

ISSUE

15

SUMMER

2023

Newsletter from
OFFICE OF
INFORMATION
TECHNOLOGY

TechTalk



IT Helpdesk Summer Hours
Monday – Friday
8:00am – 5:00pm

Phone: 330-829-8726
helpdesk@mountunion.edu

this issue

Teams Telephony P.1

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Teams Telephony

We will be migrating Skype for Business functionality to Microsoft Teams, as Skype for Business has been discontinued by Microsoft and is no longer supported. Once the migration is complete, the University's unified communication services – Telephony, voicemail, chat, and virtual meetings will be available to the campus community solely through Microsoft Teams.

Most traditional telephone handsets on campus are only compatible with Skype for Business. As part of the migration, we will be moving away from traditional telephone handsets for most people on campus in favor of utilizing either headsets or built-in speakers/microphones on laptops.

Over the course of the next several weeks technical services will be working behind the scenes on the migration. We anticipate a cut over to MS Teams for Telephony to take place the end of July. Details regarding this cut over will be sent out as we get closer to that time.

Lunch and learn sessions on MS Teams for Telephony have been offered over the past several months. Additional sessions are scheduled for the month of July. The training dates in July are Thursday, July 13th from 12:00pm-1:30pm or Thursday, July 27th from 12:00pm to 1:30pm in the IT training room (KHIC 035). Please email blakeli@mountunion.edu or call (330) 823-2854 if you would like to attend one of these training sessions.

Migration Of Stream Classic to Sharepoint

As announced earlier 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. You should be storing any new videos that you create to the new MS Stream (on SharePoint).

Migration of videos from Stream Classic (on SharePoint) has begun and we anticipate this migration being completed by end of July. As your videos are migrated you will see a folder in your OneDrive folder titled **Stream Migrated Videos**. If you have questions or need assistance, please contact the Center for Faculty Development or the IT Helpdesk.

Server Upgrades

We anticipate that upgrades to our virtual server environment in support of our Bring Your Own Device (BYOD) initiative for students will take place during fall break. More information will be announced as we get closer to that time.



New Software Purchases

Attention Budget Officers: If you are purchasing new software, you must complete the form titled Software Purchasing which can be found on Raider Experience under Purchasing within Forms. This is needed for us to start the process in validating security and accessibility compliancy. If you should have any questions, please contact the Office of Information Technology

Public Lab Machines Upgraded

Upgrades to machines known as "thin clients" will be completed in some of our public locations. This includes the Library, Residence Halls, and KHIC 112

Adirondack Parking System

The Adirondack Parking System used by Student Affairs to manage parking across campus was recently purchased by a new owner. Campus Innovations has purchased Adirondack Parking back from StarRez, as they were the original owners and developers of the system. The migration should be completed this summer and the transition is expected to be seamless to the end users. This change in ownership is a good change since Campus Innovations will primarily be focused on enhancing the Adirondack Parking system, as it will be their main product offering. In the past, Adirondack Parking was a secondary system and received less considerations and development resources while other software systems got the priority. We are optimistic that over the next few years, Campus Innovations will enhance Adirondack Parking to improve the experience for both the Staff and Students who use the system.

Ellucian Advise Update



As mentioned in the Spring 2023 newsletter, Ellucian Advise is the last part of our implementation of a new Student Information System/Enterprise Resource Planning (SIS/ERP) software, the system the University has been in the process of implementing over the past few years.

We began this implementation in early February. With Advise, we can track our student's success from first year to graduation. This includes the ability to monitor high-priority initiatives, streamline communication across campus offices, and engage our at-risk students with timely communications.

Below is the following implementation schedule:

February 2023 – Implementation started.

Summer 2023 – Limited pilot of the system for summer students

July/August 2023 – Advisor training

August 1st, 2023 – Full implementation

Many campus representatives including faculty, staff, and administration are focused on the implementation of this new system. We do have an aggressive timeline in place for building, piloting, and fully implementing Advise. Be on the watch for additional updates and information throughout the rest of the summer.

Summer Projects

Over the course of the Summer and into Fall 2023, the Office of Information Technology (IT) will be conducting a series of upgrades and changes to campus systems, software, and policies. Schedule and details are below. Some upgrades may cause temporary interruptions.

