



March 2024

In this issue:

| | |
|---|---|
| Required Cybersecurity Training for Spring | 1 |
| TechQual Survey | 1 |
| Audiovisual Installation or Network Requests: Deadlines | 2 |
| Copilot: AI at KSU | 3 |
| OwlTrain Highlight: AI Simulations | 4 |
| Cybersecurity Tips for Tax Season | 5 |
| March Technology Workshops | 6 |
| KSU Status Page | 6 |
| UITs Contact Information | 6 |





Required Cybersecurity Training for Spring

The University System of Georgia (USG) requires all employees to complete mandatory cybersecurity training twice a year. This training is delivered via the USG-provided cybersecurity training platform "KnowBe4" and takes approximately 15 minutes to complete.

Beginning March 1, you can access the training from the [UITS Office of Cybersecurity webpage](#).

All KSU employees must complete this training by **April 30**.

If you have any questions about cybersecurity training at KSU, please contact the Service Desk: call 470-578-6999 or email service@kennesaw.edu.



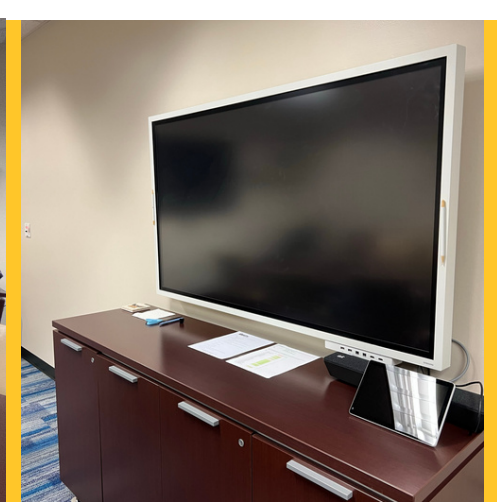
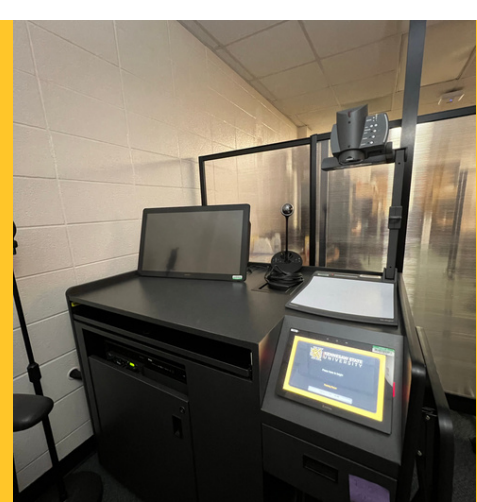
TechQual Survey

This spring, KSU will be one of 6 USG schools to conduct a study to measure satisfaction with central IT services: In mid-March, a randomized sample of 25% of KSU students and 25% of KSU faculty and staff will receive TechQual surveys.

If you receive a TechQual survey, please complete it at your earliest convenience. This will help UITS with technology planning and will also aid in assessment of the quality of technology services at KSU.

Thank you in advance for your help!





