

IT *connected*

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Updates from the Office of the CIO

New Software Updates for Campus Computers

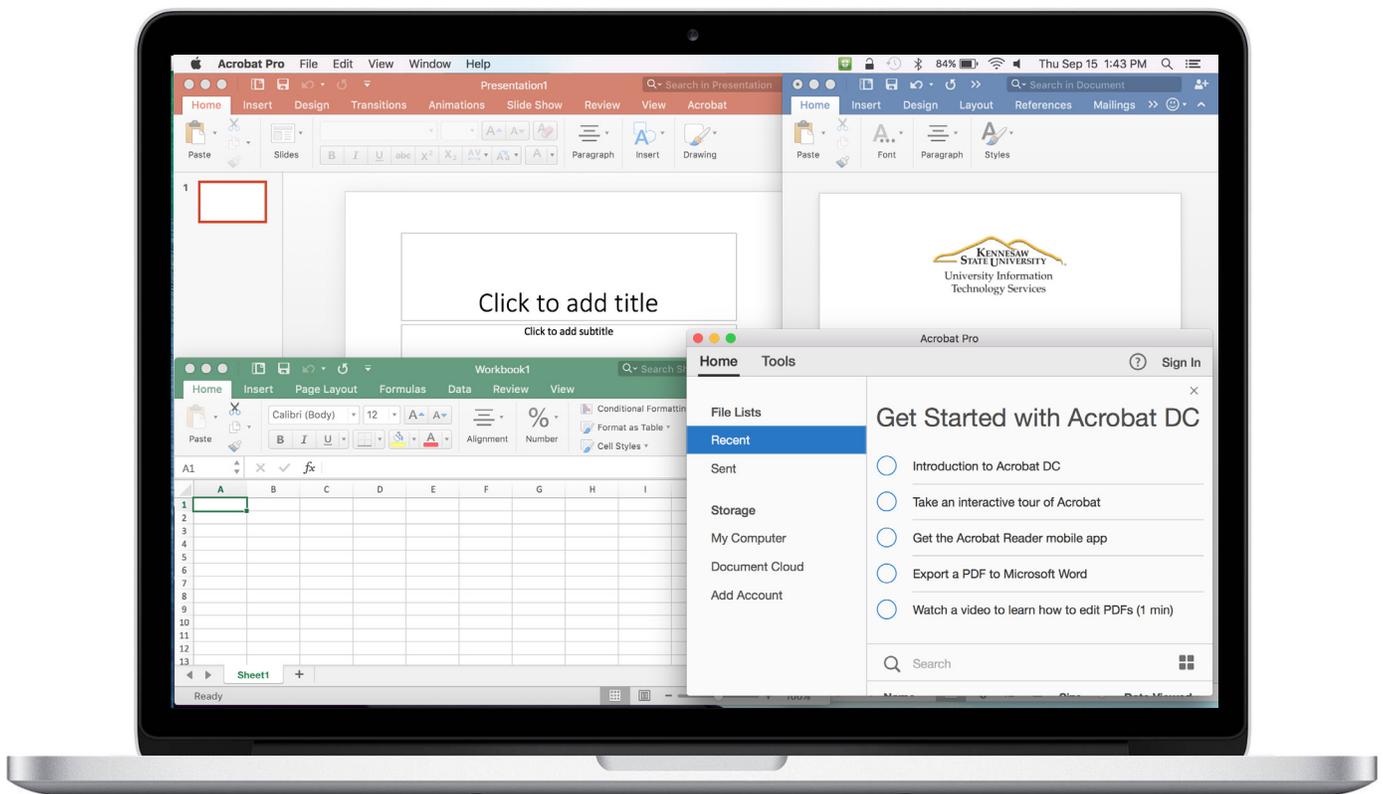
Prior to the start of the Fall 2016 semester, University Information Technology Services rolled out a few new and updated technologies to the KSU Campus Community.

The Microsoft Office 2016 suite was released to campus computers in late May. The package includes updated versions of Excel, PowerPoint, OneNote, and Outlook for Mac and Windows computers, as well as Publisher, Visio, and Access for Windows computers only. The updated versions offer visual and usability improvements for both platforms; however, those using Mac computers will find a dramatic upgrade in Office

2016 compared to the previous version of Office available on OS X.

