CONNECTED
Washington University Technology Digest

We deliver an integrated, responsive and secure technology environment that advances and supports exceptional learning, research, innovation and patient care.

Washington University in St.Louis
OFFICE OF THE CHIEF INFORMATION OFFICER

MARCH/APRIL 2016

You have questions.
We have answers.

Email, calendars, collaboration?
New admin systems?
Storage?
Mac support?
Technology for research?
Data?

Don't Miss the IT Town Hall Meeting for the Washington University Community

John Gohsman, vice chancellor for information technology and chief information officer, invites you to a town hall event where University IT leadership will present some of the University's priority IT projects for awareness and discussion. See what's new in IT, what's coming and how it affects you at the spring 2016 WashU Community Town Hall.

We'll begin to deploy the new shared IT services this fall. What changes will you see when you log in? What devices and services will we support? Who will you call for help?

The CIO will present on this and other technology developments underway. University IT leadership will be available for questions.

Learn about:

- New Projects in the IT Pipeline
- Shared IT Services Deployment
- Administrative Systems Replacement Project
- Washington University Research Network

Join us **Monday, April 18, 2016, from 3-4:30 p.m.** in the Wohl Clinic, Clopton Auditorium. To add this event to your calendar, click here.

Complete Mandatory Compliance and Other Training in Learn@Work

Log in from any device.

The deadline for all WashU faculty and staff to complete mandatory compliance training was March 31. If you have not completed this training, you can do so now in

Welcome to Connected, the WashU technology digest!

Connected is a news, events and announcements digest from the Office of the Chief Information Officer.

Events

Skype for Business Training (formerly Lync)

Every Thursday
11:00 am

Click here to join web conference (enter as 'guest'). Audio bridge is (866) 866-2244 and conference code: 8180941.

IT Governance Physical Operations Sub-Domain Committee Meeting

April 11
10:30 am

WashU Community Town Hall

April 18
3:00 - 4:30 pm

The Office of the CIO invites the WashU community to a town hall event where University IT leadership will present some of the University's priority IT projects for awareness and discussion. See what's new in IT, what's coming and how it affects you at the spring 2016 WashU Community Town Hall. Held in the Wohl Clinic of Clopton Auditorium. Learn more here.

Coffee on Us - Office 365

April 8
10:30 am - 12:45 pm

May 6
10:30 am - 12:45 pm

Stop by WashU IT's Office 365 informational booth in the Farrell Learning and Teaching Center. Grab a free cup of coffee, talk to our IT experts, and learn about Office 365 apps and the email consolidation project.

Learn@Work.

Learn@Work is the cloud-based, WUSTL Key-enabled University learning management system available for you to complete assigned training from any computer.

Designed to provide a more streamlined training experience, Learn@Work helps you complete and track compliance-related training activities in a single application. The dashboard view and personalized monthly email digests help you track your progress, while the mobile app makes it easy for you to access your profile.

All WashU faculty and staff were required to complete annual Code of Conduct compliance training by March 31. If you haven't yet accessed Learn@Work to complete your training, there's still time. Continue reading>>>
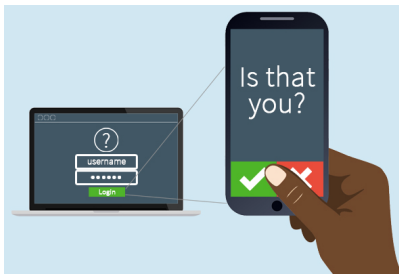
REMINDER! Keep Your WUSTL Key ID Password for 364 Days

Enrollment in WashU 2FA eliminates the birth year authentication requirement in HRMS and increases the password expiration period to 365 days.

WashU 2FA two-step authentication service enables identity verification through the use of a second device to protect your WUSTL Key ID.

The mandatory enrollment data has been postponed to Summer 2016. Once mandatory, two-step authentication will be required for off-network accss to HRMS.

WashU IT will expand WashU 2FA protection to other university systems that contain sensitive personal information over time.

Visit the WashU Information Security website to learn more and enroll today.

DIAL '10' - Ten Digit Dialing to Take Effect April 15 on Medical Campus

Beginning April 15, changes to the telephone system used on the Washington University Medical Center campus and at several BJC HealthCare facilities will require landline users to "Dial 10" when placing calls to internal and external numbers. Continue reading>>>
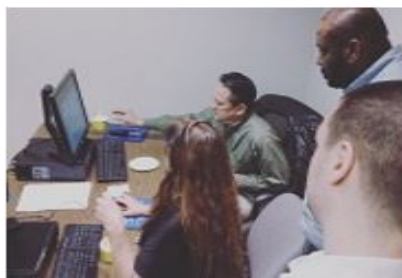
WashU IT's New Help Desk Ticketing System is Live

On March 8, WashU IT consolidated its three help desks: the Solutions Center, CITS Helpdesk and DOMCSS Service Desk to one ticketing system.

There is no user action required due to this change. Continue to call your current support phone number and email your current support email address.

The transition to one system affords WashU IT a common way to manage, distribute and escalate tickets. As WashU IT seeks to shift from a technology provider to a service provider, the single system provides a consistent service and process approach. Continue reading>>>

Course Evaluations Offer Feedback, Advance University Goals

Thanks to our WashU students, the Course Evaluations program has been a huge success!

Since the program launched, more than 22,000 course evaluations have been completed by students.

By sharing their opinions in course evaluations, they provide

instructors firsthand insight into the strengths and weaknesses of their courses. Evaluations help faculty improve and excel in the classroom, and offer future students the chance to identify which courses will best serve their needs.

They help us leverage students' individual experiences and strengths to advance our collaborative efforts and achieve our goals.

To submit a course evaluation, login with your WUSTL Key here. For technical assistance or to offer constructive feedback, contact the Course Evaluations Team at evals@artsci.wustl.edu.

Tool Purchased by WashU IT Protects Campus Devices from Latest Threat

The WashU Information Security Office (ISO) recently prevented a critical threat in an unforeseen way.

Using OpenDNS, a service designed to protect from known threats such as malware, spyware, adware, and phishing sites, the ISO protected University users from a potentially widespread dangerous flaw that exposed devices around the world to malicious attacks. Continue reading>>>

WashU IT Prepares for 2016 Presidential Debate

As people around the world anticipate the upcoming 2016 U.S. presidential election, all eyes will be on Washington University in St. Louis as we once again host a presidential debate.

On Oct. 9, 2016, thousands of dignitaries, media and political pundits from around the globe will descend on the Athletics Complex to watch and cover the debate.

Since excellent, reliable technology services are a priority for all aspects of the debate, WashU IT is at the forefront of the immense planning efforts taking place across campus. Continue reading>>>