June 26 – August 1 | Teams Voice Migration

We will be migrating from MS Skype for Business to MS Teams Voice. We kicked off this project on June 26. The first weeks we worked on the backend preparation for the actual migration of telephony services. Currently, we anticipate beginning to move users to the new platform around the week of July 24. As this is completed, Skype for Business will be completely decommissioned. If you have not already done so, please participate in an MS Teams Lunch & Learn. Future MS Teams Lunch & Learns for Telephony are scheduled for July 13th and July 27th. Please send an RSVP to Lisa Blake at blakeli@mountunion.edu if you would like to attend.

Summer | International Access and Authentication to Campus Resources

We are reviewing our policies and procedures relating to international access to make sure they align with current security, risk, and compliance standards. More details will be provided in the coming weeks in a separate message.

Summer | Multimedia Upgrades

Upgrades to various classrooms will be made over the summer. Currently, these include Chapman 11, Gallaher 226, 227, 322; Oak 102, 103, 203, 206, KHIC 112, MAAC 2275, and TH 221. There should be no interruption of service as we will work around any class schedules.

Summer | Fiber Upgrades

In preparation for our next network electronic upgrade, additional fiber will be installed this summer at various locations across campus. There should be no interruption of service.

Summer | Implementation of Ellucian Advise

The implementation of Ellucian Advise to replace Starfish is underway, and we anticipate an August completion.

Summer | External Camera Project

We will be placing cameras to cover select areas of the parking lots around campus. This project should conclude in late August.

August - Fall Term | Configuring Microsoft Intune

This platform will assist with device management for patches, antivirus, software, and security. All institutionally owned devices will be enrolled in this service. This management software will require that some Mac OS devices be brought to the helpdesk to be enrolled if they have not already been completed. Please watch for a message with further information on this topic in the coming months.

Ongoing | Windows 11 Planning

We are also in the process of testing Windows 11 and strategizing a rollout/migration plan for this operating system. Microsoft has announced Windows 10 will be going end of life in a little over two years. Windows 11 has been in production since 2021. We will be announcing more information this fall along with anticipated rollout dates.

Look for more information to come on these projects and thank you for your patience. If you have questions, please contact the IT Helpdesk at helpdesk@mountunion.edu or (330) 829-8726.

GLBA Assessment

Our Gramm-Leach-Bliley Act (GLBA) assessment was completed in April in partnership with FORVIS. The overall objective of this assessment is to evaluate internal controls over Information Technology as required by GLBA and the National Institute of Standards and Technology Special Publication 800-171 R2 (NIST SP800-171R2).

Findings are defined as a matter having a direct negative impact on internal controls and are rated as High, Moderate or Low.

The results from April 's assessment indicated the following findings:

HIGH:

- Connection of External Systems

MODERATE:

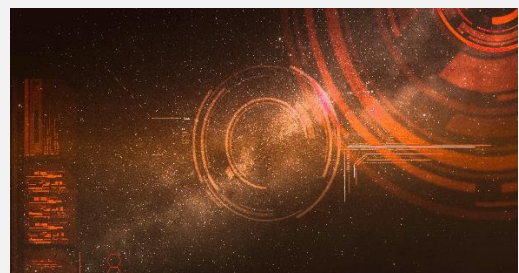
- Vulnerability Scanning (C)
- Business Continuity Planning (IP)
- Application Controls (IP)
- Remote Access Activity Monitoring (IP)
- Patch Management (IP)

LOW:

- IT Succession Planning (IP)
- Backup Policy (C)
- Data Encryption
- Colleague Logging and Monitoring (IP)
- Cybersecurity Program (IP)

IT will be working through the findings and communicate to the campus community on our progress.

Note: C=Completed, IP=In Progress





Microsoft Windows 11

This fall we will be testing and verifying compatibility of Microsoft Windows 11 for deployment.

Windows 11 is the latest operating system from Microsoft. Included with Windows 11 are several improvements, including:

A new taskbar has been designed to be more user-friendly and easier to use.

The start menu has been redesigned to make it easier to find and launch apps.

The new settings interface provides quick access to all the most important settings in one place.

