Wesleyan University
Information Technology Services

Dear Colleagues:

Welcome to the last "News from the CIO" for 2022. In this holiday edition:

- Explore Academic Technology's Digital Support Center
- Planning for the Workday Implementation
- New Year's Resolutions in Cyber Security
- Adding a new building to the campus network
- Introducing our new Hardware Catalog
- Celebrating Jerry Maguda's 45 Years of Service

Plus, a reminder to complete our short classroom technology survey (https://forms.gle/qpCpbUR2vgXVj5q19) before you leave for the break!

Academic Technology Support for Digital Projects

As we wind down from the fall semester and begin thinking about the upcoming spring semester, we wanted to draw your attention to the support Academic Technology offers for digital projects. Through our Digital Support Center led by Alyssa Beaulieu and staffed by students, we offer support and resources for digital curricular projects, such as portfolios, blogs, websites, digital publishing and more. More information, including tool suggestions and how-tos, as well as examples of projects, are available on the Digital Support Center website. If you are interested in incorporating a digital project into your course this spring, we encourage you to reach out to us over winter break!

Now that we have selected Workday as the eventual successor to PeopleSoft, what are the next steps?

Implementation Partners

Beginning now and throughout the months of January and February, the Steering Committee and Subject Matter Experts (SMEs) will evaluate four different companies and choose an implementation partner for our Workday implementation. The implementation partner will guide us in multiple areas including efficient use of Workday, change management, and streamlining our institutional business and security processes.

Our Workday Demo System

Workday has already provisioned our demo system (aka demo tenant) with login instructions. The tenant provides insight into job and security roles and allows us to review Workday processes from different roles. Early in the new year, we will providing training for our SMEs in the new Workday tenant so they can be familiar with the new environment when we begin implementation.

New Year's Resolutions in Cyber Security

As you start thinking about possible New Year's resolutions to make, consider making one that involves your technology. One of the main ways that hackers can break into smartphones and computers is by taking advantage of known vulnerabilities in old software. If you are running an out of date operating system or using out of date software programs, hackers may be able to access your devices. Protect your devices by ensuring that the software you use is up to date.

Almost all smartphones and computers come with the ability to automatically download and install updates. Be sure to configure your devices to do this, and also make sure you allow them to reboot to finish installing updates. You should also think about the most important programs that you use and check to see if you are running their current versions.

For Wesleyan users, Mac users are statistically less likely to update their computers than Windows users. Joe Bazeley reports that among computers that have requested a Duo prompt, 706 macOS computers show as either end of life or out of date while only 21 Windows computers are in the same state. In fact, a Mac used by a Wesleyan user is more likely to be end of life or out of

Adding a new building to the campus network

When Wesleyan buys a building, Construction Services leads the way to get it ready for occupancy. One of their first calls is ITS. Right now, we are working to ready 55 High Street. One of the biggest challenges is to provide connectivity. If the building is not within our campus fiber footprint, chances are that the cost and time of running fiber will be prohibitive. How does one get a building connected quickly? The most common method we use is contracting for what is called an ethernet private line (EPL), where a company leases us their fiber and connects it into our network. Then we install our network equipment and wireless access points and the building is effectively on our network.

Brandi Hood, project manager for 55 High Street, and ITS' network team, Brian Gibeault, Genevieve Corbiere, and Michael Hainer, have been "full steam ahead". ITS conducted a wireless survey to determine the ideal placement of access points in the building. Heric Flores has been designing meeting spaces with technology to conduct remote and hybrid meetings at scale. All of this happens while maintaining campus operations. While a lot of work, such projects present interesting design challenges and can be some of the most fun we have with our friends in Facilities!

Introducing Our New Hardware Catalog

The process of requesting a new Wesleyan Capital Computer every four years is getting a facelift. In January 2023, we are introducing the ServiceNow Hardware Catalog. Accessible via the ServiceNow Service Portal (Wesleyan login required): Request Capital Computer, the new request process allows you to view available models, make the appropriate selection based on your role, select customizations if applicable, submit a supplemental Smartkey for charges above the allowable Capital Computer limit, and submit your requested selection for review, approval, and purchase all from a convenient graphical interface. Beginning in January 2023, your Desktop Support Specialist will begin directing you to the Hardware Catalog when it is time for an upgrade!

Celebrating Jerry Maguda's 45 Years of Service

Last week, many Wesleyan friends from years past joined current colleagues from ITS and across campus to celebrate Jerry Maguda's many years of friendly customer service to the Wesleyan community. As I noted during my remarks:

"Imagine a job in which you come to work each day and wait for the phone to ring and on the other end of the call is someone wanting to complain about something… Now, imagine doing that for 45 years… happily…patiently… warmly and with good cheer, in such a way that it makes people happy that they called!"
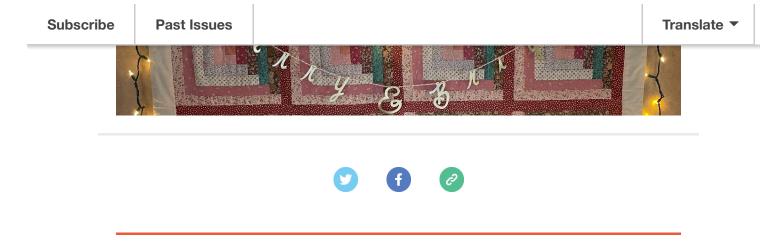
Please join me in wishing Jerry a very happy and healthy retirement, one more time!

Finally, as a reward for reading this far, here is your Random Seasonal Lyric. Written by Sammy Cahn and Jule Styne during a heat wave in 1945, "Let it Snow" was first recorded by Vaughn Monroe and the Norton Sisters - see https://www.youtube.com/watch?v=dLOLoF8FNgE

Oh The Weather Outside Is Frightful
But The Fire Is So Delightful
Since We've No Place To Go
Let It Snow, Let It Snow, Let It Snow

In closing, as you make your list and check it twice... please complete Rachel's classroom technology survey here: https://forms.gle/qpCpbUR2vgXVj5q19

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