

# TechTalk IT News

A PUBLICATION OF THE UNIVERSITY OF MOUNT UNION  
OFFICE OF INFORMATION TECHNOLOGY



Volume 10, Issue 1

Summer 2021



## Faculty & Staff: Local Admin Privileges

Today faculty and staff have local administrative privileges to their issued office machine. Local admin privileges is giving a user full control over the device which in turn, allows a user to add and remove software. Today, malicious software, if accidentally installed could do extreme damage to the campus network or compromise institutional data.

IT plans to change from admin privileges to local privilege accounts during the month of July. If you are off campus for the summer, this change will not impact you until you return to campus. However, if you are off campus and are using VPN, this may affect you. IT will be rolling out internal processes in order to support this change. We know there are times that a user may need local admin privileges for a justifiable purpose and IT plans to be able to grant elevated privileges for a temporary period of time. The Information Security Policy has been updated to support this change.

Please keep your eye out for the campus announcement that will be coming out soon regarding this change. We appreciate your understanding in advance of this change. This change is necessary for GLBA compliancy. Please contact the IT helpdesk with any questions. [helpdesk@mountunion.edu](mailto:helpdesk@mountunion.edu)



### Helpdesk Summer Hours

Mon-Fri 7:00am-5:00pm

Contact information:

[helpdesk@mountunion.edu](mailto:helpdesk@mountunion.edu)

330.829.8726  
Ext. 4357



## Phishing Test Results

IT conducts phishing tests on a regular basis. Since 2019 we have conducted five tests and anticipate moving to a quarterly established test.

Our last test was conducted in April resulting in 31 clicks, equating to a 7% failure ratio. The rate of difficulty for this particular test was a 5. Test difficulty range from 0 to 5, with 5 being the highest difficulty.

We use Knowbe4 to administer these tests and anticipate the next test being conducted in September 2021. We also use Knowbe4 for our annual security training. We have increased licenses to accommodate student use as well.



## Colleague Implementation

It has been two years in the making, but the university is now live with our new cloud-based student information system, Colleague, which replaces Powercampus, Powerfaids, Great Plains, and ADP.

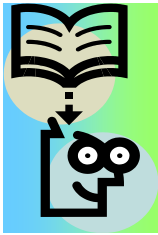
We now have an integrated system between student records, financial aid, the general ledger, billing and payroll/Human Resources. This allows for a much more stream-lined and seamless set of processes between functional areas, creating a better student experience. We also have a new Self-Service portal for students and faculty. IT will continue to finish up integrations between the new Colleague system and other systems on campus over the summer.



### Inside this issue:

Data Security Reminders	2
VPN Annual Access Approval	2
Requesting Reports	2
Maxient	3
Surface Hubs Are Coming	3
Camera System Upgrade	4
ITC Graduates	4





## Data Security Reminders

1. Practice good password management—use strong mix of characters and don't use the same password for multiple sites. DO NOT share your password with others, DO NOT write them down.
2. Be careful when reading emails. If it is suspicious or unexpected DO NOT open or click on links.
3. Do not ignore Window System updates.
4. When destroying paper with confidential data: Use a shred it box located in various spaces throughout campus.
5. Know IT policies. Such as Technology Acceptable Use Policy, Information Security Policy, etc..
6. Do not store confidential data on local device or paper.



## Requesting Reports & Online Payment Forms

If you need to request a new report or to request changes to an existing report from the admin systems team, instead of emailing a staff member directly, please remember to use the request form on the iRaider Portal. The form can be found at: **Forms, Technology** and it is called **Data Report Request**. The **Online Payment Form Request** is also found there. We have transitioned to TouchNet for payment process. For Academic Data reports please contact Suzette Burlingame.

## GLBA Compliancy

IT continues to make progress in the area of data security. We have partnered with BKD Cyber for our GLBA Assessments. Below is a summary of our progress around GLBA.

GLBA, also known as the Financial Modernization Act of 1999, is a federal law enacted in the United States to control the ways that financial institutions deal with the private information of individuals. Higher Education is required to meet certain safeguards related to GLBA compliance. Our first assessment was completed with 32 observations found. Out of the 32 observations 25 have been completed.

Our second GLBA assessment was completed in March 2021 with 10 observations found. Out of the 10 observations found they were ranked as following: 3 High, 4 Moderate and 3 Low.

IT will be working through these findings and implementing necessary changes. Coming this summer is a change to remove local admin privileges on faculty and staff computers and renewal of VPN approval and access.

## MULTIMEDIA UPGRADES

The Newbold Room in the Hoover-Price Campus Center will be receiving what we hope is the first step towards a complete technology upgrade. A new projector and screen will be installed this summer and we are working on plans for a more permanent sound system. Other multimedia upgrades

will take place in KHIC 011 and Bracy L21. Both classrooms will be upgraded to include HDMI and new projectors.