Windows 11 offers better support for multiple monitors, making it easier to view and manage multiple tasks simultaneously. It also introduces several new security features and better performance.

Multimedia Upgrades

Multimedia classroom upgrades this summer will include Chapman 11, KHIC 112, Oak 102, 103, 203, Oak 206, MAAC 2275, T&H 221. These rooms will have HDMI connections. If your laptop does not have HDMI, you will need an adaptor. If you need assistance determining what type of adaptor your laptop requires or need help connecting in any of our multimedia rooms, please contact the IT Helpdesk for assistance @ 330-829-8726 or by email at helpdesk@mountunion.edu.

As a friendly reminder, please log out of the desktop computer and turn off the projector before leaving the room.

IT WORD FIND

A	N	O	I	T	A	C	I	L	P	P	A	B	T	Q	B
S	I	N	P	X	K	O	J	O	X	K	Y	F	X	R	H
O	Y	D	L	H	Y	S	L	H	R	B	O	Q	I	Y	T
F	R	U	E	E	I	I	E	O	N	S	V	G	T	X	D
T	N	P	U	M	C	S	W	D	O	G	H	H	Z	S	I
W	P	H	B	I	I	T	H	R	P	T	J	C	R	T	W
A	C	Q	E	E	E	T	C	I	S	L	A	D	F	N	D
R	E	S	Q	N	I	I	L	P	N	Q	E	N	O	W	N
E	O	K	B	Z	M	H	A	U	E	G	G	H	M	Z	A
P	T	Q	I	L	P	C	R	H	M	U	D	Q	B	M	B
W	I	R	E	L	E	S	S	N	A	I	C	U	L	L	E
D	U	O	C	A	B	L	E	O	L	G	W	J	M	C	K
L	N	E	N	B	H	Q	K	Y	D	T	I	O	K	T	A
R	O	Q	S	K	S	G	U	V	O	J	C	C	H	J	U
L	O	R	O	L	T	X	J	W	P	J	O	C	S	Y	X
B	H	X	B	O	N	R	V	J	X	N	G	Z	O	R	I

APPLICATION
BANDWIDTH
BRIGHTSPACE
CABLE
ELLUCIAN
HELPDESK
INFOBASE
MICROSOFT
MULTIMEDIA
NETWORK
PHISHING
POLICIES
SOFTWARE
VPN
WIRELESS

Congratulations to our Graduate!!

The Office of Information Technology would like to congratulate **ALL** the Mount Union graduates.

A special congratulations to our awesome helpdesk student!

We wish all the graduates a successful future!!



Congratulations Dylan!



Dylan Yoshida

Dylan graduated with a BS in Criminal Justice. Dylan plans after graduation to return to Hawaii and take time to hang out with friends, family, and find an internship to pass the time. After that he plans to go to Graduate school for his master's degree in criminology. Best Wishes Dylan!

IT WORD FIND ANSWERS

A	N	O	I	T	A	C	I	L	P	P	A	B	T	Q	B
S	I	N	P	X	K	O	J	O	X	K	Y	F	X	R	H
O	Y	D	L	H	Y	S	L	H	R	B	O	Q	I	Y	T
F	E	U	E	E	I	I	E	O	N	S	V	G	T	X	D
T	S	P	U	M	C	S	W	D	O	G	H	H	Z	S	I
W	A	H	B	I	I	T	H	R	P	T	J	C	R	T	W
A	B	Q	E	E	E	T	C	I	S	L	A	D	F	N	D
R	O	S	Q	N	I	I	L	P	N	Q	E	N	O	W	N
E	F	K	B	Z	M	H	A	U	E	G	G	H	M	Z	A
P	N	Q	I	L	P	C	R	H	M	U	D	Q	B	M	B
W	I	R	E	L	E	S	S	N	A	I	C	U	L	L	E
D	U	O	C	A	B	L	E	O	L	G	W	J	M	C	K
L	N	E	N	B	H	Q	K	Y	D	T	I	O	K	T	A
R	O	Q	S	K	S	G	U	V	O	J	C	C	H	J	U
L	O	R	O	L	T	X	J	W	P	J	O	C	S	Y	X
B	H	X	B	O	N	R	V	J	X	N	G	Z	O	R	I