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Wesleyan University

Information Technology Services

Dear Colleagues:

I am pleased to bring you the October, 2022 edition of "News from the CIO". In this issue:

- October is CSAM (Cyber Security Awareness Month)
- Piloting "Remote First" classroom technology support
- Piloting new alarm technology in wood frame houses
- ITS Service Portal - your one-stop shop for IT services
- Database and Enterprise System Performance Upgrades

So, stop raking those leaves, and dive right in...!

New Cyber Security Awareness Training in WesPortal

Hackers and scammers keep updating their tricks and techniques, so ITS will provide online cybersecurity awareness training to all Wesleyan faculty and staff starting in October, so you can be better prepared to identify their scams. The training is composed of ten modules each lasting 4-7 minutes, and the system will save your progress so you do not have to take all modules at once. When you first login, there is also a short multiple-choice quiz with three questions per module, and if you get all three correct then the associated module becomes "optional", as you have shown that you know the material. You can access the training through WesPortal by clicking on Securing Wesleyan/Security Awareness Education under the Security tab. You can also just click [this link](#). Please contact Joe Bazeley with any questions.

Piloting "Remote First" classroom technology support

Rachel Schnepfer is excited to announce that this fall her team is piloting a new classroom support response, which she dubbed "Remote First".

Traditionally, when requiring assistance in the classroom, you call IMS Support (x4959) and we dispatch someone to come assist. Depending on where you are located on campus, it can take up to ten minutes to reach you, and then there's a few moments to figure out what the problem is and resolve it. All of this means it can take up to fifteen minutes to actually begin your class as you planned it. Needless to say, this is inconvenient and disruptive to you and your students.

We want to do better!

Recently, we have installed new technology in several classrooms that allows us to remotely monitor the status of the equipment and remotely control it. Now, if you call us, there is a wealth of troubleshooting we can do remotely to get you and your class up and running ASAP. With Remote First, we anticipate being able to cut down substantially on the time it takes to resolve an issue, thereby reducing the disruptions to your class. No longer will you have to wait for a tech to arrive to assist, we will get you up and running in a few minutes over the phone!

We are currently piloting Remote First in three rooms this semester, with plans to expand next semester. Ultimately, our hope is this will become our primary way of responding to classroom support issues. For more information, please contact Rachel Schnepfer.

Piloting new alarm technology in "wood frame" houses

ITS is partnering with Chris Cruz, manager of fire safety and facilities administration, to pilot new technology in wood frame housing. Wesleyan has begun deploying communication gateways in six houses that allow the fire alarm panels to report back to monitoring authorities using a combination of cellular, wireless, and wired internet data connections. The project has involved partnering with the city fire marshal to ensure code compliance. The new gateways improve reliability and have the potential to reduce cost significantly while ending Wesleyan's dependence on aging telephone technology with an uncertain future.

ITS Service Portal

Most Wesleyan faculty, staff, and students know how to contact ITS and Request IT Support, but do you know that ITS has a full-service portal available to you at <https://wesleyan.edu.service-now.com/sp>? The ITS Service Portal gives you one-stop shopping for all IT services:

- View and track your open ITS requests;
- Access our [software catalog](#) to view all available Wesleyan licensed software;
- Search our [knowledge base](#) for searchable self-help instructions;
- Browse our [hardware catalog](#) for streamlined computer ordering (going live soon - stay tuned for an announcement!);
- Find links to [ITS policies](#);

and many other useful quick links to all things ITS.

If you haven't already done so, check out the [ITS Service Portal](#) today!

Database and Enterprise System Upgrades to Improve Performance

The Enterprise Systems team is conducting core systems upgrades on the Human Resources, Student and Financial Databases. The Human Resources database will be upgraded first during the fall semester and includes a move to more powerful hardware that should alleviate some recent performance issues on that platform. Student and Financial systems will follow shortly thereafter. These upgrades should be transparent from a user perspective, but we anticipate an increase in performance, especially for HR. A specific testing plan and timeline for all system upgrades will be shared with affected offices once it is finalized. These upgrades are particularly important to complete in advance of the coming PeopleSoft replacement project, so that we will be on supported versions of key software throughout that process - allowing us to focus more on the implementation and less on maintenance of existing systems.

Finally, as a reward for reading this far, here is your Random Seasonal Lyric, dedicated to all of you who like to listen to ghost stories around the Hallowe'en campfire, from "Long, Black Veil" by Danny Dill and Marijohn Wilkin, and first recorded by Lefty Frizzell:

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*Someone was killed, 'neath the town hall light
There were few at the scene, but they all agreed
That the slayer who ran, looked a lot like me...*

A reminder to please complete your cyber security awareness training - identity theft is scary stuff! 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!

Dave Baird
VP for IT & CIO



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