

IT *connected*

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Special Edition

Important New Technology Initiatives for KSU in 2017

Projects from the Office of the CIO

It is the Office of the CIO's mission to provide customer service excellence through technology leadership and expertise in support of the goals of the university while ensuring innovation and security through technology. In pursuit of that goal, we would like to share a list of a few important new Office of the CIO projects through the remainder of 2017.

KSU Anywhere (Summer 2016 - Ongoing)

KSU Anywhere is a mobile work initiative for university faculty and staff. Employees of colleges and departments participating in the program may exchange their desktop computers and/or existing laptops and mobile devices for a new PC or Macintosh laptop device. The initiative is designed to empower work flexibility and support productivity for KSU employees.

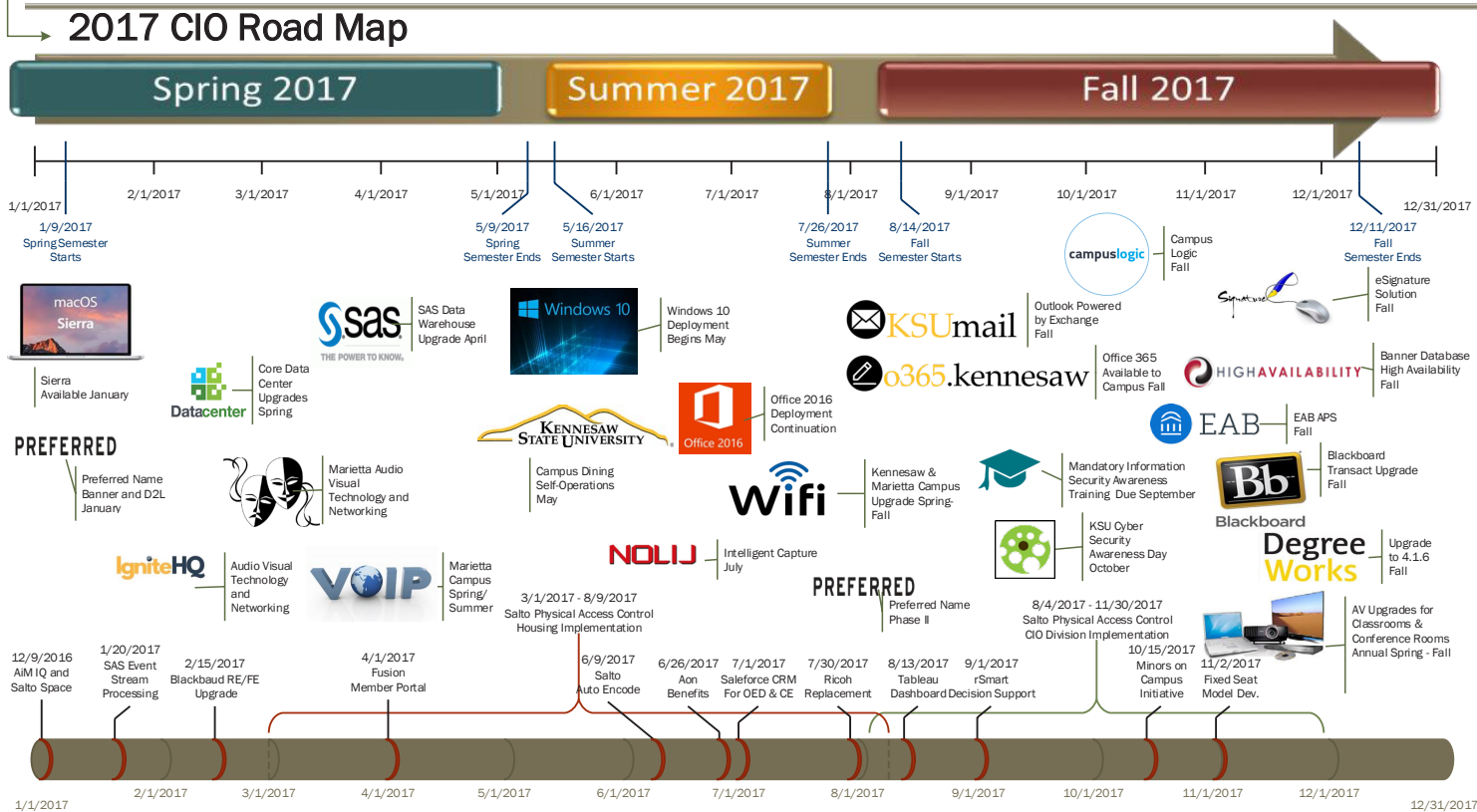
Acrobat DC (July 2016 - July 7, 2017)

Adobe Acrobat DC is the latest version of Acrobat, Adobe's PDF reader and editor. Acrobat DC features an improved, modern interface and better compatibility with Microsoft Office 2016 and KSUmail. All campus computers that have not already upgraded to Acrobat DC were automatically updated on July 7, 2017

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Pictured above is the Office of the CIO project roadmap, a visual timeline of important technology projects for Kennesaw State University for 2017. Find the most up-to-date PDF version at uits.kennesaw.edu/docs/roadmap/uits_roadmap.pdf

Office 2016 (June 2016 - July 7, 2017)

Microsoft Office 2016 is installed in all campus computer labs and classrooms. Faculty and staff can also download two copies of Microsoft Office 2016 to KSU-tagged campus computers and one additional copy for home use. All campus computers that were not already upgraded to Office 2016 were automatically updated on July 7, 2017. The services was made available to campus in June 2016.

