

Dr. Jeff Delaney Appointed KSU's Interim Chief Information Officer

University Information Technology Services staff would like to welcome Dr. Jeff Delaney to Kennesaw State University

Dr. Delaney was appointed as the Acting Chief Information Officer for KSU on Feb. 20, 2018 and as the University's Interim CIO on Thursday, March 8. He also serves as the Deputy Chief Information Officer for the University System of Georgia.

Delaney has more than two decades of experience in technology leadership for higher education, including positions as the Associate Vice Chancellor for Information Technology Services with the Board of Regents of the University System of Georgia, and as Savannah State University's Chief Information Officer.

He holds an Ed.D. in Executive Management in Higher Education from the University of Georgia, an M.S. in Information Systems Management from Georgia College & State University, and he received his B.S. in Information Systems from the University of Maryland.

"I am very excited to join Kennesaw State University as Interim Chief Information Officer," said Dr. Delaney. "It has been a pleasure meeting so many passionate students and team members and seeing first-hand the dedication we share to the growth and excellence of the institution.

I look forward to working with our students, faculty, and staff as we strive to make our university the best place to learn. My office and University Information Technology Services are committed to providing high-quality service and effective technologies for the KSU community."



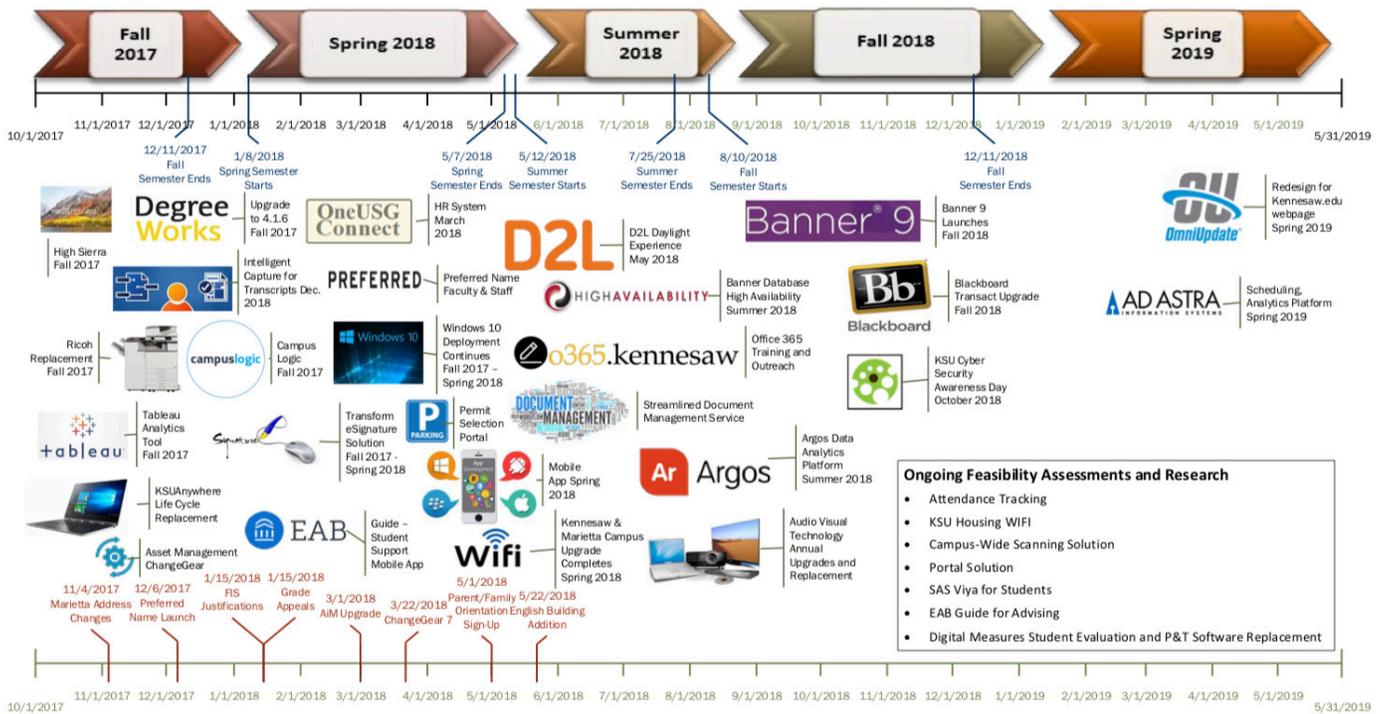
Dr. Jeff Delaney



Inside this Issue:

