What’s New?

IT Services has confirmed licensing changes with the Marian vendor, and can confidently say that all students, faculty, and staff are licensed for Office 365 which includes licenses for Skype for Business!
Tech Support Phone Scams

From Microsoft

Cybercriminals don’t just send fraudulent email messages and set up fake websites. They might also call you on the telephone and claim to be from Microsoft. They might offer to help solve your computer problems or sell you a software license. Once they have access to your computer, they can do the following:

- Trick you into installing malicious software that could capture sensitive data, such as online banking user names and passwords. They might also then charge you to remove this software.
- Convince you to visit legitimate websites to download software that will allow them to take control of your computer remotely and adjust settings to leave your computer vulnerable.
- Request credit card information so they can bill you for phony services.
- Direct you to fraudulent websites and ask you to enter credit card and other personal or financial information there.

Neither Microsoft nor their partners make unsolicited phone calls (also known as cold calls) to charge you for computer security or software fixes.
365 which includes licenses for Skype for Business among other things. As we finalize documentation, we will be posting the OITS/Marian standard offerings on the ITS website.

We understand that Forefront Security updates have been causing confusion. Microsoft has ceased supporting Forefront and we are working with JourneyED to access new offerings. Forefront is necessary and still scanning, to protect our systems. Our last update indicated JourneyEd is finalizing deals for products it will offer.

During November (through the 25th) under Tammy's guidance, the Help Desk addressed and closed more than 310 tickets and a number of phone/in person requests that were not logged for other reasons. We do appreciate a ticket! The help desk system can be accessed here: Help Desk Ticket or via the “ITS Help Desk Ticketing” in the “links” section of the MyMarian page (you must be logged in.)

During the first week of registration numbers indicated Marian had more than 970 TRAD registrations.

As part of pending upgrades Joe has been testing and working with Tony on various updates to go live with a GP 2015 (Great Plains 2015) update. All showstoppers have been addressed and the plan is to go live with the update December 2nd. Thanks to everyone for their efforts.

Sunil continues with recruiter updates and working with reporting. One issue is a “Decision Date” that appears to be missing or is not updated as it should be. Work continues around several projects in this area.

There has yet to be a resolution for a PowerCampus 8.6.2 issue that is preventing us from updating that software. This news is particularly disheartening as we receive news of an impending 8.6.3 update. We'll continue to work with vendors to move that project forward.

Keith has updated the Appleton testing computers, participated in a specialized equipment requests, and number of additional impromptu support efforts during registration.

I had the privilege of visiting the Holy Redeemer Partner and the West Allis sites during the month.

Tony provisioned switch upgrades for the Agnes Center and Stayer Auditorium from Cisco 3750G to 3850 (480 Gbps of stack throughput), removed two HP DL360G3 servers from the network that were replaced by Virtual machines, and upgraded our phone system's auto attendant for West Allis/Appleton (remote) sites.

He also upgraded Cisco Prime Infrastructure server to support the new wireless LAN software. Cisco Prime Infrastructure provides a single integrated solution for comprehensive lifecycle management of the wired/wireless access, campus, and branch networks, and rich visibility for end-user connectivity and application performance assurance issues.

Brad supports help desk efforts and equipment deployments while working on SharePoint. He provided updates for our new Office of Information Technology Services landing page.

We continue to work toward updating and deploying SharePoint 2013 to make MyMarian and its sub sites more robust. Several people and teams are working toward using SharePoint automated workflows to help processes become more efficient. The biggest task is to clearly define processes so they can be automated.

We continue to work on other projects like deploying trust relationships among Marian's intranet sites to both eliminate lag and reduce the number of logins users must attempt.

We are also looking to deploy better connectivity solutions for our peripheral offices that are not located directly on campus. Vendors have provided estimates for both a buried cable solution and a wireless solution. We will provide updates as those items move forward.
Spotlight on...Joe Linder

I have been at Marian for 10 years. I started as a Database Applications Specialist which is the same position that I hold today. After graduating from UW Oshkosh I worked in the transportation and healthcare industry holding positions of Business Analyst and Quality Assurance supervisor before I came to Marian.

I handle all issues, upgrades and maintenance for PowerCAMPUS, SabreNET, Great Plains and other databases as needed. I also create ad hoc reports provide customized training and work with end users on solving technical issues.

At home I enjoy cooking, hunting, fishing spending time with the family training our 2 dogs and going to the cottage.

I like the small town atmosphere in Fond du Lac. There are plenty of places to enjoy outdoors activities and lots of choices for restaurants (Friday fish fry’s). I also think that we have a very good schools.

