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Wesleyan University
Information Technology Services

Dear Colleagues:

Welcome to the "Back to School" edition of "News from the CIO", in which we'll cover:

- How to worry less and love more about AI
- ITS Service and Support Resources
- How we mitigate "Business Email Compromise" attacks
- What were those summer network maintenance windows about?
- Workday Project Updates

Off we go...

[How to worry less and love more about AI](#)

data to train artificial intelligence models. While Zoom quickly clarified that “Zoom will not use audio, video or chat customer content to train our artificial intelligence models without your consent,” many people nevertheless remained concerned that Zoom was training its generative AI from our use of it. Please be assured, we have reached out to Zoom and spoken with our reps, and we are satisfied that these changes do not apply to higher education users such as ourselves, as the features that allow for data collection are not turned on for our Zoom license. Faculty should feel comfortable continuing to use their Wesleyan Zoom accounts for their teaching and research.

Additionally, ITS is proud to be participating in two programs this year that aim to contribute to a better understanding of the impact that AI is playing in higher education generally and specifically at Wesleyan. This fall, our director of academic technology, Rachel Schnepfer, will co-host with Rachael Barlow the [Generative AI Ambassador Program](#), and in the spring we are participating in the Ithaka S+R’s project on [Making AI Generative for Higher Education](#). Stay tuned for updates!

ITS Service and Support Resources

As we embark on a new fall semester, we’d like to take the opportunity to communicate the various ways you can access ITS services and support.

Please refer to [Getting Started with Wesleyan Technology](#) for a comprehensive overview of helpful ITS resources.

The ITS Knowledge Base can be searched via WesPortal > ITS Help > [Wesleyan ITS Knowledge Base](#), and is an excellent self-help resource to find answers to frequently asked questions, how-to guides, and troubleshooting

based on frequently asked questions and issues.

If you do require assistance from an ITS professional, you can request ITS services and support via WesPortal > ITS Help > Request IT Support and your inquiry/request will be directly routed to the appropriate ITS staff member for efficient service delivery.

Additionally, the ITS Service Desk is the primary initial point of contact for Wesleyan University faculty, staff, and students seeking assistance with ITS delivered services and support. The ITS Service Desk is located on the first floor of the Exley Science Center (room 143) and can be reached by telephone at ext. 4000 (860-685-4000.)

How we mitigate "Business Email Compromise" attacks

You may have heard the news of how hackers recently stole *millions of dollars* from New Haven Public Schools using a “business email compromise” or “BEC” attack - <https://www.newhavenindependent.org/article/cyberattack> . In a BEC attack, the hackers first gain access to an employee’s email account. They then spend time going through that person’s email to figure out how the company approves making payments. Then they will change bank routing numbers for existing vendors and send those planned payments to an account under the hackers control.

We have both technical and procedural controls to prevent a similar attack from targeting Wesleyan. The first line of defense is Duo. If a hacker is able to steal your password they will still be prompted for Duo after using the password. This will cause Duo to notify your phone, and you can flag that notification as one that you did not make. ITS will then investigate the issue. If the hackers are

procedural control in place that requires any requests to change bank routing information to be confirmed by calling the company using a known-good phone number. While hackers are constantly evolving their attacks to try to steal more money, Wesleyan is well position to defend against their BEC attacks.

What were those summer network maintenance windows about?

In May, I wrote about the network upgrade taking place. You may have noticed a few maintenance windows announced this summer. Certainly, more than usual. What was all this about? The network team replaced 42 network switches on campus. Of those, 26 of them handle ALL of the data traffic throughout campus and to our internet providers. On its own, that is a significant project. We also undertook to migrate to a new firewall. This new firewall is highly flexible and much more cost effective than our current appliance. The decision to change came after careful analysis into future needs and economic sustainability. The team determined that, though it would be a highly complex process, both projects should happen in unison to reduce disruptions to the community.

Networks are becoming exponentially more complex. The need for data is insatiable and every functional area of the campus now utilizes network-based tools for managing their systems. The new PAC and science buildings will have their lighting systems managed over the network. The same will be true for classroom technology in these buildings. Energy systems, telephones, security cameras, card access, and laundry have all used the network for years. Those systems are increasing in sophistication. With them comes an increased need for security. Our partners in facilities, construction services,

appreciates the community's patience while we have undergone work this summer.

Workday Project Updates

In preparation for a July 2024 "Go Live", the Workday team (folks from HR, Payroll, Finance, Academic Affairs, and ITS) has been working intensely with our partners at Accenture since June 2023. The implementation consists of the following stages:

Business Process Alignment (BPA) – June 1, 2023 – July 31, 2023

Since early June, Wesleyan staff have been meeting with Accenture to review Wesleyan business processes to see how they align with Workday and standard higher education processes. The BPA report outlined areas where our processes fit Workday well and/or where we required additional configuration or a possible need to change our business process.

Architect and Configure – August 14, 2023 – January 15, 2024

During Architect and Configure, Accenture and Wesleyan HR (Staff and ACAF), Benefits, Payroll, and Finance functional leads will design our business processes in Workday. These designs will use the knowledge acquired in our BPA sessions. Following Architect and Configure, there will be a 4 month testing period where we will continue to perfect our business process design and verify all data in Workday.

Tova Fertal to begin Change Manager role on September 12

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significant changes in the way we all do our jobs to make the university run. To help manage these changes, we have hired a Change Manager, Tova Fertal, who will start on September 12th. Tova will be building a project website, meeting with campus stakeholders to gather feedback on desired functionality, and coordinating training on Workday for all users.

Barbecue!

Lastly, we want to thank Bon Appetit for catering a kick-off barbecue lunch on August 24th in the courtyard at 55 High Street. It was good to celebrate and thank everyone for all the hard work done this summer!

Finally, as a reward for reading this far, here is your Random Seasonal Lyric, from "[School Days](#)", by the late, great Chuck Berry:

*Up in the mornin' and out to school
The teacher is teachin' the golden rule
American history and practical math
You studyin' hard and hopin' to pass
Workin' your fingers right down to the bone
And the guy behind you won't leave you alone*

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

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