- **Preview 2018 Technology Projects**
- **Launching KSUmail and Office 365**
- **Improvements for OwITV**
- **New WiFi Infrastructure in Kennesaw and Marietta**
- **Updates from the Office of Cybersecurity**
- **Introducing the Phish Market**
- **Recent projects from the video services team**
- **New app powers mobile ordering for campus restaurants**

A Preview of New Technologies and Services Coming in 2018



University Information Technology Services will continue to support its mission of providing students, faculty, and staff with innovation and security through technology with the release of new technologies and updates to existing services in 2018.

Throughout 2018, the division will continue to deploy Windows 10 to office personal computers throughout the University. This important update was deployed to classrooms and campus computer labs last year. Faculty and staff can request to upgrade their PCs to Windows 10 by contacting the KSU Service Desk at service@kennesaw.edu.

Also early in 2018, the University will see the launch of two new efficiency tools: a service for accepting e-signatures and an application for capturing data from transcripts. The new e-signature tool will allow the University to collect digital signatures for certain documents, limiting the need to process paper documents based on the requirement for handwritten signatures. The Intelligent Capture for transcripts tool can accurately and quickly capture information from submitted transcripts; this tool will reduce

The UITS project roadmap outlines upcoming new and updated technologies scheduled to release to campus through 2018. The latest version can be found at uits.kennesaw.edu/docs/roadmap/uits_roadmap.pdf

the need for manual data entry on these documents.

In 2017, the Office of the Registrar, with technical support from UITS, launched a new program to give students the option of using a preferred name in place of their legal first name for use in certain university applications. Earlier in 2018, faculty and staff received the same option to use a preferred first name. Preferred name is currently compatible with important KSU applications including KSUmail, D2L Brightspace, DegreeWorks, Owl Express, and many more.

Important infrastructure upgrades and replacements will continue through 2018, including continued wireless network improvements on both the Kennesaw and Marietta campuses through the spring semester. In addition, many classrooms, office areas, and conference rooms will see AV technology equipment upgrades throughout the year; these

Continued on Page 3

upgrades extend through buildings on both campuses.

Two of the University's most important academic services are scheduled to receive major service updates: D2L Brightspace and Banner. First, prior to the start of the summer 2018 semester on May 11, 2018, D2L Brightspace will receive a significant interface update: D2L Brightspace Daylight. This new version features a new, more modern interface featuring a tile-based design and optimized for mobile devices. The new update to Banner, Banner 9, is scheduled to release for the Fall 2018 semester.

Banner 9 also features a new interface and accessibility improvements, as well as important feature upgrades for administrators.

UITs maintains a roadmap of upcoming technologies and services. You can find the most up-to-date version at uits.kennesaw.edu/docs/roadmap/uits_roadmap.pdf

