Subject: News from the CIO - Issue #23, April, 2022
Date: Friday, April 29, 2022 at 9:24:44 AM Eastern Daylight Time
From: Dave Baird
To: Dave Baird

View this email in your browser

Wesleyan University
Information Technology Services

Dear Colleagues:

In this issue, I review our plans to replace PeopleSoft, provide an update on current hiring in ITS, report on presentations given by ITS staff at the annual NERCOMP meeting, acknowledge recent collaborations between ITS and HR, highlight self-help resources available to all employees, and finish with some information on laptop encryption coming this summer. Let's get to it ...!

Life After PeopleSoft

Earlier this month, I gave a presentation to the Information Technology Committee on our plans to replace PeopleSoft with a modern Enterprise Resource and Planning (ERP) system. You can find the slides from that meeting (as well as all prior ITC meetings) here. We are evaluating two viable vendors (Workday and Oracle) and assembling an advisory committee to provide input to the selection and configuration of a new platform. This is a multi-year project which will affect everyone in the Wesleyan community, so much more communication will follow. Stay tuned!

Hiring updates

After submitting a New Money Request last fall, we are pleased to be able to announce that we are hiring a new IMS Technician this spring. With the increasing number of classrooms and the increasing amount of technology in classrooms, we are excited to be able to add to our numbers to better support faculty and students in the classrooms. But IMS is not the only area in ITS in which we are hiring - in fact, since December, we have run seven searches! During the pandemic, we have been re-evaluating our staffing, determining where needs are most acute based on the services we provide to the community. We recognized that we needed to increase our support in networking, security, and user services. New hires include: Kevin Sowa, Software Deployment Engineer (starts 5/2); Noah Mayzel, Desktop Support Specialist (starts 5/16); other searches are in various states of completion - check back here next month for the latest!

Wesleyan Represents at NERCOMP Annual Conference

Each March, the Northeast Regional Computing Program (NERCOMP) gathers in Providence, RI for their annual conference. After two years being remote, the conference returned to a live event last month. NERCOMP is a consortium of over 270 member institutions from New England, New York, New Jersey, and Pennsylvania. Higher ed IT and library professionals lead presentations and share information. The networking and information gathering is a relied-upon resource for our industry.

This year, Wesleyan was well represented among the presenters. Steve Alvarez, Wesleyan's Manager of Events and Support Services, led a very popular and well-received talk entitled "Merging a Classroom Support and ITS Student Helpdesk Workforce". Karen Warren and Rachel Schnepper presented on their work leading the ARiA (Anti Racism in Academia) cohort in their session, "Talking About DEI at Home: Facilitating ARiA on Campus". Karen Warren also partnered with Ithaca College CIO, Dave Weil, to present on the rapidly increasing and impactful trend of remote work. "Moving from Surviving to Thriving in the New Normal of Remote, Hybrid and In-person Work" shared data from IT departments on both campuses regarding work modalities and self-reported challenges and successes.

ITS staff are encouraged to engage with the very active higher education IT

professional community. These opportunities inevitably lead to valuable connections that assist Wesleyan in planning and implementing solutions.

Human Resources and ITS Collaborations

Total Compensation Statement

The HR office recently released the Total Compensation Statement to all Wesleyan employees. Amy Walsh, Donna Brewer, Dan Pflederer, and Darrell Lawrence worked together to verify data and update the application, which details contributions for health, retirement, and life insurance made by both Wesleyan and the individual employee. It also includes gross pay, educational contributions, and other miscellaneous items. The Total Compensation Statement can be found in WesPortal under My Information.

New Streamlined Performance Reviews

The HR office also rolled out a new Performance Review process for all staff employees. The new design features enhanced workflow to facilitate interactive conversations around performance outcomes, and supports planning for the upcoming year, including professional development. The new review tool also eliminates the need for printing, and can be found in the WesPortal under Manager's Toolbox. Lauren Stumpf, Dan Pflederer, and Ravi Patil worked together to design and implement the new review form.

ITS Self-Help Resources – Knowledge Base and LinkedIn Learning

Would you like to find a quick answer to an IT question or issue you are experiencing? Are you seeking to develop and enhance your knowledge or expertise on a specific subject, skill, or software application? Check our searchable ITS Knowledge Base and LinkedIn Learning!

The ITS Knowledge Base can be accessed through WesPortal > ITS Help > Wesleyan ITS Knowledge Base. It is a great place to look for answers to frequently asked questions, how-to guides, and troubleshooting instructions. The Knowledge Base makes it easy for you to find solutions to many IT questions or problems without having to submit a ServiceNow ticket, and we

regularly add new self-help content based on frequently asked questions and problems.

LinkedIn Learning is accessible via the top tool bar in WesPortal and allows you to search for self-paced instruction on over 16K+ industry expert-led courses in software/technology, creativity, and business skills. From Microsoft O365 applications and Microsoft Teams, designing in applications like Canvas, learning Apple Watch tips and tricks, project management, leadership skills, etc. LinkedIn Learning has a course for you!

Encryption and Security Awareness

ITS will be deploying encryption software on all faculty and staff computers once the semester ends. The encryption software will install in the background and should be generally invisible for users. If you have any questions, please reach out to security@wesleyan.edu. We are also finalizing preparations for an online security awareness program for all faculty and staff (fall semester). The program is split into 10 modules that each last 4-6 minutes. The program saves progress, so the modules do not all need to be completed in one sitting. Additionally, when you first start the training you will have the option of taking a multiple-choice quiz covering the 10 modules. If you get all 3 questions correct for a given module, that module switches to be optional as you have shown that you know the content.

Finally, as a reward for reading this far, here is your Random Seasonal Lyric, for all the gardeners and wanna-be gardeners out there, from "Field Behind the Plow" by Stan Rogers:

"Watch the field behind the plow
Turn to straight, dark rows
Put another season's promise in the ground"

Best wishes for a smooth finish to the 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!

Dave Baird
VP for IT & CIO