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CIO Updates - 08/2017

Office of Information Technology

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CIO Updates August 2017

Welcome to the 2017-2018 school year! Hopefully everyone had a "funtastic" summer and is ready to jump right into the new school year. The Office of Information Technology is ramping up for what should be the best Bronco Bash ever! Please stop by the Technology Help Desk tent to pick up a free draw string bag. While there be sure to enter our technology raffle for a chance to win a brand new set of Beats headphones. And don't forget to ask the gang about some of the other cool new technology changes taking place on campus this fall. From new wireless printing options, to laser projectors in the classrooms, to extended UCC Makerspace hours, there is something for everyone this fall! Let's have a great 2017-2018 school year and as always, if there is anything my team can do to help improve your technology experience at WMU, please don't hesitate to contact me at tom.wolf@wmich.edu or (269) 387-3838. Go WMU! Go Broncos!

Can I share music and movies? Western Michigan University values the exchange of ideas and respects the intellectual work and property of others. Consistent with these values, WMU does not tolerate or condone plagiarism or copyright violations. All WMU students, faculty and staff and any other users of WMU computing systems and networks are required to abide by the copyright laws of the United States and the computing and network policies of Western Michigan University. It is almost always illegal to use file sharing software, or other means, to

download copyrighted music, movies and videos, without the express permission of the owners of those. Copying and distributing copyrighted software is also illegal unless permission has been granted by the copyright owner.

Users of WMU's computing systems and networks have individual responsibility for their use of those resources and may have civil and/or criminal charges brought against them for copyright issues. WMU complies with the Digital Millennium Copyright Act (DMCA) and cooperates with copyright owners and their agents who file complaints alleging copyright infringement. Student infringers are referred to the University's Office of Student Conduct and faculty and staff infringers are referred to their department and/or supervisors for disciplinary action. Network access privileges may be revoked for habitual infringers.

WMU has an interest in protecting legitimate uses of file-sharing and copyrighted materials, as well as protecting the security of our networks. We appreciate your attention to appropriate use of our computing resources. [More information regarding file sharing and copyright.](#)

Securing the Human IT security education for WMU faculty and staff: The Office of Information Technology continues to educate the campus community on information technology best practices with a couple of notable initiatives. In addition to departmental face-to-face presentations, WMU employees may be asked to participate in the SANS Securing the Human online IT security program. New employees will view a security video at their new employee orientation and additionally will be assigned the SANS training in the month following their orientation. Other WMU employees will be assigned the SANS training at the request of their departmental IT support person, or their department chair or department head. The training consists of a series of video modules, each with a quiz, which also incorporates relevant WMU policies and procedures. Departmental IT staff wishing to request training for their unit should [visit the Security website training program page](#). To request a departmental security presentation, contact [Greg Lozeau](#).

IT Security education for WMU students and student employees: For WMU students and student employees, information technology has created two courses in Elearning. One course is for all WMU students with student employees being asked to take the second course for student employees in addition to the all student course. The courses may be accessed through GoWMU in the student's My Self Service portlet. Questions may be directed to [Nancy Kroes](#).

Gartner for Technical Professionals (GTP): The Office of Information Technology is pleased to announce a new service for WMU information technology staff. The service, Gartner for Technical Professionals, is designed to be a resource that enables IT professionals to make informed technology decisions. It includes access to published research focusing on in-depth strategic analysis of information technology trends, vendors, products, and technologies. Those classified as IT technology professionals have already received an email inviting them to login at the GTP portal. [Read more and login](#). If you have any questions that are not answered on the GTP portal, feel free to contact CIO Tom Wolf directly at (269) 387-3838. WMU IT professional staff are encouraged to visit the Gartner portal and also take advantage of Gartner's free subject matter experts phone service.

Technology Help Desk improvements: The OIT Help Desk has been busy this summer. In May and June they worked closely with their friends in facilities to successfully integrate the [Help Desk trouble ticket system \(ITDirect\)](#) with the facilities run [Bronco Fixit system](#), thus creating a better and hopefully less confusing experience for WMU students. They have also implemented a new wireless printing for mobile devices system in the computer labs. [See wireless lab printing for more information.](#)

Did you know? Last year the Office of Information Technology collaborated with WMU's public safety to create a "one-stop" type web page focused on student safety and campus security. The page contains information about University services like the Safe Ride program and the campus text, voicemail and email alert system as well as community services such as Drive Safe Kalamazoo and Fox 17, WOODTV and WWMT news alerts. The idea behind the page is that it can be bookmarked on any device for quick access to these important safety services. [View the safety information page.](#)

Just in case you missed it: If you are just arriving on campus you may have missed some of the exciting changes that have taken place over summer. If this is the case, please [check out our archived newsletters](#) where you can read more about student employment opportunities, free Microsoft Office 365 ProPlus, WMU Guest changes, Phishing scams, Single Number Reach, Adobe Creative Cloud, web conferencing options and more!