



INFORMATION
TECHNOLOGY SERVICES
ST. CLOUD STATE UNIVERSITY

EMPLOYEE NEWS & INFORMATION

JUNE 2019

www.stcloudstate.edu/its

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.

IT Support for Incoming Students



Advising and Registration Days is an important opportunity for our students to benefit from the technology services our University has to offer. ITS partners with several campus units to support numerous incoming students and their families during each A&R Day. On the front lines, our HuskyTech team provides direct technology support and guidance to incoming students and their families. Behind the scenes, ITS delivers process improvement and automation services, implements University branding through customized presentations and ensures that our technical services are effective.

Office 365: Supplemental Accounts



As a part of the August 9th-11th move to [Office 365 Shared Tenant](#), many supplemental accounts will become shared mailboxes. Those with supplemental accounts should expect to hear from their technician by June 5th. A list of your supplemental accounts can be found on the [Supplemental Account maintenance page](#). Please contact your technician or HuskyTech for questions.

More information about shared mailboxes is available within "[St. Cloud State's University's online "knowledge base."](#)"

Project Highlight: Unified Voicemail System

The University-prioritized project, Unified Voicemail System, was completed to meet system requirements. This summer, ITS is implementing advanced contact center capabilities for select call center environments on campus. These enhancements, designed to improve the customer experience, include:

- Providing callers the option to leave a voicemail or callback number if they prefer not to hold
- Metrics and reporting (e.g. number of calls received, calls answered, length of calls)



Wireless Video Presentation

Wireless video is a way to present images and sound from a laptop without connecting wires to a display in a room. Our wireless video solution, AirTame, has been installed in over 20 locations on campus in partnership with the Student Technology Fee.

If you are interested in learning more about AirTame, or for room compatibility analysis, please contact your technician.



IT Security Tip



Minnesota State has established different classifications for various types of data collected and stored physically and electronically. If you maintain restricted or highly restricted data, ensure that the appropriate security practices have been implemented.

For more information, see SCSU's [Secure Computing page](#).

Did You Know?



ITS has worked with units on campus to assist in their successful reaccreditation process, including providing a template of considerations to address during the process as well as advising on technology and file sharing best practices.

If your unit is involved in a reaccreditation process, you are welcome to contact your technician for a consultation.

Contact [HuskyTech](#) for technical services, support and sales.



St. Cloud State University,
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