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Tech Talk

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## CTO Updates - 06/2017

Office of Information Technology

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## CTO Updates June 2017

**Phishing attacks:** In June a rash of phishing emails appeared on campus which prompted a campus announcement in GoWMU, a Technology Help Desk blog post and an entry in WMU Today. If you are a WMU employee who has completed the Securing the Human online information technology security training then you know all about phishing emails. If you are a WMU student who has completed the IT Security Education for WMU students which may be accessed in the First-Year Students portlet in GoWMU, then you too know about the dangers associated with phishing emails. If you are not familiar with phishing emails or you would like to refresh your knowledge, we have a [phishing website](#) that includes a wealth of information, including copies of phishing emails received by the University, a phishing FAQ, and instructions on what to do if you have received a phishing message, or have fallen victim to a phishing attack. Ultimately knowledge is your best weapon in the fight against phishing emails.

**Symantec for Android:** Would you like free malware and virus detection software for your Android device? As part of WMU's contract with Symantec, the Norton Mobile Security for Android app is available to all current WMU faculty and staff. Visit the software downloads portlet in GoWMU to obtain it and see the Technology Help Desk's [anti-virus for mobile self-help document](#) for more information.

**Adobe Creative Cloud:** If you are faculty or staff at WMU and would like to have any of the Adobe Creative Cloud products (Photoshop, Illustrator, InDesign, Dreamweaver, After Effects, Adobe Premier Pro, Adobe Muse Pro, Acrobat XI Pro, Adobe Audition, Bridge, Encore, Fireworks, FlashBuilder Premium, Flash Professional, InCopy, Lightroom, Media Encoder, Prelude, SpeedGrade, Edge Animate, Edge Code, and Edge Reflow) installed on your work computer at no cost, please reach out to your department IT support staff to discuss the availability of these products. Students, faculty and staff who are interested in purchasing Adobe Creative Cloud for home use at a deeply discounted rate, should visit the Software Downloads portlet in GoWMU.

**Audio conferencing support:** The Office of Information Technology has established special WMU pricing for audio conferencing through InterCall, a third-party provider. This a fee-for-service, provided and billed by InterCall. More information may be found in the Conference Calls section of the [phone services for faculty and staff web page](#).

**Web conferencing support:** I would like to remind faculty and staff that the Faculty Technology Center provides free cloud-based web conferencing via Adobe Connect Pro seminar rooms. More information about this exciting service may be found on the [Faculty Technology Center website](#).

**Technology Help Desk "Chat":** If you have ever used the after-hours Help Desk, then you probably have first-hand experience with the Elearning "chat" feature. This is a great way of communicating back and forth with the Elearning support team. Due to the popularity of this type of communication, the Office of Information Technology Help Desk is also implementing a "chat" service. Implementation of this new service is expected to be completed by mid-July so watch GoWMU and WMU Today for an announcement of this new service!

**OIT staff vacancies:** The Office of Information Technology is currently seeking qualified IT professionals in a variety of positions including an application programmer/analyst, systems programmer/analyst, database administrator and networking. If you have a technical background and a burning desire to contribute to the technology landscape at WMU, I would love to have a conversation with you about these vacancies. I can be reached at (269) 387-3838 or [tom.wolf@wmich.edu](mailto:tom.wolf@wmich.edu)

**105 rooms, wow!** The OIT Classroom Technology team will be working hard this summer upgrading instructional technology in the following 105 rooms. This is the most rooms that the Classroom Technology team has ever upgraded in one summer. The goal is to have all upgrades completed before the start of fall semester.

- Dunbar Hall, 21 rooms
- Floyd Hall, 11 rooms
- Health and Human Services building, 3 rooms
- Knauss Hall, 1 room
- Kohrman Hall, 5 rooms
- Lee Honors College, 2 rooms
- Moore Hall, 2 rooms

- Rood Hall, 3 rooms
- Sangren Hall, 33 rooms
- Schneider Hall, 17 rooms
- Trimpe building, 3 rooms
- Welborn Hall, 2 rooms
- Wood Hall, 2 rooms

**ImageNow and Banner Workflow support:** Over time these services have grown in size and complexity, thus necessitating the addition of numerous IT resources to achieve an acceptable level of support for these mission critical services. To help expedite service request response rates, we have created two new group email addresses. ImageNow requests should go to [oit-imagenow@wmich.edu](mailto:oit-imagenow@wmich.edu) and Banner Workflow requests should go to [oit-workflow@wmich.edu](mailto:oit-workflow@wmich.edu)

**Did you know?** As a WMU graduate you are able to retain access to WMU Mail, Calendar and People (contacts) as long as you continue to use them. OneDrive access, however, will go away approximately one month after graduation. [Read more.](#)