Subject: News from the CIO - Issue #7

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From: Dave Baird

To: Wesleyan Staff

Greetings, Colleagues:

Welcome back from Fall Break! October is Cyber Security Awareness Month and ITS staff are involved in several related activities detailed below. We have been testing two-factor authentication since early summer and will be working with our Security Advisory Group to further test these tools before offering faculty, staff, and students an opportunity to opt-in later this year. In addition, we will be conducting a security audit of our infrastructure, applications, policies, and procedures in the November to December timeframe. Here are some other topics I hope will be of interest:

Equipment Loaner Pool

This fall, ITS launched a new program to provide loaner equipment to faculty, staff, and students. Currently we have five podcasting kits, which consist of an iPod touch and a Shure microphone, and eight laptops (four Macs, four PCs) available. All items can be reserved in advance. While the primary intent is to support curricular needs, the equipment is available to be checked out independent of a course. All items are available at the ITS Help Desk in the Exley lobby. For more information, please consult the [loaner program webpage](#).

Cyber Security Awareness Month

October is cybersecurity awareness month, with a theme of "Own IT. Secure IT. Protect IT." There are a number of quick reads at https://niccs.us-cert.gov/national-cybersecurity-awareness-month-2019 on good security practices, including ways to safely use social media apps, ways to protect yourself from phishing and other scams, and ways to help secure your home wireless network. As a reminder, any email requests from someone pretending to be someone you know and asking you to buy gift cards should be ignored. If you do believe that a request may be legitimate, please reach out to the person through a non-email mechanism, such as looking up their Wesleyan phone number in the Directory app in WesPortal and calling them, to confirm whether or not they sent the email. Alternatively, you can send the email in question to security@wesleyan.edu and we'll let you know if the message is legitimate.

Wesleyan's Security Advisory Group (SAG)

Every few months, Wesleyan's Security Advisory Group (SAG) gathers to provide ITS with advice on issues related to data governance, privacy, and information security. Comprised of administrators and faculty from across campus, SAG has representation from Academic Affairs, Admission and Financial Aid, Advancement, Computer Science and Mathematics, Finance, Graduate Liberal Studies, Health Services, Human Resources, Legal Counsel, ITS, Registrar's Office, and Student Affairs. Recently, this group has focused on data governance, helping classify all Wesleyan-managed data as public, sensitive, or restricted, and ensuring that appropriate security controls and proper handling procedures are followed by those who manage these systems and data. The group is led by Joe Bazeley, our chief information security officer, and Steve Machuga, senior director of enterprise systems. More information is available at https://www.wesleyan.edu/its/about/governance.html .

File Storage and File Sharing

File storage and file sharing at Wesleyan is a hot topic. With the planned retirement of Wesfiles, ITS continues to meet with faculty and staff across campus to discuss options, advise, and assist with moving personal files and department file shares to Office 365 OneDrive / SharePoint as well as to Google Drive. Both platforms offer the benefits of improved productivity, simplified collaboration and information exchange, and increased file availability and mobility. Over the next several months we'll be hosting several file sharing education and training sessions in various locations across campus. Please keep an eye open for these opportunities. You can also request and schedule

training by requesting "ITS Help" in WesPortal or by contacting the ITS Helpdesk at Ext. 4000.

Scheduling Downtime in a 24x7 World

Technology advances have significantly reduced the number of disruptive maintenance windows required by ITS. This has meant less downtime for you and less late-night system upgrades for ITS staff. As you might expect, we schedule planned maintenance around the academic cycle - fall break, winter break, spring break, and summer. We typically announce these activities 1-2 weeks in advance via email, Facebook, and Twitter. Additionally, every Wednesday morning, between the hours of 5:30 and 7, ITS performs regular database maintenance. This vital work is minimally disruptive and allows us to keep operating at peak performance. During that window, you may notice a link in WesPortal is not available for a few minutes or Moodle is offline for a short time. Our maintenance practices are posted on the ITS website at https://www.wesleyan.edu/its/services/support/maintenance.html .

Personnel

As I wrap up this newsletter, I am delighted to announce that Alyssa Marinaccio joined the Academic Technology team on October 14. In addition to providing website support, including both academic websites and faculty personal websites, Alyssa will support faculty and students in multimedia content creation, such as digital essays, and our new WesCreates platform.

Please be in touch if you want more information on any of the above, and thanks for reading!

Dave Baird

VP for IT & CIO