Adobe Creative Cloud Released

Last week, Adobe Creative Cloud was released for all faculty and staff using University-owned computers. It will eventually be available for personal computers. Have questions? See these Adobe CC FAQs (https://faq.uncc.edu/display/UK/Adobe+Creative+Cloud) on how to download, what apps are in the package, and much more.

Canvas, the New Learning Management System

Canvas is the new LMS, replacing Moodle which will fully retire in May 2017. Based on the unanimous recommendation by the faculty-led Learning Management System Evaluation Committee, you can easily get started by visiting canvas.uncc.edu (http://canvas.uncc.edu/). You’re also encouraged to register (http://teaching.uncc.edu/calendar) for one, or several, Canvas workshops that cover its many capabilities for course management. Have a question about a course in the middle of the night? No problem. Canvas offers phone or chat help 24/7!

WebEx Online Conferencing is Here

The new WebEx (http://itservices.uncc.edu/updates/2016-08-09/webex-conferencing-now-available) web and video conference meeting service has been well-received; over 1,300 accounts have been created since its launch last month. Available for faculty, staff and students, WebEx’s flexible nature lets you hold online meetings of all types: student consultations, discussions with colleagues, presentations...there’s lots of possibilities.

Duo Two-Factor Security

You may have heard about last month’s phishing incident (http://inside.uncc.edu/news-features/2016-08-04/update-about-email-scam-affecting-direct-deposit-info) where over 50 University employees’ direct deposit information was compromised. Our infrastructure and systems are strong, but nothing is impenetrable due to cyber-criminal activity. Using Duo two-factor authentication (http://itservices.uncc.edu/home/information-security/information-assurance/security-awareness-training) can help—it offers an easy-to-use, extra layer of security. This FAQ shows (https://faq.uncc.edu/pages/viewpage.action?pageId=6654612) more details.

As members of the higher education community, we are the pioneers for forward thinking. New ideas, differing points of view, conceptual challenges – this is our world. We embrace change to proclaim a status that we are innovative and progressive. At times however, the amount and pace of certain required change may exceed personal thresholds. And this may cause confusion and distrust. As a community member, I too understand the need for balancing ideas and implementation at a realistic rate that will still move us forward.

One of ITS’ strategic efforts to address this concern is to re-examine the current IT Governance Process. A working group comprised of representatives across campus will review, brainstorm and develop a revised process this year. Not only do we want to ensure ITS’ decisions support the University’s strategic goals, but it is equally important that all campus IT decisions align with the University’s people and resources. A strong IT Governance process that reviews all technology changes, not just the ones managed by central ITS, is critical to meeting this need.

I think we can agree that a stable and secure system infrastructure is vital for our academic environment. It offers the essential flexibility needed for an innovative and collaborative working experience. ITS is called upon to analyze what’s critical for this to exist, in partnership with campus input.

As we move forward, I hope you notice efforts that improve how changes are managed: customer support continues to increase (e.g. IT
Instructional Software Options
Faculty and students can use lots of software, without spending a dime, thanks to University-paid license agreements. Programs such as SAS, SPSS, and JMP can be accessed remotely using Citrix. Instructors: Let students bring their own device (BYOD) to access software in Citrix during class. Contact your college or department IT group for how to get started.

eduroam Wi-Fi Access
Eduroam not only provides secure Wi-Fi on campus, but you can use it around the world at thousands of participating academic institutions. Visiting Trinity College in Dublin, Ireland? Hiroasaki University in Japan? Easily and securely join any eduroam hotspot using your NinerNET credentials. This FAQ offers a full listing of locations.

El Capitan Can be Downloaded on Macs
Apple’s El Capitan OS is now available for many people who work on University-owned Macs. The successor to Yosemite, it focuses on simpler, faster ways to work on your machine. To download, just follow this FAQ.

IT Service Desk Hours and Services Increased
The IT Service Desk is now available weekends and evenings with increased hours and services—get the help you need, when you need it. Phone assistance is now available for faculty and staff seven days a week and with extended hours. Also, the Walk-Up Service Desk in Atkins Library, room 140C, is ready to help—and they now offer on-demand OPSCAN scanning. Don’t forget you can always type a question into the FAQ site, faq.uncc.edu, to find answers to many popular questions (e.g. How do I connect to Wi-Fi? How do I connect to WebEx?).