On both platforms, the 2016 update includes a more modern interface and new smart features designed to make work in the software easier and more efficient. Most of the updated applications now include the new Tell Me dialog box, where

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users can enter words and phrases related to what you want to do next to quickly access features or actions. It can also be used to look up helpful information related to a topic. Smart Lookup is included in each application, and allows users to right click any word in an open project to look up definitions, articles, and more.

Individual applications also feature application specific improvements. Excel 2016 now includes six new chart types and several enhancements to PivotTables. Access 2016 features new templates and the ability to export a list of all the linked data sources in a database into Excel. Outlook 2016 now has a drop-down option for attachments, allowing users to quickly find and attach recent files into a new message.

Adobe Acrobat DC was released on campus in late July. The software is the latest version of Acrobat, Adobe's PDF reader and editor. This update includes a new look for the software that's better optimized for touch devices as well as interface improvements that make the service easier to use. The new

software is also more stable and better compatible with Microsoft Office 2016.

Office 2016 and Adobe Acrobat DC were deployed to campus computer labs prior to the start of the Fall 2016 semester. These updates remain optional for faculty and staff. However, UITS support for previous versions of Microsoft Office and Adobe Acrobat will end by the close of the Fall 2016 semester. UITS encourages faculty and staff to download and install both Microsoft Office 2016 and Adobe Acrobat DC as soon as possible. UITS will update the university about the end of support for these services prior to the end of the Fall 2016 semester.

Faculty and staff can download and install Acrobat DC and Microsoft Office 2016 for campus computers and one additional copy for home computers by visiting uits.kennesaw.edu/downloads and logging-in with your NetID and password. These applications and more can be found by clicking "My Available Downloads."

Self-paced Technology and Professional Skills Training Available Online

OwlTrain is commonly used on campus by students, faculty, and staff for mandatory employee training and workshop registration, including UITS in-person technology workshops. However, the service is also a valuable tool for on-demand self-paced learning resources across a variety of disciplines.

By logging-on to owltrain.kennesaw.edu, students, faculty, and staff can browse and search OwlTrain's library of thousands of training videos, books, and courses. These professional development resources, simulations, and reference materials are available anytime online. The courses offer KSU community members a wide variety of training and professional learning and development opportunities designed to enhance occupational and computer skills. Online courses range in length from around 15 minutes to several hours.

While many resources for IT and software training are available in OwlTrain, the service is not limited to technology training. KSU community members have access to training in business skills, compliance, desktop skills, analyst research, engineering, government, professional well-being, and technology skills. The service is updated regularly with new self-paced content.

If you're seeking a professional certification, OwlTrain is a great resource

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OwlTrain

**Hands-on Workshop
Registration and
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**KENNESAW
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University Information
Technology Services

security threats both on campus and at home. In 2015, speakers at the 7th annual event included information security experts from the U.S. Secret Service, the Federal Bureau of Investigation, and the Georgia Bureau of Investigation, as well as experts from organizations including Experis, Northside Hospital, Elavon, Inc., and Bishop Fox. The event was the first held at the Marietta Campus and the first streamed online via KSUTV and drew record participation – more than 1,000 campus community members visited in person or watched the event online. UITS aims to further increase participation this year.

You can learn more about Cyber Security Awareness Day and find a full schedule of speakers by visiting cybersecurity.kennesaw.edu. Some of the presentations will be once again streamed online through KSUTV; you will be able to watch at ksutv.kennesaw.edu. All campus community members are invited and encouraged to attend in-person or watch online.

KSU's participation in National Cyber Security Awareness Month (NCSAM) started in 2009. Tens of thousands of NCSAM participants in the United States are participating by posting tips to stay safe and secure on social networks,

educating customers and employees, holding events, and more. You can make a difference in the global cyber security atmosphere by remembering to STOP. THINK. CONNECT. By taking some simple security precautions and understanding the consequences of your online behavior, you'll be able to fully enjoy the benefits of the Internet.

