

Subject: News from the CIO - Issue #6

Date: Wednesday, September 4, 2019 at 9:18:05 AM Eastern Daylight Time

From: Dave Baird

To: Wesleyan Faculty

Greetings, Colleagues:

Welcome to the Fall 2019 semester! I hope your summer was both restful and productive, which is the line we try to walk in ITS during the summer months. In this version of "News from the CIO", I write to bring you up to speed on our activities during the hottest summer ever recorded on earth(!):

ITS Service Delivery

The **ITS Helpdesk** is now available to provide Wesleyan faculty and staff with personal service.

Staffed by Wesleyan students working in conjunction with ITS professional staff, the ITS Helpdesk is the primary initial point of contact for faculty, staff, and students seeking assistance with ITS-delivered services and support.

In support of faculty and staff, the ITS Helpdesk:

- Answers the ITS Helpdesk phone line or returns voicemail calls within ten minutes during operational hours.
- Provides immediate assistance and resolves issues during the initial call whenever possible.
- Collects information, submits an ITS request on behalf of users, and escalates the requests to the appropriate ITS professional for timely resolution.

Having ITS issues or need assistance with ITS services? Report an issue through WesPortal, call us at x4000, or come see us at the Helpdesk (Exley 143) during the following times:

Monday - Thursday 8:30AM - 10PM

Friday 8:30AM - 5PM

Saturday Closed

Sunday 6PM - 10PM

Classroom Renovations

Over the summer, in collaboration with Facilities staff, ITS has been hard at work renovating classrooms across campus. In preparation for upcoming PAC renovations (Public Affairs Center, for those new to Wes), underutilized spaces across campus were identified and, in consultation with academic departments, redesigned and upgraded in order to maximize their use by the campus community. Some, like Downey 113, were completely gutted. With new furniture and two 80-inch 4k televisions installed, this room is now situated for greater movement and collaborative learning. Others, like Hall-Atwater 56, received a full A/V upgrade, including an AppleTV and Microsoft Wireless Display adaptor. The complete list of rooms renovated this summer includes Downey Lounge, Downey 113 and 208, Exley 618 and 638, Zilkha 202, Fisk 302, Freeman East Asian Studies Center, Hall-Atwater 52, 53/54, and 56, and Ring Hall.

Joe Bazeley joins Wesleyan and Trinity as new Chief Information Security Officer (CISO)

On August 5, ITS welcomed Joe Bazeley as our new CISO (shared with Trinity College). Joe's first project will be to coordinate an external audit of our cyber security. Connecticut College, Trinity College, and Wesleyan have hired a security consulting firm (Vancord) to conduct three independent audits in Fall 2019. The scope includes campus interviews to assess security awareness, policies, and procedures; vulnerability assessments of campus network and server infrastructure; and penetration testing of networks and applications. Joe will also be leading our exploration of Multi-Factor Authentication (MFA) during the coming year.

ITS Information, Education, and Training

As the new academic year begins, we want to take the opportunity to remind the Wesleyan community about the different ways you can obtain information and receive education and training for ITS-delivered software and services.

- You can find a variety of helpful Wesleyan specific informational resources at <https://www.wesleyan.edu/its/>. Many of these resources are conveniently grouped into faculty, staff, and student categories so you can find what you're looking for faster.
- Register for Information Technology sessions through [Success at Wes](#). This fall we'll be offering sessions on *Tips for Software, Services, and Subscriptions* as well as *File Sharing and Cloud Storage at Wesleyan*.
- If you'd like personal or small group instructional assistance on any specific IT services used at Wesleyan, we have training staff who can help. Please submit a request through WesPortal or call us at x4000.

Linked In Learning

Lynda.com has become *LinkedIn Learning*, featuring all the same content as Lynda.com plus a lot more. LinkedIn Learning is available to all faculty, staff and current students, and provides video-based training on hundreds of software titles and professional development topics. In addition to full courses, the search results will direct you to specific clips, typically no more than 3 or 4 minutes long. Connect to LinkedIn Learning from [WesPortal](#) in the top menu bar. When logging into the site, you will have the option of linking your account to your LinkedIn profile. If you connect your LinkedIn account, only your learning data will be shared with Wesleyan. No other data from your LinkedIn account will be accessible or shared. Privacy information on connecting your account can be found [here](#).

First Year Matters (FYM): Student reflections captured in a new WesPortal application

The FYM book selection this year is *Find Me Unafraid* by Kennedy Odede '12 and Jessica Posner '09. The FYM & Orientation team of Kevin Butler and Joanne Rafferty joined the WesPortal team of Paul Turenne, Kevin Kane, and Maria Higuera to create a web form that collects reflections from new students and delivers them to the 47 FYM facilitators for review prior to leading their group conversations. The facilitators comprise a cross-section of faculty, staff, and orientation leaders. Students were divided into small groups for discussions with three advisors from different academic departments. Responses have been loaded into each student's digital (DocFinity) file for access by their faculty advisors and their class dean. Lastly, submissions from the three previous years collected via a Google Form have been imported into the new application, so that Institutional Research can use the writing samples for longitudinal assessment.

The Year Ahead

I recently published a summary of our major ITS projects for the coming year, organized into three areas: Enterprise Risk Management, Continuous Service Improvement, and Building Future Capabilities. Please check it out [here](#). Finally, this fall we will continue our series of face-to-face meetings with academic departments, so please be on the lookout for an email from Rachel Schnepfer asking for an invitation to meet with your department. In the meantime, thanks for reading!

Dave Baird
VP for IT & CIO

P.S. Past editions of this newsletter are archived [here](#).