Subject: News from the CIO - Issue #19, November, 2021
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Dear Colleagues:

Before we dive into this edition's news, I want to take a moment to thank the campus community for the many emails and Teams messages I receive, acknowledging the work of the ITS staff. The pandemic has strained everyone in various ways, and the increased reliance on our technology systems has put added pressure on the ITS teams to perform. With the Thanksgiving Holiday on the horizon, I am reminded vividly of how thankful I am for the good work of my staff. Please join me in thanking them when next you meet on campus or on-screen! On with the show...

New Partnership Expands High School Scholars Program

In the Fall 2021 semester, Wesleyan began offering remote credit-earning courses for high school students via the National Education Equity Lab. Seventy students from historically underserved communities in California, Florida, Kansas, and New York are enrolled in *The Modern and the Postmodern* with President Michael Roth.

Academic Technologies, the Center for Pedagogical Innovation, and the Olin Library collaborated to leverage Moodle to meet the academic needs for the students and their high school teachers. Enterprise Systems and the

Registrar's Office worked directly with Equity Lab's data team to automatically load the students' records and register them in President Roth's course. The Equity Lab program complements our traditional High School Scholars program that permits outstanding juniors and seniors from selected area high schools to take one course per semester at Wesleyan. Through the effective use of remote learning, the Equity Lab program has enabled us to "Enhance recognition of Wesleyan as an extraordinary institution" as part of Wesleyan 2020. Lisa Dierker will be teaching her *Intro Psychology through Education* course to Equity Lab students in Spring '22.

October Marked Cyber Security Awareness Month (and Joe Bazeley's move to full-time CISO@Wes!)

I am delighted to announce that last month, Joe Bazeley transitioned from being shared between Wesleyan and Trinity, to a full-time Wesleyan employee. As Chief Information Security Officer, Joe has worked with faculty and staff across campus to raise awareness of security issues and significantly reduce our Enterprise Risk. Please congratulate Joe the next time you see him! And even though it's November, it is a good time for a quick reminder of some tips to stay safe online. While we use Duo for Multi-Factor Authentication (MFA) at Wesleyan, many online services also allow you to add MFA to protect your account (and you should use it wherever you can!). The easiest way to use strong and unique passwords for every website you visit is to use a password management tool. We recommend LastPass, though there are other good options. Always be skeptical of any suspicious messages you receive via email, text, or phone call, and when in doubt, forward it to security@wesleyan.edu and we'll let you know if it looks like a scam.

ITS Launches New Software Catalog

For the last several years, we have maintained lists of software available to faculty and students, as well as an annually updated list of software that is deployed on the classroom image. In order to improve both information on software available and how to access it, we are launching a new service: a software catalog! The software catalog provides a comprehensive list of software that ITS purchases, who the software is available to, which platforms it

is available on, and whether or not it is installed on the classroom image or available on [MyApps](). Information on how to download software to your machine through Self-Service, or whether you should contact your desktop support specialist, is also provided. The software catalog is available now through the [ITS Services Portal](). If you have any questions or feedback, please contact Rachel Schnepper.

Payroll, Accounts Payable, Purchasing, and Residential Life Offices Adopt ServiceNow

In the last year, many departments have looked to modernize their business processes to improve response time and their ability to collect data about the volume and type of work being done. For years, many offices have relied on email to handle service requests, but needs have changed. Data-driven decision making requires timely, accurate information, and people expect quicker response times to their issues.

Payroll moved from an entirely email based operation to their own application within ServiceNow that appropriately isolates sensitive data. Pleased with the resulting efficiency, Associate Controller Melanie Messier moved this year to have Accounts Payable and P-Card operations adopt a similar system:

"In June 2020, the Payroll Office switched over to ServiceNow to manage employee and external questions and requests. Since that time, over 10,700 tickets have been opened with Payroll. The switch to ServiceNow has been a game changer! The Payroll Team has quick visibility to view and manage workload while eliminating the risk of duplicating effort. One of the other great benefits is the sharing of information across all members of the Team through the use of searchable, historical ServiceNow tickets. The Controller's Office is looking forward to the Accounts Payable and Purchasing Offices making the switch to ServiceNow this fall."

Financial operations aren't the only ones benefiting. In September, residential life moved its long-time process of email from reslife@wesleyan to their own ServiceNow application. Students can submit requests via WesPortal. Assistant Director of Residential Life, Kieran Duffy, comments on their move from email:

"Switching to ServiceNow has given us the ability to track valuable metrics in real-time, streamline our communication to stakeholders outside of the office

including students, staff, and faculty, and is easy to navigate. It has dramatically reduced my inbox clutter and made managing the communication for the office a simple task!"

With the increase in students accessing the system, ITS is working toward improving the use of the system on mobile devices.

"AirWes" wireless network to be replaced by "Eduroam"
As Erik Quimby noted in an email this week, ITS is retiring the "AirWes" wifi network in January 2022.
Eduroam will be the preferred wireless network on campus for students, faculty, and staff.
ITS recommends that all active students, faculty, and staff prepare for this change by signing into Eduroam wifi on their devices this fall (if you haven't already).

Please note, when authenticating to Eduroam wifi, be sure to sign in with your full Wesleyan email address, including the @wesleyan.edu.

Instructions for connecting to Eduroam can be found at: Connecting to Wireless (Eduroam)

Wes-guest wifi will remain available for campus guests without Eduroam credentials.

Finally, as a reward for reading this far, here is your Random Seasonal Lyric, from Gordon Lightfoot's "The Wreck of the Edmund Fitzgerald":
"The wind in the wires made a tattle-tale sound and a wave broke over the railing.
And every man knew as the captain did too 'twas the witch of November come stealin'…
The dawn came late and the breakfast had to wait when the Gales of November came slashin'
When afternoon came it was freezing rain in the face of a hurricane west wind."

In closing, I hope that as we cruise into the Thanksgiving break, you have the

chance to take a breath and visit with family and friends in a safe and comfortable setting. 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
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