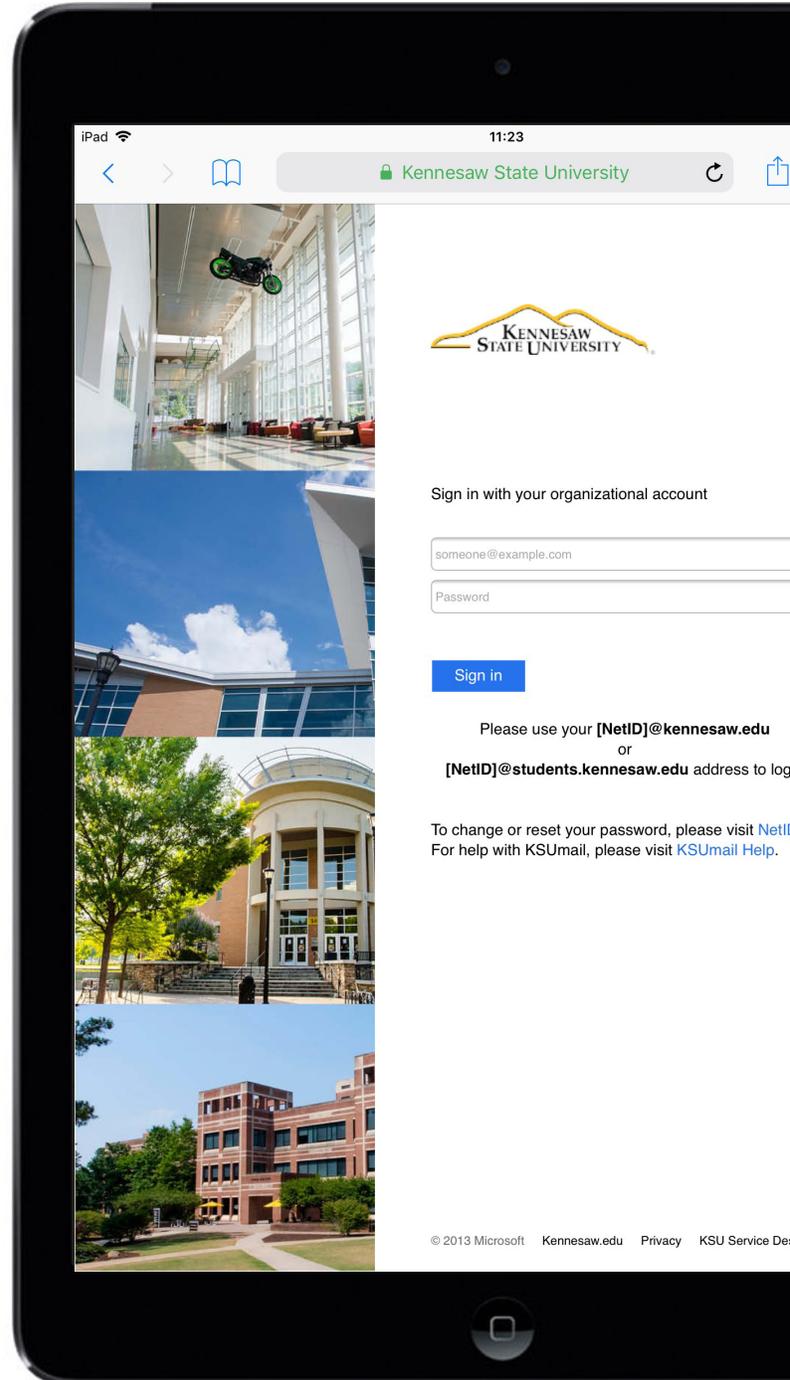
Bringing KSUmail & Office 365 to Campus

After months of planning and preparation, KSUmail (Outlook powered by Exchange) and Office 365, the University's new email and collaboration solutions for students, faculty, and staff, launched on August 4, 2017.

The release of these new services and the migration of the University's legacy email platforms marked the culmination of one of the most complex KSU technology projects in memory, involving the lengthy migration of 80 million existing email (approximately 9 terabytes of data), the configuration of a new email platform for 72,000 accounts, the transition from two existing email platforms, the creation of more than 100 new training guides and videos, dozens of hands-on workshops, and the release of several important tools that were previously unavailable to KSU community members.

The Outlook (powered by Exchange) platform was chosen with student success in mind. The service provides several important productivity features previously unavailable to students as well as faculty and staff. One of the most important of these new features is the availability of Office 365; beginning with the launch of the service for the Fall 2017 semester, Office 365 is now available at no additional cost to students. Included in Office 365 is OneDrive, Microsoft's cloud storage solution, allowing students to store, share, and access from any device documents and files related to their activities at KSU. The student Office 365 license even enables the ability to download and install Office applications on personal devices, including mobile devices.

Prior to the release of KSUmail and Office 365, KSU students and employees used two separate email



Continued on Page 4

systems: Gmail for students, and Zimbra for faculty and staff. This occasionally caused difficulties between the two groups – students were unlisted in the default faculty and staff address book when creating emails, and vice versa. Now, with all KSU community members in the same email service, students and instructors can easily find each other in the shared directory, share calendars and create calendar appointments, and share files with each other through OneDrive.

