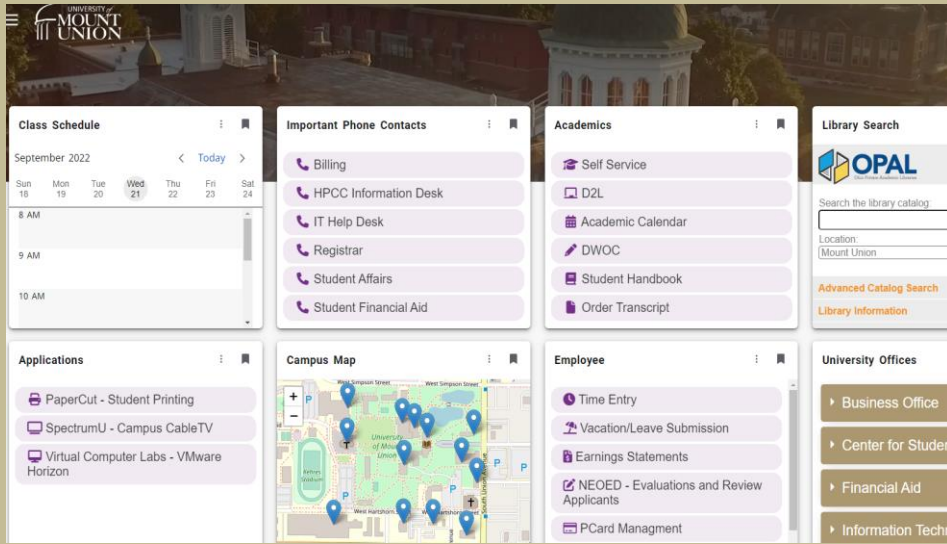
Softdocs provides offices across campus the ability to organize, inventory, review, edit and retrieve electronic documents in an easy-to-use system. The IT Department has recently completed a major upgrade of Softdocs, migrating our system to a new cloud-based version. This upgrade significantly enhances the capabilities and functionality of our document management system.

Softdocs also has capabilities to allow request forms to be completed electronically and automatically routed through an approval process. This can save end users significant amounts of time completing forms, seeking necessary approvals and saves paper by sending requests through email and allowing for e-signatures. This method allows those involved in the process to respond in a timelier manner, helping requests get completed more quickly than through traditional processes.

If your office or department has forms and/or processes that could benefit from these improved capabilities, please contact the Office of Information Technology. IT Office:
330-823-2854 Email:
IT@mountunion.edu



RAIDER EXPERIENCE



The Office of Information Technology is happy to announce the launch of the Raider Experience. The Raider Experience is a card-based dashboard program produced by our third-party vendor Ellucian. The dashboard in Experience is fully customizable for each individual user, so everyone can 'experience' the information they need when they need it. All users of Experience can add, remove, and move cards around their dashboard. A campus directory will be added in the coming months.

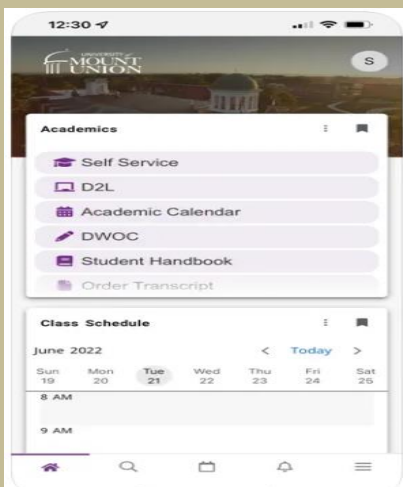
Introduction to Experience: https://youtu.be/P_hlo5U8DzM?t=132

This software is still in its infancy stage and is an integral piece of Ellucian's product roadmaps. It was launched earlier this year, and as this program matures in the coming years it will leverage its tight integration with our Colleague, and D2L to make students, faculty, and staff more connected with their data. Over the summer Mount Union launched the Raider Experience as the replacement for our previous Mobile App. The Raider Experience can be downloaded as an app for your mobile devices from both Google Play and the Apple App Store.

Google Play:

https://play.google.com/store/apps/details?id=edu.android.mountunion&hl=en_US&gl=US

Apple App Store: <https://apps.apple.com/us/app/mount-union/id584412121>



Enhancement to Microsoft Licensing

The Office of Information Technology has recently upgraded our licensing agreement with Microsoft. This upgrade does not affect any of the user facing applications i.e., Office products, OneDrive, Stream, etc. The main point of functionality includes the ability to begin our transition to Teams telephony, the addition of MS defender endpoint protection, advanced threat analytics, and many other backend security and analytics features. Our goal is to continue to plan for a Summer 2023 roll out of MS Teams Voice, replacing the Skype for Business environment prior to its mainstream retirement currently set for Jan 9, 2024.

CAMERA SYSTEM UPGRADES

Phase I of the camera system upgrade has been completed. This phase focused on internal cameras in residence halls, apartments, KHIC, and the MAAC. We are currently awaiting more equipment for phase II which will bring outdoor deployment of cameras to cover some parking areas on campus. We anticipate completion of this project in the spring/summer of 2023.



Common IT Acronyms

In the Information Technology world there are many acronyms that are commonly used. Please see the list below of some of the common ones.

AWS – Amazon Web Services

AES – Advanced Encryption System

AP – Access Point

WAP – Wireless Access Point

BYOD – Bring Your Own Device

DDOS – Distributed Denial of Services

FTP – File Transfer Protocol

IP – Internet Protocol

ISP – Internet Service Provider

LAN – Local Area Network

MFA – Multi Factor Authentication

NOC – Network Operation Center

RDP – Remote Desktop Protocol

SSO – Single Sign On

2FA – Two Factor Authentication

ACL – Access Control List

CERT – Computer Emergency Response Team

AI – Artificial Intelligent

DNS – Domain Name Server

EDR – Endpoint Protection Response

Multimedia Updates

Multimedia upgrades included installation of new projectors and screens in Chapman Hall classrooms 210 and 330.

Giese Center for the performing arts received upgrades to the projection system in room 114 and a new 70" display in room 167.

As a reminder, please remember to log out of the desktop computer and turn off the projection system before leaving the classroom.



Been to KHIC lately??

Announcing something new...

Located adjacent to the KHIC Café, Market C is your self-service 24/7 stop for a quick snack or something to drink. Brought to you exclusively by AVI Food systems.

Payments can be made at the automated checkout by credit card, debit card, select mobile phone apps and Market C Accounts. Visit Market C for written instructions located near the kiosk for more information on the payment options and creating a Market C account. For questions, please reach out to Beth Gotter at bgotter@AVIFoodsystems.com

logitech



Announcing an upgrade in progress...

Logitech Tap Scheduler

Make it easy to find and claim the right meeting space with Tap Scheduler.

The KHIC 24-hour Study Room spaces near the IT helpdesk will have the new Tap Schedulers. With the two study rooms added last summer, there are a total of five spaces. They have been installed and will soon be integrated to work with Microsoft Teams. There will be more information, along with instructions, released when they are available for use.