Audiovisual Installation or Network Requests: Deadlines for 2024

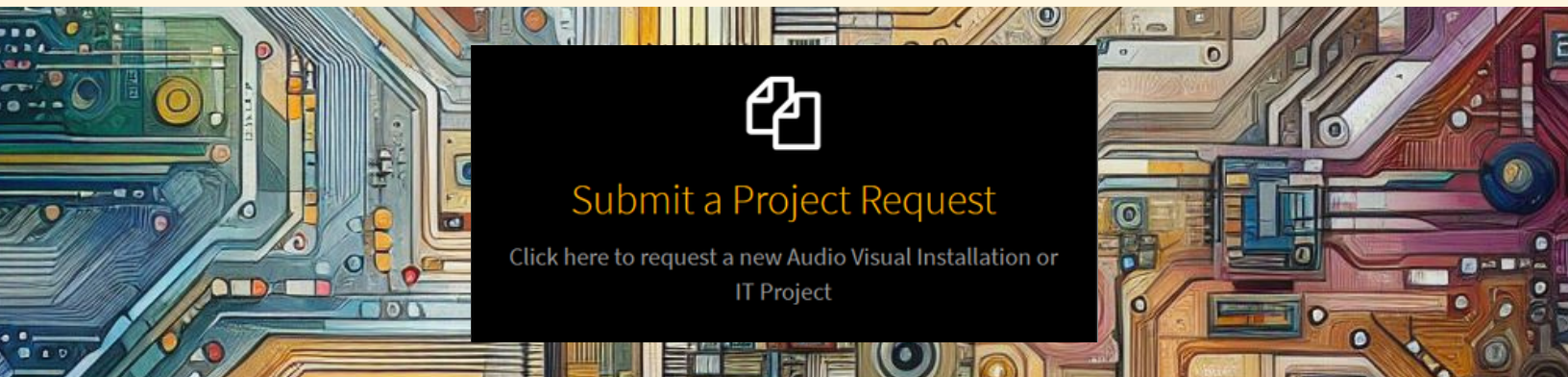
If you are considering an audiovisual (AV) installation or network project within the 2024 fiscal year, please note the following deadlines. All requests must be submitted by these dates to ensure that we can conduct site visits, draft statements of work for your review and approval, and process purchase requests within the 2024 fiscal year while adhering to KSU deadlines.

To initiate an AV installation/network project, please complete the [AV Installation/Network Project Request Form](#).

Deadlines:

- **Friday, March 15:** Deadline for submitting AV requests to schedule a site visit and initiate a statement of work (SOW)
- **Friday, March 29:** Deadline for departments to review and approve requested SOWs, returning them to UITs for processing

Please note that generating an SOW typically requires 5 business days. Therefore, submitting your request sooner allows for more time for review and approval.



Copilot: Artificial Intelligence at KSU

Microsoft Copilot (formerly known as Bing Chat), an artificial intelligence (AI)-powered chatbot, can boost productivity by generating content, including text and images. *For guidance on instructional uses of AI at KSU, submit a [Digital Learning Innovations ServiceNow ticket](#).*

To ensure data shared with Copilot remains secure, go to copilot.microsoft.com and sign in with your KSU email address and password.* Notice the “Protected” logo in the top-right. This means . . .

- Data sent to and from Copilot is encrypted.
- Microsoft will not retain prompts or responses; Microsoft discards prompts and responses after the browser is closed, the topic is reset, or the session times out.
- Because Microsoft does not retain prompts and responses, they cannot be used as part of a training set for the AI.

*[Click here for detailed instructions on accessing Copilot.](#)

Copilot FAQ

Is content generated by Copilot automatically saved so I can find it later?

When using protected mode, described above, content generated by Copilot is *not* saved; you are advised to download Copilot-generated content you want to keep.

Does Copilot have character limits?

Yes: The character limit for prompts and instructions given to Copilot is 2,000 characters; the character limit for text responses from Copilot is 16,000 characters.

How reliable is Copilot-generated content?

Content generated by Copilot may contain errors and should be reviewed carefully to ensure accuracy.

How many images can be generated by Copilot daily?

Each individual at KSU can generate up to 15 images per day for free using Copilot.

Interested in learning more about how to use Copilot? Stay tuned for more information—including tips, tricks, and training—in the April 2024 issue of CIO Insight.



OwlTrain Highlight: CAISY™ Simulations

OwlTrain, KSU's internal online training platform, has a wealth of courses. Now you can also practice—and receive personalized feedback on—scenarios that mimic real-life situations using CAISY, a new AI conversation simulator from Skillsoft. Use CAISY to practice leadership, customer service, and more.

Practice Realistic Scenarios with CAISY

Follow these instructions to access CAISY:

1. Go to owltrain.kennesaw.edu.
2. Select **Library** in the top-left.
3. Click on **Artificial Intelligence (AI)**.
4. Select **Practice with CAISY Simulations**. You will see a list of categories.
5. Select the category you are interested in to see a list of scenarios you can practice.
6. Once you find a scenario that interests you, click **Launch** and read the scenario description.
7. Then click on **Start scenario**. You can conduct your conversation with the AI by typing your answers in the chat box or by speaking aloud to it.