All faculty and staff emails from the legacy Zimbra system were copied to the new KSUmail system. This includes 80 million individual emails, a total of more than 9 terabytes of data across 6,600 accounts. This process was time consuming and delicate; planning began very early in 2017, and the data copy process began at the beginning of the summer 2017 semester. The team used a phased approach to move the data, copying batches by date; this strategy greatly reduced the possibility for errors and ensured that the transition created as little impact on the University as possible by eliminating the need to temporarily suspend email service to copy data to KSUmail all at once.

KSUmail is a very flexible platform with several available access methods. KSU community members using the service can view their email via a web browser by logging in at ksuemail.kennesaw.edu, by using the default mail app on their iOS or Android devices, through the Outlook mobile app, through the Outlook desktop client on PC and Mac, and through the default Mail application on Mac. This flexibility is important for empowering KSU community members to access their mail in the way they find to be the most convenient and productive.

That same flexibility creates challenges for building and maintaining support materials for every access method. Using the Outlook (powered by Exchange) some features are not present in every access method or may be used differently. To ensure that every KSU community member accessing KSUmail received an excellent level of support, UITS created multiple sets of documentation and videos for each of these access methods, and some unique documentation for specific features. More than 121 documents and videos were created in total; they are viewable and updated at the Documentation Center or at uits.kennesaw.edu/ksuemail. The team also held dozens of KSUmail and OneDrive training workshops both before and after the services were released.

Coupled with the training and documentation materials, UITS organized an on-the-ground support campaign for the KSUmail launch and the days following. The campaign included the availability of hands-on set-up for all faculty and staff members and in-person check-ins across every office area on both campuses. The majority of the University's IT support staff participated in this customer service effort, completing internal KSUmail training before assisting other KSU community members with their



The University Information Technology Services division gathered for a support team meeting the day prior to the launch of KSUmail and Office 365.

account set-up. The team completed 2,557 personal set-up appointments during the support campaign in 10 support zones distributed across both campuses. In-person training continues in scheduled workshops, one-on-one sessions by appointment, or in group training sessions by request. Learn more at uits.kennesaw.edu/support/training.php

Both Zimbra and Gmail entered a “read-only” state when KSUmail launched to the University. These services remained accessible through the Fall 2017 semester for reference; Zimbra was fully decommissioned on December 1, 2017 and Gmail will be decommissioned on August 1, 2018. You can learn more about KSUmail and Office 365 at uits.kennesaw.edu/ksuemail.

Upcoming STEM Events for Spring 2018

Each year, University Information Technology Services staff participate in multiple events supporting science, technology, engineering, and mathematics education at KSU, the state, and across the nation. Here are a few of upcoming STEM activities through the first half of 2018:

- **Friday, April 20**
First Robotics Championship Showcase Dinner - Houston
firstchampionship.org/event/houston
UITS Assistant Director of Advanced Computing, Ed Barker, Speaking on “Developing Teachers for 21st Century STEM Education”
- **Friday, April 27**
First Robotics Championship Showcase Dinner - Detroit
firstchampionship.org/event/detroit
UITS Assistant Director of Advanced Computing, Ed Barker, Speaking on “Developing Teachers for 21st Century STEM Education”

New WiFi Access Points Improve Network Performance on Campus

Since the Spring 2017 semester, University Information Technology Services worked to replace wireless network access points in every academic and administrative building on the Kennesaw and Marietta Campuses with new and improved equipment designed to provide increased bandwidth and better WiFi stability for students, faculty, and staff.

KSU community members accessing the KSU wireless network through one of the University's new access points will notice a faster and more reliable connection, even during busy peak activity times on campus. While classes are in session, the University's wireless network supports thousands of unique connected devices.

While the hardware behind the University's network has changed, the method for connecting to the network has not. KSU students, faculty, and staff securely connect to the KSU wireless SSID on campus using their own NetID and NetID password. Once authenticated, your device will remain on the network without the need to re-enter your password, even as you travel on campus between buildings and access points.

