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Wesleyan University

Information Technology Services

Dear Colleagues:

With the spring semester well underway, I hope you'll take a few minutes to consume this edition of *News from the CIO*, featuring:

- ITS OKRs – Managing with Objectives and Key Results
- ITS Releases Mobile App for ServiceNow
- Generative AI - Upcoming Workshops, Demos, and Presentations
- Duo - Your "Canary in the Coal Mine"
- Spring Break Brings Infrastructure Upgrades
- Speaking of Workday...

Off we go...

ITS OKRs – Managing with Objectives and Key Results

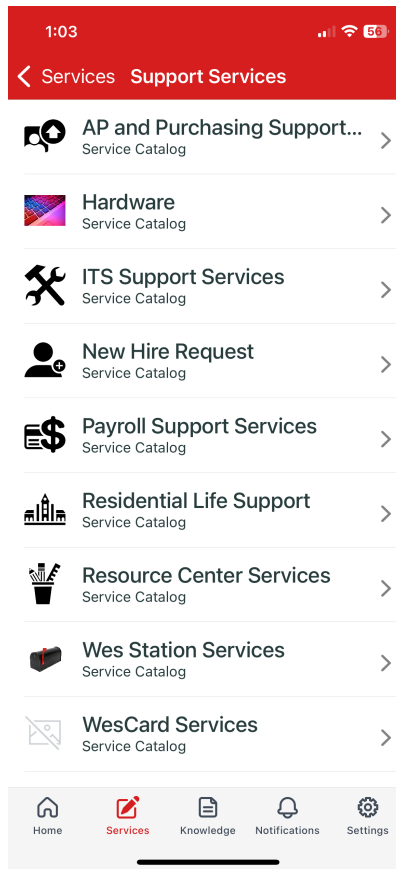
In 2018, I asked my leadership team to join me in reading John Doerr's book "Measure What Matters" in preparation for our summer goal setting retreat. Since then, we have been using the OKR method described in that book to set goals across the ITS division. As Doerr describes them, Objectives (WHATs): are tangible, unambiguous, obvious when achieved, and aggressive but realistic. Key Results (HOWs): are measurable milestones, describe outcomes not activities, and include evidence of completion. OKRs are shared publicly, frequently revisited, and often cross-team. Essentially, when all Key Results are complete, so is the Objective.

Each year, I publish our top OKRs on our website at <https://www.wesleyan.edu/its/about/office-of-CIO.html> and they are categorized in three areas: Enterprise Risk Management, Continuous Service Improvement, and

ITS Releases Mobile App for ServiceNow

We are pleased to announce the release of a mobile app that will allow our community to submit requests for services. The app is called WesSupport and is available in both the [Apple AppStore](#) and [Google Play](#). The app makes it easy for you to request help from all the Wesleyan offices that use ServiceNow (see list below) and provides notifications when your specific request is updated. Installation instructions are [here](#).

The left image below is the home screen, while the right image shows the contents of the "Services" tab.



ITS will partner with all offices that are using ServiceNow to promote this new service to faculty, staff, and students, though we expect students will likely benefit the most from the app. We will be reaching out to share print materials and posters as they are available.

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Rachel Schnepfer has been the IIS lead in our partnership with Academic Affairs and the Libraries to explore Generative AI. The following workshops, demos, and presentations are open to all interested in learning more about this transformative technology. Come see what all the buzz is about!

Thursday, Feb 22 11:45am-1pm

- Generative AI in Higher Education. An overview of AI on campus for faculty in Divisions 1 & 2 (although all faculty are welcome)
- Location PAC 100
- RSVP [here](#)

Wednesday, March 27 & Friday, March 29 2-5 pm

- Open workshops and discussion
- Wednesday, March 27 in Usdan 110
- Friday, March 29 in Olin 014

Thursday, April 4 11:45am-1pm Lunch will be provided!

- What Wesleyan Students are Saying and Doing with Generative AI. Find out what we learned from interviewing 85 Wesleyan students in Fall 2023. Presented by students in the [Assessment Lab](#).
- Location: Olin 014
- RSVP [here](#)

Thursday, April 11 11:45am-1pm Lunch will be provided!

- Gen AI Petting Zoo. Come test out various AI tools, like ChatGPT 4, Google Gemini, GrammarlyGo, Perplexity, Research Rabbit
- Location: Olin 014
- RSVP [here](#)

Tuesday, May 21 10am-Noon

- Final reflections. How did this semester go for you and your students? What are you thinking for the fall?
- Location: Zoom <https://wesleyan.zoom.us/j/96118354861>

Generative AI to come!

Duo Multi-Factor Authentication - Your “Canary in the Coal Mine”

Duo has the ability to function as an early warning system for your Wesleyan account. If you ever receive a Duo push notification when you aren't expecting one, instead of ignoring it you should click on “Deny”. When Duo then asks you if the login was suspicious, click “Yes”. This will send an email to the information security team so they can follow up. This is important because the Duo prompt is only generated after your password has been entered, and it may have been a hacker who previously stole your password. Once the suspicious login is confirmed the information security team will follow up with instructions on how to change your password and what other steps you might need to take to keep your account safe. As always, feel free to send any information security questions to security@wesleyan.edu .

Spring Break Brings Infrastructure Upgrades

The Enterprise Systems team will be conducting a significant infrastructure update that will conclude by the end of Spring Break. Much of the work has already started with PeopleSoft's Student, Human Resources, and Financial systems (CS/HR/WFS) and WesPortal development and test machines having already gone through the upgrades. Most of these upgrades will result in zero downtime but some of them will require short downtime windows that will be announced separately. For some of these systems (HR & WFS), it is likely that this will be the final update before the systems are retired as a result of the Workday project.

Speaking of Workday...

The Workday implementation continues at a furious pace... Colleagues in Finance, HR, Payroll, Academic Affairs, and ITS are now doing "End-to-end" testing of the systems they have been configuring since September. In preparation for going live, we have created a Workday Ambassador program - see <https://wesleyan0.sharepoint.com/sites/Workday/SitePages/Ambassadors>.

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the Ambassador program, in which participants get early access to information and opportunities to provide feedback on the system. Please email Tova (tfertal@wesleyan.edu) for more information or to join this cool group...

Finally, as a reward for reading this far, here is your Random Seasonal Lyric... It's less than a week since Valentine's Day rolled by. Now, if you follow this newsletter, you know this can go in one of several directions... maybe toward a sentimental love song, or maybe one about heartache, or even a murder ballad... Well, here's a bit of lyric from Guy Clark's "My Favorite Picture of You", the story of which is explained in this article: <https://www.texasmonthly.com/arts-entertainment/guy-clarks-my-favorite-picture-of-you/> . The [song](#) is on his 2014 Grammy-winning album of the same name.

*My favorite picture of you
Is the one where you're staring
Straight into the lens
It's just a Polaroid shot
Someone took on the spot
No beginning, no end
It's just a moment in time
You can't have back
You never left but your bags were packed
Just in case...*

Until next time, 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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