

Information Resources & Technology

April 2017 Newsletter

Latest News

Phone Upgrade in Glassboro

The upgrade of the University's phone system on the Glassboro campus is nearing completion. The next group of buildings scheduled to receive the upgrade includes the following on April 27:

- Bozorth Hall
- Hawthorn Hall
- Memorial Hall

For more information about the phone system upgrade, visit irt.rowan.edu.

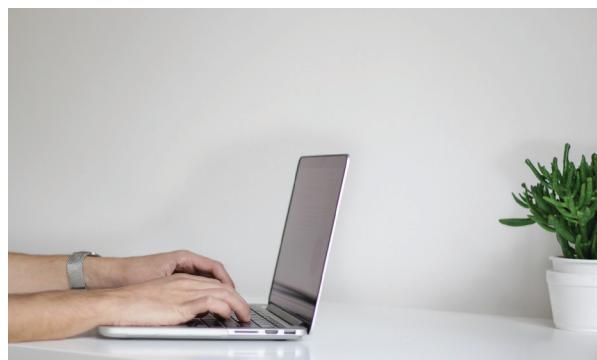
Changes to Support Services

We are replacing our system for creating and managing support requests. The launch of our new service management platform, ServiceNow, will allow us to provide the University with a more efficient technical support experience.

This upgrade does not affect how students, faculty and staff request technical help. You can still email IRT at support@rowan.edu for assistance, but you may notice changes to some of the notification messages you receive when submitting requests for support.

Tip of the Month

Time for a Digital Spring Cleaning



The spring isn't just a good time of year to thoroughly clean your home. The National Cyber Security Alliance and Better Business Bureau also encourage you to do a "digital spring cleaning."

The two organizations offer the following tips to help consumers protect their personal identity and data against security threats:

- **Keep a Clean Machine:** Make sure the latest updates are installed for all software on PCs, smart phones and tablets.
- **Lock Down Your Login:** Enable the strongest authentication tools available to fortify your accounts.
- **Declutter Your Mobile Life:** Delete any apps that you no longer use, and update apps to keep them current.
- **Do a Digital File Purge:** Manage your online files as you would paper documents. Start by cleaning up your email.
- **Own Your Online Presence:** Review privacy and security settings on websites and set limits on how your information is used.

For more information about how to get your online life in order, visit StaySafeOnline.org.

Training Services

Upcoming Classes



Training Services offers professional development opportunities for Rowan University faculty and staff. The following classes are scheduled in May:

- **May 4:** RowanCloud
- **May 17:** 25Live Basics
- **May 18:** Banner Finance

Visit rowan.gosignmeup.com to register. For training materials, videos and other resources, visit the Training Services website at rowan.edu/irt-training.

Lynda.com Courses



lynda.com

Lynda.com offers nearly 6,000 online courses in business, technology and creative skills that you can take on your own time and at your own pace. Learn Photoshop from an industry expert between classes, or become a HTML pro on summer break.

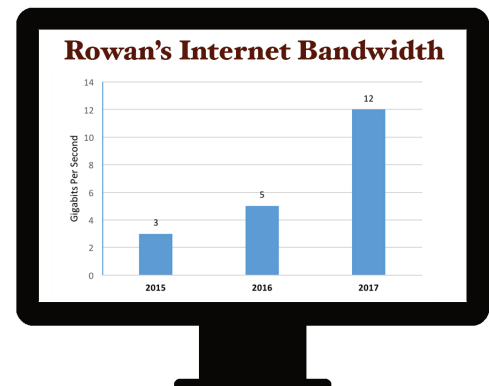
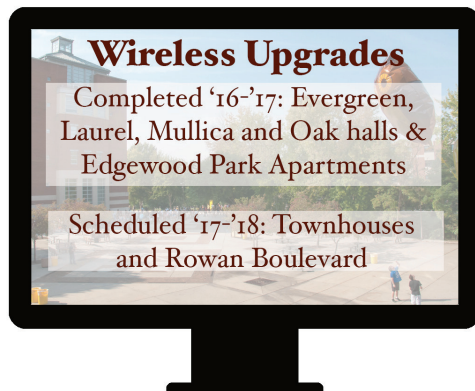
The best part? It's free for Rowan University students, faculty and staff.

Visit rowan.edu/lynda for more information.

Network Improvements

Boosting Speed, Reliability

We have implemented several major infrastructure projects in recent years that have significantly improved the University's network amid the skyrocketing use of mobile devices and the exponential growth in data-rich content, and we're working to further boost speed and reliability. Learn more about our current network improvement projects, including details on our effort to increase internet bandwidth, on the IRT website.



Congrats!

Marybeth Hegel named March 2017 PROFessional of the Month



Marybeth Hegel, the manager of Training Services for IRT, was named Rowan University's PROFessional of the Month for March 2017. Marybeth led the Training Services team to deliver critical training on the new, required Banner 9 forms. Training Services held sessions for 382 attendees, conducted one-on-one training and developed a FAQ page, webinar and three videos. Congratulations to Marybeth and Training Services!

Other Announcements

Launch of Rowan Identity Management System (RIMS)

The University has started implementing the Rowan Identity Management System (RIMS), an online tool to store and maintain organizational details including every employee's title, department, supervisor's name and contact information.

This system is required to grant employee access to University resources and will also enable the creation of organizational charts that clearly define reporting relationships.

RIMS was rolled out to a pilot group that included Finance, Human Resources and IRT on April 10. Other departments will be introduced to the program in stages, as the University works toward completing the first phase of the RIMS launch by this fall.

You may review step-by-step instructions, information on training classes and the RIMS policy on the Human Resources website at rowan.edu/hr/rims.

IRT Policy Spotlight

Workstation Use Policy

Rowan University provides desktop computers and laptops for business, academic and research use only. These workstations must be used in accordance with the University's policies and secured against unauthorized access.

For students, faculty or staff who access University-owned computers, please remember:

- **Don't Connect Personal Removable Media:** You may not connect personal removable media, particularly portable hard drives and USB thumb drives, to workstations.
- **Protect Sensitive Information:** Users may not save confidential or private information on a workstation unless it is appropriately secured against theft or loss.
- **Secure Your Machine:** Users must log off or lock their workstation when it is not in use.
- **Consult with IRT:** Before installing software or connecting hardware that has not been issued or purchased by the University, users must consult with IRT.

For more information about IRT's policies, visit the IRT website.

Security Threats



For the month of March, IRT detected and blocked **326** virus attacks and **25,000** emails with malicious URLs sent to our network.

Universities are prime targets for cyberattacks due to the amount of personal data and sensitive research material stored on their networks.

Please immediately contact the Technology Support Center if you think you have clicked on a malicious link or attachment. Acting quickly will minimize the risk to the University's network.

Need computer help?

Contact the Technology Support Center.

Email: support@rowan.edu

Phone: 856-256-4400

Web: support.rowan.edu

Or visit the Technology Assistance Center for in-person help. Follow the foot steps to Memorial Hall.



Hours:

Monday to Thursday: 9 a.m. to 7 p.m.

Friday: 9 a.m. to 5 p.m.

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