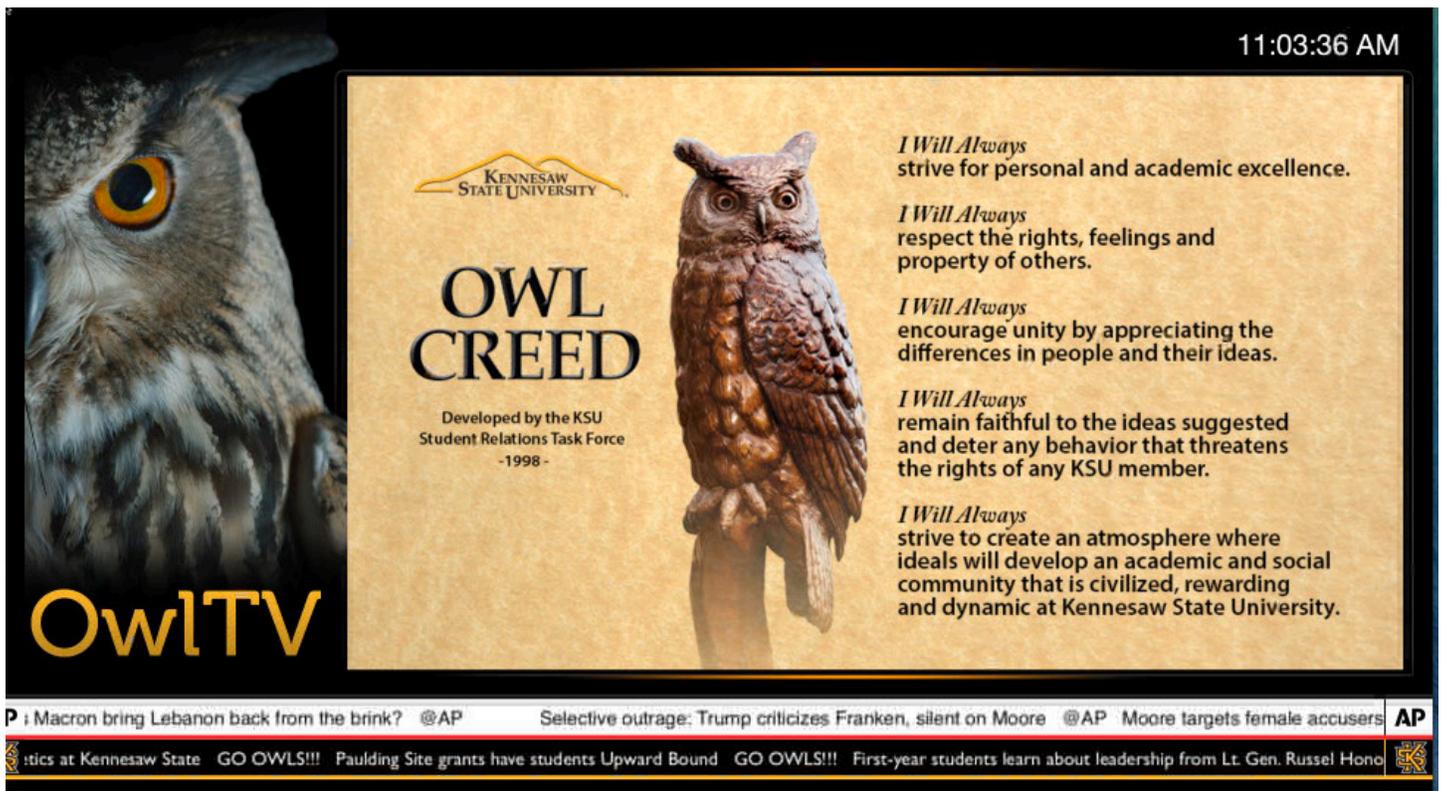
Guests on campus continue to connect to the KSU Guest SSID. UITS is developing a new, improved guest authentication system, to be announced and deployed at a later date.

Work installing access points for indoor wireless access was completed during the Fall semester. Outdoor access point installation began during the same semester and was completed prior to the start of Spring 2018. New buildings were added to the improved wireless network each week. UITS has deployed hundreds of new access points since the rollout began in 2017.

