http://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.

FY17 in Review

This past year kept us busy! Here are some of our key accomplishments over the 2016-2017 fiscal year:

- Partnered with many to successfully move network services and move and rebuild classrooms and multimedia for St. Cloud State at Plymouth
- Completed the RFP process for and laid the technical framework necessary to allow the EAB Student Success Software to be implemented in FY18
- Worked with CETL to facilitate training and workshops and collaborated with faculty to support course material development and delivery
- Provided support for SCSU Online and HBS in launching their new online MBA program
- Implemented a responsive design for the www.stcloudstate.edu site which makes it adaptable to any screen size and enhances mobile-friendliness
- Upgraded several campus buildings to new wireless standard (802.11ac) which offer our campus community faster speeds, the ability for more devices to connect without impacting performance, more connection reliability, and improved battery life for 802.11ac-enabled devices
- Our Information Technology Support Services Team handled over 10,000 technical support incidents
- Our Security Team responded to more than 600 inquiries for assistance from internal and external sources, which resulted in the opening more than 160 new cases involving everything from alleged violations of computing policy and attempts to hack into University systems to assisting with missing person investigations

Lemonade WiFi

Information Technology Services partnered with the Lemonade Art Fair to ensure that visitors, vendors, and community members could enjoy WiFi access during the event.

An article in the SC Times was featured around the open WiFi at St. Cloud State University and SCSU grad Dylan Edwards' vendor map application and website.

Lab and Classroom Computer Updates

We perform annual maintenance on lab and classroom computers and instructor stations to keep them running at optimum capacity. During this summer's update we will be reinstalling the operating system, installing curriculum-specific software, and upgrading the computers to Microsoft Office 2016. So far, we have updated over 500 classroom and lab computers and will soon begin working on the 200 instructor stations. To minimize the impact to our campus community, only half of the computers in each lab are worked on at any given time. This maintenance is expected to be completed by August 1st.

If you have any questions or concerns, please contact your technician or HuskyTech at (320) 308-7000.

MN Highway Safety Center Upgrades

The MN Highway Safety Center provided funding for upgrades for two of their classrooms. ITS helped revise the classrooms so they are now able to connect to modern video sources such as tablets and new laptops. The classrooms have also been added to the campus classroom management system to enable remote troubleshooting capabilities.

Perceptive Content Upgrade

Perceptive Content (ImageNow) users will be upgraded to the newest version starting on Friday, July 14th, at 5:00 PM. Stored documents will not be accessible until sometime Monday. WebNow users will also be affected but updates will not be required on their computer.

Questions or concerns can be directed to your technician or HuskyTech at (320) 308-7000.

Did you know?

The ITS Department partners with various campus entities to help provide user account logins for technology related to summer activities on campus such as guest network access, computers for workshops, and technical support.

If you are in need of IT assistance for an activity or event this summer, please contact your technician or HuskyTech at (320) 308-7000.

IT Security Tip – "Keep What's Private, Private"

ITS uses Educause as a source for a variety of topics related to Information Technology in Higher Education, including IT Security. The information below comes from the Educause Review's article "Keep What's Private, Private" by Patricia Clay.

You exist in digital form all over the Internet. It is thus important to ensure that the digital you matches what you are intending to share. It is also critical to guard your privacy — not only to avoid embarrassment, but also to protect your identity and finances!
Following are specific steps you can take to protect your online information, identity, and privacy.

- **Use a unique password for each site.** Hackers often use previously compromised information to access other sites. Choosing unique passwords keeps that risk to a minimum.
- **Use a password manager.** Using an encrypted password manager to store your passwords makes it easy to access and use a unique password for each site.
- **Know what you are sharing.** Check the privacy settings on all of your social media accounts; some even include a wizard to walk you through the settings. Always be cautious about what you post publicly.
- **Guard your date of birth and telephone number**. These are key pieces of information used for verification, and you should not share them publicly. If an online service or site asks you to share this critical information, consider whether it is important enough to warrant it.
- **Keep your work and personal presences separate**. Your employer has the right to access your e-mail account, so you should use an outside service for private e-mails. This also helps you ensure uninterrupted access to your private e-mail and other services if you switch employers.
- **There are no true secrets online**. Use the postcard or billboard test: Would you be comfortable with everyone reading a message or post? If not, don't share it.

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