Security for Mobile Applications

Always use the Google Play App Store and Apple iTunes when installing applications to your mobile device. The use of a third-party app store significantly increases your chances of installing malicious software to your device.



Inside the technology behind KSU's new I-75 digital billboard

Alongside the recently opened Skip Spann Connector bridge, a new digital billboard standing more than 100 feet tall near KSU's Fifth Third Bank stadium will help to better mark the university's presence on I-75 once it begins displaying KSU content this Fall.

The new sign is funded through KSU facilities and managed by the Office of Strategic Communications and Marketing with infrastructure provided and supported by UITS. While the project had been in discussions for several years, work began within the last year, and the sign was constructed during the summer prior to the beginning of the Fall semester.

The digital sign itself is made of 9 feet tall by 30 feet wide screens displaying content in a 488 x 260 resolution. The billboard is capable of displaying still and moving images; in compliance with vehicle and traffic laws, the sign will display two seconds of animation for every ten seconds of still content.

Content is fed to the billboard using the same infrastructure

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that supports OwlTV – the campus digital signage network. However, the sign does not display the same content as the campus digital signs (including emergency notification content). One Mac mini computer housed at the Fifth Third Bank Stadium controls the display, and a UITS fiber line connects the sign to the stadium. Using the existing OwlTV infrastructure, new KSU content for the displays can easily be added and rotated.

The sign will be viewable to motorists traveling both north and south on I-75. Drivers traveling at the speed limit north on I-75 will be able to see the display for 28 seconds and for 12 seconds traveling south. The sign displays the same content on both of its sides simultaneously. Advertisements will feature KSU campus activities and events.

KSU Anywhere Deploying Throughout the University in 2016 and 2017

KSU Anywhere, the university's new mobile work initiative for employees launched earlier in 2016, will be deployed to all faculty and staff across the university during 2016 and 2017 through funding from the Office of the CIO.

The initiative is designed to empower work flexibility and support productivity for KSU employees as well as reduce the number of old, out of date devices at both campuses. KSU Anywhere laptops can be used across Kennesaw State campuses and off campus or connected to UITS provided desktop monitors for a traditional office work experience. Employees can also elect to receive a Windows or Mac desktop under the program, though adoption of laptop devices is encouraged. Different configurations of desktops and laptops are available for selection.

KSU Anywhere is deployed in a phased rollout. Colleges and departments will be contacted by UITS staff prior to the deployment; the deployment length for each college and department varies based on size. The initiative was successfully deployed to the College of the Arts and the Bagwell College of Education this year.

Individual employee participation in KSU Anywhere is not mandatory. Employees participating in the program are asked to return all old devices they are currently assigned. A participating employee may elect to keep an existing device, however, that device will no longer be eligible for UITS lifecycle replacement; funds to replace that device in the future must be provided by that employee's college or division. Accessories for devices must be procured through as a department purchase.

Find more information about KSU Anywhere by visiting the program's webpage, uits.kennesaw.edu/ksuanywhere. There, you will find more program information, helpful links, and a list of frequently asked questions.



New Instructional Kiosk for Woodshop and Fabrication Lab

Students utilizing the Architecture Woodshop and Fabrication Lab in the N Building on the Marietta Campus now have access to a UITs designed touch screen video kiosk loaded with instructional and safety videos for using the lab's equipment and power tools.

The new kiosk, named the ARCH_portal, was first made available during the Fall 2016 semester and is the result of a collaboration between UITs and the College of Architecture and Construction Management.