You can learn more about the University's new WiFi access points at uits.kennesaw.edu/wireless. For questions or assistance related to KSU WiFi or other university technology services, please contact the KSU Service Desk at 470-578-6999 for faculty and staff or 470-578-3555 for students.

University Information Technology Services has deployed hundreds of new wireless network access points like the one pictured here in buildings across both campuses since 2017. This new equipment provides greater bandwidth and reliability; KSU community members connected to these new access points should notice improved speeds and more consistent connection, even when traveling between buildings.





The OwlTV digital signage network was recently updated to include several interface upgrades for content managers. Alongside this upgrade, the system also received a visual redesign, featuring a sharp new frame and a resolution increase.

Big Improvements Arrive for the OwlTV Digital Signage Network

OwlTV, the campus digital signage network, recently received a big update for both viewers and content managers.

The service received a complete visual redesign in December. Now, framing the slides and videos that cycle through each sign on campus is Sturgis, KSU's Great Horned Owl mascot. Underneath the new design are live updated new tickers featuring KSU and national news. In addition to the new visual design, the system also received a resolution bump. Viewers will notice a sharper image on videos and slides taking advantage of the increase in screen resolution.

OwlTV's December update also included big improvements for the University's OwlTV content creators and managers. OwlTV content is now managed through a new, custom web application. Content managers log-in with their NetID and NetID password to view, add, or remove files from the digital signage network through an easy-to-use graphic interface. New content can now be added with automatic expiration dates, and content managers are only able to view and edit their assigned digital signage content.

New signs added to the OwlTV digital signage system in 2017 bring the University's total signs on the network to 121, including the University's first digital billboard near exit 271 on I-75.

For questions or assistance regarding the OwlTV digital signage network, please contact the KSU Service Desk at service@kennesaw.edu or 470-578-6999.

Learn More About OwlTV

Each college/department with a sign on the OwlTV digital signage network manages their own OwlTV content alongside a rotating, campus-wide queue. The signs are also used as part of the University's emergency alert system.

You can find more information about OwlTV at <http://uits.kennesaw.edu/services/av.php>

News from the Information Security Team: A New Name, Cybersecurity Training, the Phish Market, and Updates from CSAD '17

New Name - Office of Cybersecurity

Effective October 6, 2017, the KSU Information Security Office is retitled the **Office of Cybersecurity** (OCS). The department, led by Chief Information Security Officer and Executive Director Stephen C. Gay, retains its structure and charge, but the new name better reflects the department's comprehensive mission of securing the network, infrastructure and technology systems at the University.

Cybersecurity Training for 2017 - 2018

Each year, KSU's Office of Cybersecurity provides online information security training to the University. The University System of Georgia mandates all employees to successfully complete information security training annually, including student assistants, retirees, and long-term visitors.

The training video is created in partnership between OCS and UITS video production team, and the content is aligned to the learning objectives detailed within the University System of Georgia IT Handbook Section 5.9.2, and will be updated annually to ensure alignment with USG requirements.

New for 2017-2018, the training module has been updated in a new 11-minute video hosted on OwlTrain. The deadline for completing this training is Friday, September 28, 2018; find steps for completing this training in the sidebar on the following page.

To maintain compliance with USG regulations, individuals who have not completed training by September 28, 2018 will be subject to NetID account suspension until training is complete.

Introducing the *Phish Market*

The Office of Cybersecurity recently launched a new service for helping KSU community members protect themselves online: the Phish Market.

The Phish Market catalogs known phishing attempts and other malicious emails targeting KSU community members; the service also offers updated tips and strategies for identifying malicious messages. You can access the Phish Market at <http://phishmarket.kennesaw.edu>

The Phish Market offers a frequently updated list of



This year's Cybersecurity Awareness Day event featured information security experts from law enforcement, business, and education. In the top image, Alfred Barker, Assistant Vice Chancellor and Chief Information Security Officer for the USG Board of Regents addresses CSAD 2017 in Kennesaw. In the bottom image, Yvette Johnson from Pin Drop gives her presentation at the Marietta Campus.

confirmed phishing and malicious emails. If you receive a message that you suspect may be malicious in intent, you can review the Phish Market for similar messages or submit the suspicious email for publication by forwarding it to abuse@kennesaw.edu. Malicious links and identifying information are removed before publication to the Phish Market.