Wireless Network Upgrades (March 2017 - Fall 2017)

The Office of the CIO is deploying a new WiFi access point system for both campuses in 2017. This new system will improve wireless stability and performance on campus for all KSU community members and visitors. These upgrades will a constant experience, meet LCR requirements, support the latest standards, improve performance, and increase availability. For additional information, visit uits.kennesaw.edu/wireless/

Windows 10 (May 2017 - Spring 2018)

The latest Windows operating system was made available to KSU faculty and staff starting May 2017. Systems are upgraded by appointment; please visit uits.kennesaw.edu/windows10 to learn more. You can also find information on upcoming "Getting Started with Windows 10" workshops as well as training guides, videos, and a list of frequently asked questions.

KSUmail (August 4, 2017)

Students, faculty, and staff will transition to Outlook (powered by Exchange) email on August 4, 2017. The newly branded KSUmail will replace Zimbra for faculty and staff and Gmail for students. The campus will see several

benefits from this new email system, such as a 50GB inbox size compared to Zimbra's 3GB default inbox, additional collaboration options with students (shared address book, email folders, and calendars), and more robust integrations with Microsoft Office products. Please visit uits.kennesaw.edu/ksumail for more information.

Microsoft Office 365 (August 4, 2017)

Office 365 is Microsoft's suite of cloud enabled productivity applications, including many tools you are already familiar with: Access, Excel, Outlook, PowerPoint, Word, and others. Office 365 allows you to access your files and applications from any device, anywhere and facilitates easy file sharing and collaboration. Students are included in this deployment and will have access to Office 365 applications on their devices. Please visit uits.kennesaw.edu/office365 for more information. New applications with Office 365 include:

- **OneDrive**
Office 365 and KSUmail include access to OneDrive, a universal file share service for faculty, staff, and students. Through OneDrive, KSU community members will be able to access and easily share their files online.
- **Skype for Business**
Skype for Business is Microsoft's instant messaging application. The service will be available to all faculty and staff through KSUmail and Office 365. UITS will produce helpful guides on using this new service.

eSignature Solution (October 2017)

The new electronic signature application will provide the KSU community with a new electronic method for signing documents with integrated workflow processes.

WebEx (Fall 2017)

WebEx, Cisco's online voice and video conferencing tool, will be available to colleges and departments beginning Fall 2017.

Centralization of External IT (Fall 2017)

To ensure highly availability, security and consistent customer experience the Office of the CIO is working with departments, colleges and centers to centralize IT support.

Banner 9.x (Fall 2017)

A new evolution of Banner Self-Service (Owl Express) is coming soon. The new & improved student information system will provide a more modern look and feel with enhanced features that will provide a better experience for our student community.

Campus Partnership Services and Initiatives

To help provide students, faculty, and staff with the best technology tools possible, it is often the Office of the CIO's privilege to partner with other divisions within the university on new initiatives and services. Here are a few of these partnership projects coming to the university through the remainder of 2017 and beyond. Look for more information coming soon.

Culinary Staff Insourcing (Nov. 2016 - May 2017)

A partnership with Dining Services

UITs provided systems infrastructure, application support and project management for the insourcing of dining services in 2017. The endeavor included bringing up a new culinary management system, hardware and software configuration, and tracking for accounting, human resources, legal, and facilities components of the implementation.

SALTO Locks in Student Housing (May - Early July 2017)

A partnership with the Department of Housing and Residence Life

In an effort to unify the electronic door access control systems across the university and to increase security for student rooms, all Housing locks on the Kennesaw Campus have been converted over to the SALTO Systems solution. This project includes the conversion of about 1400 locks with all student rooms now containing dual-authentication access for the apartment spaces.

Enhanced Copy/Print Solutions (June - July 2017)

A partnership with Copy/Print and Auxiliary Services

More than 130 Ricoh copy print devices across both campuses are being replaced with new machines. The replacement process began in June and will continue

Tableau (2018)

The Office of the CIO will incorporate Tableau into the university's data governance system in 2019. The service will power smart dashboards and faster data analytics for the university.