You can choose whether or not to allow Skillsoft to collect, store, and analyze your conversations to improve the AI: After launching a scenario, select **Settings** in the top-right and make your selection. (You can also read more about the privacy settings there.)

Interested in tailoring a scenario to suit your needs? Go to the menu in the upper-left corner and select **Scenario settings**. Here you can change the category, the scenario, the scenario mode, and the behavior the AI is simulating (Defensive, Dismissive, Accepting, or Random).

Each simulation will end when the conversation reaches a logical conclusion or when the conversation reaches the 20-turn limit. After the conversation ends, you will receive an evaluation that includes a **Rating** (Outstanding, Acceptable, or Poor), **Positive Feedback**, and **Points for Improvement**. You can practice up to 50 simulations each day.

Dive in and use AI to hone your—and your team's—skills!

Check out the selection of CAISY scenarios available on OwlTrain. [🔗](#)



AI COACH



In this scenario, you will be playing the role of a customer service representative (CSR) dealing with an irate customer named Harry who is experiencing an issue with their product or service. Harry is refusing to provide critical details necessary for you to investigate and resolve the issue.

You and Harry are already on the phone. Now, your task is to gather the necessary information from Harry while remaining calm and professional throughout the interaction.

EXAMPLE





Cybersecurity Tips for Tax Season

Tax season is a busy season for CPAs—and an even busier for scammers. Stay vigilant to spot deceptions. Scammers may impersonate government agencies or tax authorities trying to steal sensitive and financial information from you.

Tactics of Scammers:



Scammers contact you via **phone, text, email, or social media**.

*The IRS **never** initiates contact via these channels.*



Scammers create a sense of urgency, or they lure you with a promise of a big refund if you send money first.



Scammers are becoming more sophisticated. It used to be easy to identify scams by the typos and grammatical errors in their messages, but with the availability of sophisticated text and graphic generators, scams have become more difficult to spot.



Malicious apps and software may be disguised as genuine tax preparation tools. When downloaded, they can infect devices with malware that steals your personal information or even files fraudulent tax returns.

Tactics to Stay Safe:



Verify the authenticity of the party claiming to be a tax authority.



When you receive a message that conveys urgency, **remain calm** and verify the legitimacy of the claim. If the message promises great rewards, remember: if it sounds too good to be true, it probably is a scam.



Be cautious about public Wi-Fi when accessing tax information or filing returns. **Use a secure connection (VPN)** to safeguard your data transmission.



Understand the **telltale signs** of phishing attempts. Watch the video on OwlTrain about [Analyzing Suspicious Email Messages](#).



Report suspicious activities and share information with colleagues on how to remain vigilant.

Remember: If you are unsure about something, err on the side of caution and consult a trusted source.




Read more about Phishing on KSU's [Phish Market](#).





March Technology Workshops

UITs offers a variety of free online technology workshops for faculty and staff. Join us! (We also offer customized group training by request.)

| Date | Time | Topic |
|---------------|---------------|---|
| Tuesday, 3/5 | 2–3 p.m. | Canva  |
| Tuesday, 3/19 | 2–3 p.m. | Qualtrics  |
| Friday, 3/22 | 10–11:30 a.m. | Omni CMS  |

Check out our selection of Spring 2024 technology workshops. 

KSU Status Page

Subscribe to the KSU Status Page to receive text or email updates on the status of KSU technology maintenance, outages, and updates. Visit status.kennesaw.edu and click the blue text that reads "Subscribe To Updates."

UITs Contact Information

Do you need immediate assistance with KSU-supported technology? UITs is here for you.

Contact the KSU Service Desk

470-578-6999

service.kennesaw.edu/technology

Service Desk Walk-Up Counters:

Kennesaw: Pilcher Building, Room 106

Marietta: Academic Building, Lower Level

