

Technology Update for the Academic Senate

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Joe Sawasky

Computing & Information Technology

Topics for today

- *Campus needs and what we're doing about them*
- *Microsoft Office 365 – cloud email and collaboration system migration*
- *Telephone System Upgrade*
- *Academica portal – eventual Pipeline replacement*
- *Cyber Security*

Campus needs...

■ Faculty

- Classroom technology improvements
- Mobile device access to services
- Easy-to-use web content
- Wireless coverage

■ Student

- Mobile device access to services
- Wireless coverage

...what we're doing about them

- University Libraries and FP&M renovating select general purpose classroom spaces
- Expanding Echo360 lecture capture system to more rooms
- Rolling out Blackboard Mobile for faculty and students
- New Academica portal includes responsive mobile web design
- WSU Mobile App enhancements
- MS Office 365 for mobile devices and tablets coming in 2015
- Adding wifi access points as limited budgets allow
- Working on distributed antenna system to amplify telco's cell signals indoors and out

Microsoft Office 365 – cloud email and collaboration system migration

- Project Goal: Migrate the campus from WayneConnect (Zimbra) email to Microsoft Office 365 cloud-based email and collaboration solution
- The project is still on schedule and budget - anticipating pilot migrations to start Spring 2015 and finish by October 2015
- Features include email, calendar, MS Office document management and cloud storage (One Drive), HD video conferencing (Lync)
- Side benefit: MS Office student downloads >7,000 – great student feedback + have saved students over \$500k this year
- Project plan developed
- Testing email and calendar migration tools
- Will work to migrate the few remaining departmental email systems starting in 2016
- *Thanks for your active participation!*



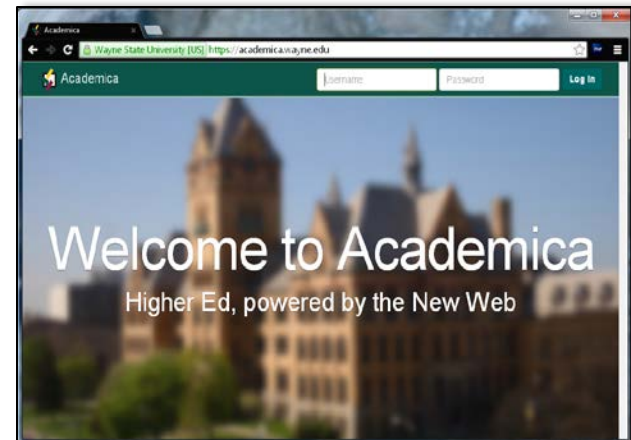
Telephone System Upgrade



- Legacy Centrex phone service being sunset by AT&T nationwide
- Three year phased conversion project
- New phone system will be “Voice over IP” (VoIP) – using WSU’s existing data network
- New VoIP phones will be deployed
- Upgrading data network in phases
- Anticipating lower average monthly fees for basic services, including free local and long distance calling
- Will have option for computer-based softphone and smartphone voice application for personal devices

Academica Portal

- Academica is the new portal that will eventually replace Pipeline
- Built at WSU to save money and provide new features
- Includes Facebook/Twitter-like social networking features and single sign-on to other WSU systems
- Topical message “Streams” can be used and organically created by people/groups
- Course section streams automatically created
- Frequently-used links
- Search feature
- Hosted in the Amazon Cloud
- Automatic demand scaling
- *Available now!*



IT Security and Awareness Training

- Universities are rich targets
 - Millions of probes per day
 - Recent successful email “phishing” attacks
 - Many recent sister institution breaches
 - Cleanup and responses can cost millions and damage institutional reputation for a long time
- Completed IT security awareness online training pilot program in the summer
 - Expanding training program to: employees with elevated IT privileges, new employees and those who have multiple security violations (including those caused by email “phishing”)
 - Will offer an “advance placement” pre-test
 - C&IT doing “roadshows” for departments upon request