Cybersecurity Awareness Day 2017

The Office of Cybersecurity hosted its 9th annual Cybersecurity Awareness Day on October 4, 2017 on the Marietta Campus and October 5, 2017 on the Kennesaw Campus. The ninth year was the most attended yet, with more than 600 participants who either viewed a session in person or online via KSU TV. This record participation was buoyed by informative presentations from cybersecurity experts in law enforcement, private business, and

Continued on Page 8

education. Presenters this year included representatives from the Georgia Bureau of Investigation, the U.S. Secret Service, and the University System of Georgia Board of Regents. Also among these speakers were several KSU community members, including OCS representatives Chris Gaddis and Chris Dehner, and faculty members Foster Scotland, Dr. Hossain Shahriar, and Dr. Herb Mattord.

The event on both days was sponsored by Splunk, a company that produces software and tools frequently used in the cybersecurity industry for searching, monitoring, and analyzing data. Thank you to our sponsor, our presenters, and everyone who attended or viewed the event online at KSU TV. Archive video of many of the presentations is available at ksutv.kennesaw.edu.

How to Complete Information Security Training

1. Visit <http://owltrain.kennesaw.edu>
2. Log-in with your NetID and password.
3. Click View Learning Plan at the top of the page.
4. Click the course OCS Mandatory Employee Information Security Training 2017-18
5. Click Launch under ISO Mandatory Employee Information Security Training.
6. Enter your first and last name and KSU email address when prompted, and click Watch Video and Take Quiz.
7. Watch the 11-minute training video.
8. Answer the question at the end of the video. Note: You must answer this question to receive credit for completing the training.

Highlights from Recent University Video Services Team Projects

Each year the UITS video services team collaborates with departments and colleges on campus to produce video content supporting the University's mission of enhancing student success and institutional quality. Recently, the team has created two videos relating to the history and future of Kennesaw State: a video honoring former KSU president Dr. Betty Siegel and a new exhibit at the Dr. Betty Siegel Student Recreation and Activities Center and a new video highlighting Owl Creed Week activities.

Dr. Betty Siegel: A Minister for Education

The University debuted a new exhibit at the Dr. Betty Siegel Student Recreation and Activities Center on November 13, 2017. The permanent exhibit features the history and influence of Siegel before, during, and after her tenure as KSU's second president and the first female president within the University System of Georgia.

To help introduce the new exhibit at the ceremony, the UITS video services team collaborated with Museum Archives and Rare Books to produce a short video

featuring Dr. Siegel throughout her career, with archival footage and interviews with colleagues, friends, and family.

The video's theme highlights Dr. Siegel as a "Minister for Education," celebrating her work at KSU and the community leadership she continues to perform during her retirement.

The video services team facilitated interviews and reviewed hours of archival footage to create the new video, selecting clips that best conveyed the inspirational leadership qualities of Dr. Siegel. Selected content includes many photos from Dr. Siegel's time at KSU, clips from influential commencement addresses, and an interview with Dr. Siegel from Georgia Public Broadcasting. The feature is introduced with an illustration with Dr. Siegel's iconic, wide-rimmed glasses and an animation of her distinctive signature.

Continued on Page 9





The permanent exhibit is viewable on the ground floor of the Dr. Betty L. Siegel Student Recreation and Activities Center, presenting Dr. Siegel in three acts: The Early Years, Breaking Barriers, and Wintering into Wisdom. The three acts present her contributions to higher education, including her influential role as the first female president within the USG, encouraging women leadership opportunities, and post retirement as she continues as President Emeritus promoting leadership, ethics, and character.