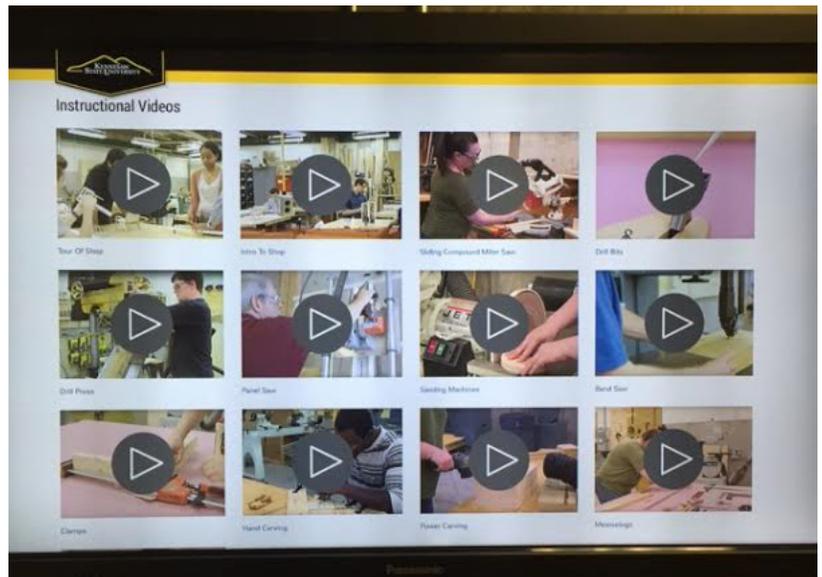
The ARCH_portal is located just outside of the Woodshop and Fabrication Lab – students can use the kiosk at any time while working in the lab to re-familiarize themselves with equipment and safety features without leaving the lab area.

The kiosk itself is comprised of a wall mounted touch screen monitor powered by a Mac mini computer running a custom web interface developed in-house by the UITs web development team. The system is designed for simplicity and speed – students simply walk up to the kiosk and touch the video they would like to watch.

Each video requires several hours of preplanning, shooting, and editing. Due to the noise of the equipment being demonstrated, voice over for each video is recorded twice: once alongside the shoot to help time each shot alongside the script, and then once again isolated without the woodshop noise for the final audio track.

A new animation at the beginning of each video shows the Kennesaw State University College of Architecture and Construction Management mountain logo being sketched and built. The animation was designed and rendered by UITs staff.

Woodshop staff and students serve as the cast in each video, providing demonstrations on how to safely



The ARCH_portal kiosk interface is pictured above. Using the kiosk, Woodshop and Fabrication Lab students can easily access instructional videos for the lab's many tools. The interface, designed by the KSU Web Development team, is designed to be simple and fast.



UITs has produced more than a dozen instructional videos for the shop at the start of the Fall 2016 semester. Woodshop students and staff are featured in the videos to demonstrate each tool.



UITs developed a new, animated logo for this project.

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use each machine and tool. Voiceover is provided by Kevin Muthersbough, Senior Shop Supervisor. Muthersbough says that the new kiosk will help make staff and students more efficient and the workshop a safer place to learn.

“For some time now the Architecture Woodshop staff has wanted to use video content to deliver instruction to the over 350 Architecture students who use the woodshop for building models and for other projects,” he explained. “While we strive to interact one on one with shop users, that’s not always possible with only three full time staff members who cover twelve hours a day, five days a week. The UITs group has helped and continues to help us develop in house video content that is tailored to our shop safety concerns and regulations, our equipment, and how our students use the shop.

The ARCH_portal, a digital kiosk, helps us deliver that content to students on demand whenever they need additional

instruction or a refresher on shop safety, proper use of equipment, or woodworking techniques. The fact that the portal is located right outside the shop door makes it super convenient for students to use, then get right back to work on their project. We are confident that the ARCH_portal will leverage the knowledge of the shop staff and deliver additional training to the shop users, a win-win for all.”

As of August 2016, 13 videos have been produced and made available, with many more coming throughout the next year. Produced videos include instructional and safety information for tools like machine sanders, drill presses, panel saws, and more. Videos range from under ten minutes in length to as long as nearly 30 minutes.

Students also have access to each video through their woodshop related courses in D2L Brightspace and each video can also be found online through the KSU College of Architecture and Construction Management YouTube page.

Faster Virtual Desktop Service via UITs Architecture Improvements

Improvements to the infrastructure behind the university’s virtual desktop system will yield a faster, more responsive service for KSU community members and better capabilities for UITs technicians.

