

Subject: News from the CIO - Issue #21, February, 2022
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To: Dave Baird

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Wesleyan University
Information Technology Services

Dear Colleagues:

Temps hit 52° in CT yesterday and with Valentine's Day upon us, spring is in the air! In this issue, we highlight some staffing changes in ITS, recap classroom upgrades completed over break, preview our new computer hardware catalog, discuss file encryption, and introduce plans for e-911 capabilities with the new Avaya phone system. Let's get to it...

Personnel Updates

Enterprise Systems: In March, we will welcome Captain Kevin Kane back to Wesleyan following a fourteen month deployment with the National Guard to [Camp Lemonnier](#) in Djibouti, Africa. We offer our thanks and congratulations to him and his soldiers on a successful deployment. In January, Maribeth Muldoon joined ITS as a PeopleSoft Analyst and Programmer for Finance and Human Resources. She comes to Wesleyan from Citigroup where she was the technical manager and lead analyst of their PeopleSoft Human Resources and Payroll system. Maribeth's focus at Wesleyan will be working with Financial Services and Ravi Patil on the Wesleyan Financial System (WFS) and working with Payroll and Darrell Lawrence on Workforce Time.

User Services: Please congratulate Ben Jackson on his retirement after 25+

years of service to Wesleyan!

Technical Services: Ken Taillon will be leaving this month to join Liberty Bank; we will miss him and wish him well! David Jardim has transitioned from Software Deployment Engineer to a new role as Identity and Access Administrator in the security team.

As a result of these moves, we have some open positions in ITS; if you know of excellent candidates in search of great opportunities, our positions are listed in <https://www.wesleyan.edu/hr/careers/> .

Classroom upgrades in the age of supply chain issues

It's not uncommon for us to have a list of classrooms to renovate over winter break when they are not in use. This past break was no exception, and we had planned to update the technology in ten classrooms. However, due to on-going supply chain issues, much of the equipment in classrooms that we planned to replace over winter break did not arrive in time (it's currently scheduled to arrive in April!). But no cloud is without a silver lining! This delay meant that we were able to install cameras and microphones in twenty classrooms. A complete list of classrooms outfitted with an HD camera and a table microphone, as well as other lecture capture options, is [available on our website here](#).

Coming Soon – An online shopping experience to select your Capital Computer

We are finalizing the configuration and workflow of our ServiceNow Hardware Catalog. This addition to the ITS ServiceNow portal will provide faculty and staff with an online “shopping” experience when requesting their new Wesleyan Capital desktop or laptop computer. You'll be able to conveniently select from our supported Dell and Apple models, customize your device configuration, add the device to your cart, submit your request for approval, and check on the request status. Stay tuned -this new feature will be available in Spring 2022!

Hard disk encryption - does it get any more exciting than that?? 😊

Actually, in the unlikely event your computer is lost or stolen, it is really important from an institutional risk perspective that the data on that machine is inaccessible to unauthorized users... So, ITS will be rolling out encryption to all laptops and workstations this semester. The majority of users won't need to take any action – the encryption will happen automatically in the background. Your desktop support specialist will contact anyone whose computer settings need to be modified before the encryption takes place. Encryption will be handled by software already built into the operating system, so there will not be any changes to how you will log into your computer. Please contact Joe Bazeley if you have any questions.

Enhanced 911 Service Coming Soon

With a modernized phone system, Wesleyan is now compelled to implement enhanced 911 (e911) services on campus. e911 is required through [Ray Baum's Act](#). When anyone on campus calls 911, that call goes to the local PSAP (Public Safety Answering Point). Historically, the call only provided information that it was coming from Wesleyan, and Public Safety had to provide additional location information. With e911 services, specific location information is transmitted directly to the PSAP when the call is made. This is more efficient for emergency responders. Of course, Public Safety will continue to be alerted for any 911 calls. You will hear more about this in the next couple of months.

Related, as part of our standard safety procedures, we will be performing our emergency communication testing for this semester on Thursday, February 17 at 11:45 am. Please be sure to verify your office location and extension in WesPortal under My Information > Personal Profile.

Finally, as a reward for reading this far, here is your Random Seasonal Lyric, from "The Rocket" by Fred Eaglesmith:

"Number 47, she's a good one
Number 63 sings like a bird
Number 29, that's the one they call 'The Rocket'
Hey that's the saddest train I ever heard"

Best wishes for a smooth spring semester. Please be in touch if you want more information on any of the above or if you have suggestions for future topics, and thanks for reading!

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