

Information Resources & Technology

June 2017 Newsletter

Latest News

New Visitor WiFi Portal

We have made getting access to our visitor wireless network even easier for guests of Rowan University.

Prospective students, alumni, event attendees and other guests no longer need to register with an email address and phone number to get online.

When on campus, visitors can select Rowan_Visitor_Wireless from the list of available networks, agree to our terms of service and hit "Connect." Those simple steps get guests online.

Free Windows 10 Download

Students may now download Windows 10 Education for free for use on their personal device. To get your free copy:

- Go to www.scholarbuys.info
- Select College/University under "Institution Type"
- Select New Jersey as the state and hit "Go"
- Select Rowan University
- Select the option for the free Windows 10 download

Also, remember that Office 365 is free for students. Visit rowan.edu/go/office.

Tip of the Month

Stay Safe During Summer Travel



Whether you are spending a week at the Jersey Shore or traveling to the Poconos for a mountain trip, the National Cyber Security Alliance offers several tips to help you keep your information safe while on vacation this summer.

- **Get Saavy About WiFi:** Do not transmit personal data on unsecure networks like those in hotel lobbies. Instead, use a virtual private network or a personal hotspot.
- **Use Public Computers Carefully:** Don't log into any personal accounts on public computers and try to keep all activity as generic and anonymous as possible.
- **Protect Your Money:** Only use secure websites to shop or manage bank accounts online. Look for web addresses that begin with <https://>, rather than <http://>.
- **Share With Care:** Think twice before posting pictures that would reveal you are not home or that you would not want certain people (like your parents or employer) to see.

Visit StaySafeOnline.org for more information about protecting your personal data and your devices during summer travel.

Getting started with technology at Rowan University:

How students should prepare before arriving on campus



Our new step-by-step student technology guide offers new and returning students an easy way to ensure they are digitally prepared for the start of a new semester at Rowan University.

From updating network accounts to protecting personal data, the guide covers all the major actions students should take before arriving on campus to help them quickly connect with the University's many technology resources. Visit rowan.edu/go/techguide to get started.

Wireless FAQs



What should you do if ClearPass is green and the program says “system healthy,” but you are still getting asked to download ClearPass? Why won't ClearPass accept your password?

Answers to those questions, and other common wireless connectivity issues, are available on our FAQ page.

Visit rowan.edu/go/wirelessfaq.

Project Updates

Housing System Upgrade

In coordination with Residential Learning and University Housing, we completed the first phase of an upgrade of the University's housing system. This project will allow the University to manage residential assignments and door access to student residential halls through one central system that will be remotely housed by Adirondack.

RIMS

We are continuing to roll out the Rowan Identity Management System (RIMS) in phases, as data about all employees is expected to be entered into the system by fall 2017. RIMS will be the University's one-stop source for storing organizational data, creating organizational charts and managing employee access.

Learn more about ongoing projects at rowan.edu/go/projects.

IRT: By the Numbers

The last academic year was a busy one for everyone at the University, including our division. These numbers provide a glimpse into how we are supporting the work of students, faculty and staff.

\$25M in equipment installed in seven college buildings and residential halls

1.5M feet of cable installed in seven college buildings and residential halls

12,500+ students, faculty & staff served by the Technology Assistance Center

10,000+ online courses supported, outside of Rowan Global

550 computers replaced in approximately 30 computer labs and classrooms

97% customer satisfaction rate at the Technology Assistance Center

5 residence halls received major wireless infrastructure upgrades

3 enterprise systems added, boosting total to 68

2 gigabits of internet bandwidth added, with another 7 gigabits on the way

New Dashboards

In June, we started rolling out a series of dashboards designed to tighten security, increase transparency and improve day-to-day operations across the University.

Banner Object & Class Access Audit

This dashboard queries Banner's myriad security tables, compiling data into three easy-to-search categories: User, Object and Class. A version of this dashboard is being piloted with certain functional areas with plans for a wider release.

Soon, managers in all functional areas will be able to use this dashboard to review their staffs' Banner access, as well as who has access to any of the administrative forms their offices manage.

Finance and Human Resources Access Audits

The Finance Fund & Organization Access Audit and Human Resources Employee-Class & Organization Access Audit dashboards are new tools currently in use by University management to ensure that extremely sensitive data are only accessible to those with explicit permission.

These dashboards provide in-depth details of users' access to financial and human resources data through simple and intuitive interfaces.

SFASRPO Transactions

Providing real-time monitoring and search functionality for all recent user activity on the Banner 9 Student Registration Permit-Override form, this dashboard allows Registrar staff to review, en masse, registration overrides approved by users outside of their office.

Having easy access to this data provides Registrar staff with many benefits, including earlier identification and correction of data-entry errors and misuse prevention.

IRT Policy Spotlight

Remote Access Policy

The University grants remote access privileges to faculty and staff, as well as contractors and vendors, in order to conduct University-related activity while off-campus. Students will not be granted remote access privileges.

Employees who require remote access to perform their jobs must have their supervisor request access on their behalf by emailing support@rowan.edu.

Contractors and vendors who need remote access will have to complete a remote access request form and a non-disclosure agreement. These affiliate requests will be reviewed and approved on a case-by-case basis.

Remote access users must not share their login credentials.

For more information, visit our "Policies and Procedures" page at irt.rowan.edu/display/IRT/Policies+and+Procedures.

Security Threats



For the month of May, we detected and blocked 53 virus attacks and 32,000 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.

Phone: 856-256-4400

Email: support@rowan.edu

Online: support.rowan.edu

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



Summer Hours:

Monday - Friday from 9 a.m. to 5 p.m.

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