Information Technology Services' series of monthly emails to all employees aimed at improving communications with campus about tips, information, technology updates and services offered in ITS.

HuskyTech Hours – Academic Year 2017/2018

Store/HelpDesk

Monday – Thursday	7:30 AM – 8:00 PM
Friday	7:30 AM – 7:00 PM
Saturday – Sunday	12:00 PM – 6:00 PM

Call Center

Monday – Thursday	7:30 AM – 12:00 AM (midnight)
Friday	7:30 AM – 7:00 PM
Saturday	8:30 AM – 8:00 PM
Sunday	11:00 AM – 12:00 AM (midnight)

Please contact HuskyTech at (320) 308-7000, at huskytech@stcloudstate.edu or you can submit a request through the technical request form.

New "Request and Review" Process

To best meet the needs of our University, ITS is designing a new technology solution request process. The draft model empowers our staff to immediately address most requests and route resource-intensive requests to our ITS Leadership Team for a more thorough review and prioritization. If deemed appropriate, some requests may be escalated to campus leadership for strategic prioritization. This improved process is designed to secure resolutions in a more timely, efficient, and strategic manner and provide increased communications back to requestors. The process will ensure IT initiatives are aligned with University priorities, such as student success, and are appropriately balanced between operational and academic needs. Please continue to submit requests as you always have; we will internally escalate requests as appropriate. We expect to mature this process throughout the academic year as we gather feedback from the campus community and evaluate success.

New Success Tool for Students – Brightspace Pulse

We are excited to announce the availability of a new tool focused on student success - Brightspace Pulse!

Pulse provides one easy view of course calendars, readings, assignments, evaluations, grades and announcements on students' mobile devices, allowing students a more convenient tool for keeping up with their courses.

If you would like to learn more about Pulse, or if you have any questions, please email d2l@stcloudstate.edu.

Convocation

Our team had many opportunities to connect with our campus community during Convocation week, including our ITS Open House and CETL-sponsored convocation activities such as the Technology Showcase. Thank you for the engagements. We look forward to serving you and our students this new academic year.

Minnesota State Name Change

The System Office is working to update the mnscu.edu domain to MinnState.edu to align with the Minnesota State branding. While we do not anticipate any significant impacts to St. Cloud State University functions, we want you to be aware that the changes could have a slight impact in accessing System Office resources. At this time, we are aware that the majority of webpages have migrated to www.MinnState.edu and System Office employees' email addresses have changed (@mnscu.edu email addresses will be deactivated in November). It is recommended that you update bookmarks/links for documents and webpages to reflect the new domain as well as update any frequent System Office contacts in your address book. A System Office Staff Directory can be found on the Minnesota State website.

We will continue to communicate known impacts to our campus community.

IT Security Tips

- Never share your credentials (such as usernames and passwords) with others.
- Guideline 5.23.1.1 for Password Usage and Handling provides applicable guideline information for Minnesota State employees.
- In the event multiple people in your department need access to the same email, file/web space, D2L Brightspace, etc., consider opening a supplemental account for each individual requiring access.
- **Information Technology Services will never ask you for your password.**
- If you have questions about IT security, please contact our IT Security Program Lead, Darrin Printy, at dprinty@stcloudstate.edu or (320) 308-3091.

MINNESOTA STATE | St. Cloud State University, a member of Minnesota State