

Subject: News from the CIO, January 2025
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To: Rachel Schnepfer

 **Wesleyan University**
Information Technology Services

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The "Deep Freeze Edition"



Dear Colleagues:

Welcome back to campus after what I hope was a restful break. It's a busy time of year, so we're going to get right to the good stuff...

In this newsletter:

- Security Awareness Training - deadline 1/31
- AI Staff Ambassador Program Launches
- Workday - Compensation Management
- Educause Top 10 Issues for 2025
- How to Review Your ServiceNow Requests
- Need Help Getting Duo on a New Phone?

Let's get to it...

Security Awareness Training

As a reminder, faculty and staff are required to complete their annual information security awareness training by January 31st. Providing this training to all faculty and staff lowers the cost of our cybersecurity insurance premium, so your assistance is greatly appreciated. As I write this we are currently just above a 51% completion rate. Reminders will come out on the 1/31 for anyone who has not completed their training. If you have any questions please send them to security@wesleyan.edu.

AI Staff Ambassador Program Launches

This January, ITS is thrilled to launch the inaugural class of its AI Staff Ambassador program, bringing together colleagues from across campus, including Admissions, Advancement, Communications, Continuing Studies, Finance, Gordon Career Center, OEI, and Residential Life. This program aims to empower participants with the training and tools needed to unlock the potential of generative AI in their work. Equally exciting, the program will foster a collaborative learning environment where ambassadors will share insights, experiment with AI tools, and learn from one another's experiences. Together, we'll explore innovative ways to enhance administrative efficiencies and support Wesleyan's institutional goals.

No less exciting, but open to more folks, are the generative AI workshops Rachel Schnepfer is offering this semester

through Success at Wes. Topics include last fall's very popular (gentle) Introduction to Generative AI, as well as new offerings of AI for Life and Prompt Engineering. Check out these and other opportunities through Success at Wes in your WesPortal.

Workday Compensation Management

Our July 1st salary increase process will take place using Workday's Advanced Compensation. During our initial implementation, Wesleyan postponed designing the Advanced Compensation process to focus on more immediate issues, however the design is now complete for both faculty and staff.

Mark Hovey and Joy Vodak led the design of Faculty Advanced Compensation, while Anjali Tamhankar, Dan Pflederer, and Lauren Stumpf led the design of Staff Advanced Compensation. Darrell Lawrence and Steve Windsor of ITS will be responsible for final configuration and security.

Testing on both Faculty and Staff Advanced Compensation will take place through February. After our initial testing is completed, we will include the Academic Deans and leadership teams in both Advancement and ITS for stress testing of the process.

EDUCAUSE TOP 10 Issues for 2025

As the new year begins, it's worth highlighting the critical trends and challenges shaping higher education. Each year, [EDUCAUSE](#) - an association for information and technology leaders in higher education - releases its Top 10 Issues facing higher education.

We track these issues to inform our IT strategy. From enhancing data security to supporting software and improving digital access, technology plays a pivotal role in addressing critical priorities. These priorities include fostering student success, advancing research, ensuring operational excellence, and creating a secure and inclusive campus environment.

In ITS, we strive to stay ahead of these trends, ensuring that our technological infrastructure and strategies align with the university's academic and operational goals. This approach allows us to anticipate and respond to challenges in areas like cybersecurity, data-driven decision-making, and emerging technologies—each of which increasingly touches on the faculty, staff and student experience.

The EDUCAUSE Top 10 serves as both a roadmap and a reflection of the broader context in which we operate. We encourage you to explore this year's list to gain insight into the trends shaping the future of higher education.

[Read the EDUCAUSE Top 10 Issues for 2025.](#)

Review your ServiceNow Requests and Incidents via the Service Portal

Did you know that you can easily reference and review all of your open and closed ServiceNow requests and incidents at any time?

Simply visit WesPortal > ITS Help – WesSupport > [Request IT Support](#) . This will take you to the ITS Service Portal. Verify that you are signed in with your Wes SSO credentials in the top right corner of the screen.

Once signed in you will find Requests on the top menu.

Search

Click on Requests to view, access, and follow-up on all your past and present ServiceNow request items.

Need help getting Duo on a new phone?

A secure multi-factor authentication (MFA) system is critical to both institutional and personal data security. This is why all Wesleyan, faculty, staff, and students are required to enroll in Duo MFA.

The most common need for Duo MFA assistance is when you replace your mobile phone. If and when you move on to a new mobile phone, you will want to make sure to switch the Duo mobile app to your new device. This can be done simply and safely by following the instructions found in [Duo MFA - Enroll a new phone or change your 2nd factor authentication device/method](#)

If you no longer have access to your previously enrolled Duo device, fear not, the ITS Service Desk is happy to help, with appropriate security precautions!

To safely verify your identity, you will have two options.

1. You can visit the ITS Service Desk located in the lobby of the Exley Science Center near Pi Café to present your ID in person.
2. You can simply email us a photo of your Wesleyan ID at helpdesk@wesleyan.edu.

Once we have verified your identity, we can remove your old device from Duo, and you'll be free to enroll Duo on your new device. Should you have any questions or concerns, feel free to reach out to the ITS Service Desk at 860-685-4000.

Finally, as a reward for reading this far, here is your Random Seasonal Lyric...

This Bob Dylan tune from his 1970 album *New Morning* strikes me as one of his least "Dylanesque" songs - what do you think? Here is an excerpt from [Winterlude](#):

*Winterlude, Winterlude, oh darlin'
Winterlude by the road tonight
Tonight there will be no quarrelin'
Everything is gonna be all right*

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