Owl Creed Highlight

Another significant recent project from the video services team made its debut as part of the 2018 Owl Creed Week Jan. 28 through Feb. 3. In partnership with Student Advocacy and the College of the Arts, the team produced a striking video celebrating the 20th anniversary of KSU's Owl Creed and highlighting its five important tenants, each representative of the University's student body:

- Personal and Academic Excellence
- Respect for Others
- Encourage Unity
- Remain Faithful to Ideas/Determine Threatening Behavior
- Develop an Academic and Social Community That is Civilized, Rewarding, and Dynamic

The video was shot on-site at the College of the Arts and features student artists sketching their interpretations of

Tapingo for iOS and Android Devices Enables Mobile Ordering for Campus Restaurants

Students, faculty, and staff now have the convenient ability to order takeout from several campus dining locations directly from their mobile device using a new service launched early this semester by University Dining in collaboration with University Information Technology Services.

The service is powered by Tapingo, an application available on iOS and Android devices. This single app supports

key words from the creed in the form of owl feathers; their models were real feathers from Sturgis the owl, KSU's mascot and provided for the project by handler Daniel Walthers.

The centerpiece of the video is a painting of Sturgis by College of the Arts staff member and talented artist Shane McDonald. The creation of the painting is vividly captured in the video under the excellent lighting from the CotA studio and from the state-of-the-art equipment and sharp direction of the video services team.

Shot on a RED camera in up to 5k resolution, the vibrant colors of the paint and finished product are on full display in accurate detail. The team produced more than 235 GBs of ultra-high resolution digital video for the project.

Accompanying these shots is a narration of the creed and its tenants written by Student Advocacy.

The final video was shown at multiple Creed Week events and is currently viewable at Student Advocacy's Owl Creed page at advocacy.kennesaw.edu/owl-creed/student-creed.php

The finished painting is currently on display in the UITS Learning Technologies, Training, Audiovisual Outreach offices in the Sturgis Library.

ordering from multiple campus dining locations on both the Kennesaw and Marietta campuses.

To use Tapingo, download the app from your device's app store, create an account, search for Kennesaw State University, and select either the Kennesaw Campus or Marietta Campus. You can browse menus, customize your

Continued on Page 10

food, and place orders during regular business hours.

Tapingo accepts credit and debit cards and is compatible with the University's ID card transaction system to enable KCash and Dining Dollars transactions. The Tapingo service handles payment processing and adds a small fee to each transaction.

Once an order is submitted, it is sent instantly to the dining location to be prepared; the app provides the customer with an estimated pick-up time based on real-time traffic – most orders can be completed within a window of just a few minutes. When you arrive to pick-up your meal, you can skip the line by looking for the orange Tapingo sign and informing the dining staff that you have arrived to pick up your online order.

“The new app offers students the great ability to order food while they are between classes and in a hurry,” explained Kate Newberry, Director of Retail Operations for University Dining. “It gives our community members more time to enjoy their meals while they are on campus.”

The app serves dining locations on both campuses, including Kennesaw Campus locations STACKS, Chick-fil-A, Burrito Bowl, and the Social Science Building Starbucks; on the Marietta Campus, the service includes Chick-fil-A, STACKS, and We Proudly Serve Starbucks.

Tapingo will soon support the ability to order pizza from both The Commons and Stingers. Options for delivery may be added to the service later this year.

The service soft-launched at campus Chick-fil-A locations at the start of the semester before expanding to other locations. The service has been quickly adopted at the University; during the launch period, more than 2,000 KSU community members created a Tapingo account and submitted about 500 orders each day. The implementation team attributes this early popularity to the simplicity and ease of use of the service.

“This was a great project, because the technology is streamlined and elegant in the way it is constructed for both the customers and the dining locations,” said Interim Chief Technology Officer Jim Herbert. “It’s really a service benefit for everyone – students, faculty, and staff.”

The early popularity of the Tapingo ordering service has already enabled a more efficient customer experience at campus dining locations, which have experienced a consistent increase in traffic over the recent months. Dining Services expects an even more customer friendly experience as new KSU community members adopt the Tapingo app for ordering and more customers can be served over a shorter period of time.

“Our lines are shorter and more customers are able to enjoy dining on campus every day,” said Newberry.



The new Tapingo app can be used at many locations at both campuses, including the popular Chick-fil-A restaurant at the Kennesaw Campus Carmichael Student Center.