Event AV Support

Each semester, UITs provides AV and broadcasting support for dozens of university events at both campuses, including commencement ceremonies. Some important events UITs will provide AV event support for in 2017 include:

- Owl Football: *Fall 2017 Semester, Stadium*
- President's *Investiture and Post Concert: Oct. 19, Campus Green and Convocation Center*
- KSU Live Homecoming Concert - *Oct. 19, Campus Green*
- Owl-O-Ween: *Oct. 27 - 28, Stadium*

through July. About 45 percent of the university's Ricoh printers are up for replacement.

Preferred Name Phase 2 (August 2017)

A partnership with the Office of the President, Enrollment Services, Academic Affairs, and the Presidential Commission on LGBTIQ Initiatives

Students currently have the choice to provide a preferred name to the university with the understanding that the preferred name will be used to identify them in systems and communications where legal name is not required. Starting Fall 2017, KSU will be moving several applications/systems to be able to use preferred name instead of legal name.

Enhanced Parking Permitting Solutions and Parking Lot/Deck Oversight (Fall 2017)

Auxiliary Services and the Parking and Transportation Department

Beginning later this year, UITs will assist the Department of Parking and Transportation with implementing a sophisticated new method of parking enforcement using license plate recognition.

Education Advisory Board APS Module (Fall 2017)

A partnership with the Division of Academic Affairs

The Education Advisory Board's academic performance solution will provide KSU's leadership with department specific performance and cost data to assist with business decisions as well as provide benchmarking data with peer institutions.

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Enhanced Campus Card/Blackboard Transact Solutions (Fall 2017)

A partnership with Auxiliary Services and Card Services

The university will update to the latest version of the campus transaction system this fall. This vital campus system powers printing, parking and transportation, ID cards, and dining services.

Campus Logic (Fall 2017)

A partnership with the Division of Enrollment Services

Campus Logic is a new, cloud based software that will improve the financial aid process for students and staff. Coming during the Fall 2017 semester.

DegreeWorks (Fall 2017)

A partnership with the Office of the Registrar

An upgrade to service version 4.1.6 is coming this fall. This update will provide important backend improvements for the DegreeWorks Service.

rSmart (September 2017)

A partnership with the Division of Academic Affairs

A new decision support application coming to KSU in September. The service is a portal solution for institutional research to aggregate reporting tools and provide accurate data for university stakeholders.

OneUSG Connect (March 2018)

A partnership with the Human Resources Department

Kennesaw State will join other USG institutions in the implementation of OneUSG Connect, a single technology solution to manage USG human resources activities, benefits and compensation. This implementation is part of a system wide initiative to develop unified and consistent technology solutions across the University System of Georgia.

Sunapsis (April 2018)

A partnership with Global Affairs and Human Resources Department

Sunapsis is an application that will carry sensitive, personally identifiable data such as green cards, passports, etc. This system will connect to Banner and SEVIS.

Concourse (Spring 2018)

A partnership with the Distance Learning Center

A new syllabus management system integrated within D2L Brightspace will be available during the spring semester.

Online Permit Purchase (Spring 2018)

Auxiliary Services and the Parking and Transportation Department

Students will be able to conveniently update vehicle information and purchase parking permits online beginning during the Spring 2018 semester.

Ad Astra Scheduling (2018)

A partnership with the Division of Enrollment Services

A new schedule building tool scheduled to launch in 2018.

This service will help the university efficiently optimize reservations for university spaces for class and meeting scheduling.

Video Production

Partnerships with various colleges and divisions from the university

UITS regularly partners with colleges and divisions on video production services. The UITS team records video on location or at their in-house studio and state of the art production equipment. One ongoing partnership project is with the College of Humanities and Social Sciences to produce videos capturing the oral history of the Civil Rights Movement with interviews with those who participated, including Lonnie King.

Additional Office of the CIO Initiatives for 2017

- **AV Upgrades for Classrooms and Computer Labs** - Approximately 135 classrooms and labs across both campuses are scheduled to receive updated classroom AV equipment.
- **Cyber Security Awareness Day** - Join us in October for the 9th annual Cyber Security Awareness Day at KSU.
- **Mandatory Information Security Training** - Each year, all KSU employees are required to complete information security training. Training for 2017 will be available in later this fall.
- **Network Infrastructure Cabling and Switching Improvements (2018)**
Upgrades to cabling and network switching infrastructure intended to increasing campus wireless throughput from 1Gb to 2Gb (and 5Gb in some select areas). These upgrades will support the wireless network at both campuses.
- **Backup Infrastructure Upgrades**
The Office of the CIO is expanding backup infrastructure on both campuses. These upgrades will fulfill the university's growing data needs and support disaster recovery.
- **Palo Alto Firewall**
Palo Alto Firewall will be implemented for both enterprise computers and campus data centers to improve security while also allowing for increased performance capacity for all campus connectivity
- **ChangeGear and Asset Management**
ChangeGear is a tool used by the Office of the CIO to provide tracking for incidents and service requests for the KSU Service Desk. In 2018, ChangeGear will be implemented for asset management, and will assist the university with identifying and accounting for the university's assets and equipment.