I am proud of my 2 boys who have excelled in sports and academics. I am also proud of my wife who is always there to support me in whatever is going on in our lives. I enjoy working with the people at Marian. The staff, faculty and students make Marian feel like family. I take great pride in being able to help our students and staff be successful in school and their jobs.

What’s Up in Academic Technology

Our Creating Effective Video workshops went really well in November. The MO2 User Group is going strong and our first Technology User Group for faculty and staff was a huge success! Go to page 6 to sign up for December’s Staff/Technology User group using the link. Sign up quickly, space is limited.

In December we will not be conducting workshops because everyone is so busy but we have some really exciting workshops planned for January.

We are also always here to help you with your academic technology and MO2 questions. Please contact us at muoat@marianuniversity.edu for answers.
Work Smarter, Not Harder: by Lynda Schultz

4 Cool PowerPoint Tips

Is your audience too involved in your presentation on the screen and ignoring you? While presenting your slideshow, on your keyboard type B and the screen will go black, or W and the screen will go white. All eyes (and attention) will be re-focused on you.

Consistency in how your slides look can help your presentation look more professional and cohesive. When you find yourself asking, “How the heck did I make it look like that?” just remember: Shift + Ctrl + C copies formatting only. Shift + Ctrl + V pastes formatting only.

Don’t re-type when your Caps Lock is accidentally on. Change any selected word, character or sentence into (a) complete upper case, (b) complete lower case or (c) partially upper/lower case by pressing Shift + F3. Repeating the Shift + F3 will scroll through the 3 capitalization options.

To align highlighted text on the right, use Ctrl + R. For left alignment, press Ctrl + L. For center alignment press Ctrl + E.
What’s Happening?

December

December 15 at 9:00AM—Faculty MO2 Users Group Meeting. Come for our December meeting of our MO2 faculty user group! This month we will talk about creative ways to use the glossary and how to submit midterm and final grades. We will also have Christmas treats! Sign up here.

December 15 at 2:30PM—Staff/Faculty Users Group Meeting and UGLY SWEATER CONTEST!!

Our new staff/faculty technology user group will meet once a month and we will discuss and share with each other issues, helpful tips, strategies, and concerns about using technology efficiently at Marian. We had an awesome response last month and registration is now open for the December 15 meeting.

In addition to the regular user group meeting we will be having an ugly Christmas sweater contest! Everyone who wears an ugly Christmas sweater to the user group meeting will get a prize and we will even give the person wearing the ugliest sweater a SPECIAL prize. We will also have treats! Sign up here!
Ask Anna

Submitting a Help Desk Ticket from MyMarian on campus

I chose this topic because we conducted a poll recently asking folks what they did when they had a computer issue. Only one person said she submitted a help desk ticket! During our previous user group a couple people didn’t even know you could submit a help desk ticket.

Your computer isn’t working, Word locks up, you can’t get your email, or some technical issue is keeping you from working. What do you do?

First, go to the MyMarian web page. If you can’t get on the MyMarian web page because your computer isn’t working you can use someone else’s computer or a computer in one of our labs. When you get to the MyMarian site and log in you will notice this box (Figure 1) on the top right section of the page.

Click on **ITS Help Desk Ticketing**. You will be prompted to log in with your Marian User Name and Password. Once you have logged in you will see a window that shows your previous help desk tickets, if you have any.

Click on the down arrow next to the **New** button at the top left of the screen. Select **Ticket from Queue** and **Marian ITS Help Desk** (Figure 2). When you do this, you will see a form that allows you to describe the details of your issue. Enter the **Problem Description**, put details in the **Comments** section (this is a good place to add information about a good time to look at the problem too), add **Attachments** if they shed more light on the problem, Choose **Impact**, **Location**, and **How we should contact you** field. Go to the bottom of the ticket window and choose **Save**.

You can also log into the help desk ticketing page to check the status of your ticket and add more details. **Check here for a video demonstrating this process.**
Information Technology Service Mission Statement
In alignment with the mission, vision and core values of Marian University, The Office of Information Technology Services serves the campus community to enhance student learning by implementing quality technologies and delivering operational excellence to meet the needs of the students, faculty, and staff we serve.

Information Technology Service Vision Statement
Office of Information Technology Services associates strive to develop a culture for empowering Marian University's students, faculty, and staff who are committed to implementing purposeful and fiscally responsible technology that improves administrative efficiency and creates opportunity for academic excellence.

Contact Us

Academic Technology
Visit our MyMarian web page
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Information Technology Services
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