Don't let the wave catch you by surprise...

**August 15<sup>th</sup>** is the deadline to request lab software changes for the Spring semester. The deadline to submit your requests for the Fall semester is May 15<sup>th</sup>, 2022. Please send all requests to Alec Cotton at [cottonal@mountunion.edu](mailto:cottonal@mountunion.edu)

## VPN Annual Access Approval

Virtual Private Network (VPN) access is needed to access certain Mount Union resources from off campus securely. Faculty, staff and students who need VPN access must complete the application process on an annual basis. Please complete the application process by August 31st 2021.

It is now a requirement of GLBA that VPN access is approved on an annual basis.

The online Remote Access Request Form is available here: [Forms Technology \(mountunion.edu\)](#)



## Summer Projects

In addition to the multimedia upgrades, there are a number of other projects happening this summer.


- Arch Ave. Building Technology — this building will be used for medical professional classes.
- OAK Hall 2nd floor renovations — the Engineering computer lab on the 2nd floor was split in half. One side will remain a computer lab, and the other will be a wet lab.
- OAK Hall expansion — this includes 3 more classrooms/labs on the North end of the building. This should be done in the Spring 2022 semester.
- Upgrade to server VDI storage
- New Chatbot Ocelot System
- New call center software
- Foreign Language machines will be moved to Chapman Hall.




## Do You Know Your IT Acronyms

- VPN
- GLBA
- MFA/2FA
- VDI
- PCI
- WiFi
- API
- DES

See answers on Page 4






### Maxient

**Maxient** is our new Student Conduct software and replaces Adirondack Code of Conduct.

**Maxient** is being used by over 1100 institutions and it provides a way to manage behavior records, incident reporting and record keeping to help the university keep students conduct and well-being a priority.

**Maxient** is being hosted in the Cloud and is integrated with our new student system, Colleague.



## Surface Hubs Are Coming...



This Fall we will be placing Surface Hubs in our academic buildings. The interactive whiteboard with touchscreen technology and Microsoft Teams will provide more flexibility in the classroom from collaboration to videoconferencing. For more information contact

the Center for Faculty Development.

Surface Hub locations:

- Bracy -- L04
- Chapman -- 330
- Cope -- 114
- Eells 1
- KHIC -- 201
- KHIC -- M224
- MAAC -- 2275
- TH -- 200B
- Center for Faculty Development
- IT Training room

## TRAINING



### Microsoft Training Sessions

Hopefully, people are taking advantage of the training sessions available from Microsoft on Microsoft Office. The classes started in January and have run through the beginning of July. The training sessions are led by Microsoft professionals. Each session is an hour long and consists of 45 minutes of training followed by 15 minutes of a question-and-answer session.

If you haven't had the chance to join the online sessions or missed any, the recordings are available for 180 days.

To view past sessions or join the next session, go to the Microsoft Training Recordings on the IT [TIP Sessions](#) page on iRaider.

*Our next session is on PowerBi on Wednesday, July 21st.*



## Policy Updates

Please be sure to check the following updated IT policies:

- Account Creation Policy
- Information Security Policy
- Remote Access Policy

Check these and other Mount Union policies at: [University Policies Page](#)



### Congratulations to our Graduates!!

The Office of Information Technology would like to congratulate ALL of the Mount Union graduates this year with a special congratulations to our awesome Helpdesk students!! We wish all of the graduates a successful future!!



**Austin Carper**

Austin graduated with a BS in Computer Science. He will be working at RSM in Cleveland along with Trevor.



**Trevor Ryan**

Trevor graduated with a BS in Computer Science. He will be working at RSM in Cleveland along with Austin.



**Bailey Martin**

Bailey graduated with a BS in Computer Science. He is working at Morgan Engineering in Alliance.



**Jordan Wilson**

Jordan graduated with a BS in Psychology and a BS in Criminal Justice. He is working for TSI Healthcare in North Carolina.



### Camera System Upgrade

IT will be working over the next several months completing an upgrade to the camera system.

This will allow us to have better protection for our students and their property. This project will see us not only upgrade current cameras, but also add more cameras around campus in areas that are felt to be needed the most.

We anticipate this project being completed by January 2022.



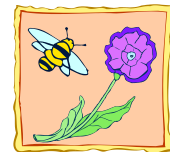
Be on the lookout...



### CSGOLD UPGRADE:

Later in the year, we will be performing an upgrade to our campus card management system. This will allow for future improvements using the latest technologies that will enhance card functionality.

Look for more detailed information to come.



### Answers

- VPN - Virtual Private Network
- GLBA - Gramm-Leach-Bliley Act
- MFA/2FA - Multi-factor Authentication
- VDI - Virtual Desktop Infrastructure
- PCI - Peripheral Component Interface
- WiFi - Wireless Fidelity
- API - Application Programming Interface
- DES - Data Encryption Standard