Deployed first this year on the Marietta Campus, UITs has developed software changes to the university’s virtual desktop architecture, the system that allows UITs to deploy software based desktops to students, faculty, and staff on both campuses without the need for physical desktop computers.

The new process redirects some of the system’s computational resources into memory, freeing up valuable processing power and dramatically increasing the performance of the host server for the virtual desktops. Traditional systems utilize about 2 gigabytes of memory cache; the improved KSU infrastructure utilizes between 16 and 32 gigabytes.

These improvements are made to the system’s software without additional hardware - enabling cost-effective improvements that rival the performance of much more expensive enterprise solutions.

For those using the virtual computers, this translates to improved boot times for the machines and faster application loading – as high as an estimated 30 percent faster when loading applications like the Adobe Creative Cloud suite of

products.

The software improvements also allow UITs technicians to refresh virtual desktop deployments much faster – from an average of three hours to approximately 45 minutes. Refreshes reset the virtual machines to clean state, similar to reinstalling an operating system on a traditional desktop. Refreshes occur at different frequencies depending on the deployment – as long as two weeks or as frequent as every three days for some of the university virtual labs with high usage.

Technicians can also deploy additional virtual desktops and install new software on existing virtual desktops much faster than before using the improved system.

UITs deployed the updated architecture to Marietta Campus virtual machines over the past 6-8 months alongside a small number of Kennesaw Campus virtual machines. The division plans to deploy the new architecture to more Kennesaw virtual machines as well.

UITs staff members will present their recent work on KSU’s virtual desktop infrastructure with other University System of Georgia IT professionals at the USG’s Annual Computing Conference at Rock Eagle this October.

OwlView at Sturgis Library Video Wall Makes its KSU Debut



The library's new 1st floor video wall features eight 55" monitors for a total screen size larger than 16 feet wide and 4.5 feet tall.. Pictured, Application Support Professional Michael Leitmann demos OwlView for Customer Support Services Executive Director Christina Coronado.

KSU's Horace W. Sturgis library hosted a ribbon cutting ceremony on Monday, June 6, 2016 to formally debut the facility's renovated and modern basement and first floor levels.

Included in this debut is the library's state-of-the-art, UITs designed video wall: OwlView at the Sturgis Library. The wall is comprised of eight 55" monitors mounted in a 4x2 grid on the floor's north wall. The eight monitors are connected to an OwlTV connected computer, forming a single image approximately 16 feet wide and four and a half feet tall. Each monitor includes capacitive touch screen technology, creating an entirely interactive video wall for KSU community members to engage with. The wall displays full screen video in an extra-wide 32x9 aspect ratio.

To help demonstrate the new OwlView video wall, the UITs video production team has created a series of videos and effects designed to illustrate the wall's interactive features and ability to display dynamic video arrangements. The centerpiece of this effort is a collaboration between the video production team and the Dr. Betty L. Siegel Student Recreation and Activities Center to create a short video highlighting the recently opened recreation center.

While only having an overall runtime of just a few minutes, the video itself is composed of many smaller, simultaneously running shots that take advantage of the wall's multiple screens. Some smaller resolution shots only use one of the wall's eight screens, while other vertically oriented shots may use two screens and wide shots spread across three or four.

The video is the product of a week long shooting period and approximately a dozen individual shoots to capture the many activities available at the Student Recreation and Activities Center. Several student volunteers assisted in the video's production by demonstrating activities in scripted and candid

shots.

Multiple cameras were used in filming to take advantage of the screen's large size and high resolution. Some smaller, single screen shots use small GoPro cameras to film first-person action. Other shots make use of the full high resolution wall using a RED Scarlet Dragon camera filmed in 5k resolution.

OwlView at the Sturgis Library is a collaboration resource available for students, faculty, and staff. It can be used for presentations, lectures, video, web browsing, photo slide shows, and more. Specialty software will require additional license purchases.

Reservations are required and can be made via EMS or by emailing OwlViewAtSturgisLibrary@kennesaw.edu. Please make your reservations at least four weeks in advance.



Project director Ricky Bohan works with UITs student assistants to film some of the activities available at the Dr. Betty L. Siegel Student Recreation and Activities Center.