

September 2019 Division of Information Technology Newsletter

Windows Feature Update in October – (20-60 Minute Update)

University owned Windows laptops that have been delivered or re-imaged since May 2019 will receive the latest Windows 1903 feature update in mid-October. This update will be delivered from Microsoft just like other updates but is more of an overall OS update. It may take 20-60 minutes to install depending on the speed of your computer. To prevent problems with your system, please allow the update to complete installation before attempting to power down your computer.

Annual IT Security awareness Training (SANS)

To maintain a secure Information Technology environment, all members of the University community must be aware of IT system security and their responsibilities to protect the University's IT systems and data. In October, you will receive an email from SANS (sans.org) with information about this year's security awareness training. This training takes approximately 30-35 minutes to complete. You will review several modules and acknowledge Radford University policies, procedures and standards.

Due Dates

Training will be published in October 2019 and must be completed by April 1, 2020. Reminder emails will go out approximately one month before the due date.

Accessing Training

SANS uses your email address and a unique password. To access the training, navigate to the MyRU portal and click the "IT Security Training" link. If you forgot your password from last time, you can click the "I forgot my password" link to have a link emailed to you to reset it.

Frequently Asked Questions

To access answers to many common questions, please navigate to the <https://www.radford.edu/content/it-security/home/training/sans-training.html> website.

DoIT Staff Changes

As of September 10, **Scott Shull** is the new Director of Electronic Engineering and Communication Services replacing Randy McCallister who retired at the end of August.

Matthew Thomas moved from the Web and Mobile Technologies team to begin his new role as Information Security Engineer on September 25.

Jayson Bevins joined the Division of Information Technology team on September 25 as Manager of the Technology Assistance Center (Help Desk).

Please welcome them in their new positions!

Adobe Connect End of Service

Adobe Connect is an online resource used for the delivery of online course content including synchronous meetings and pre-recorded lectures. Utilization of the product has fallen over the years in favor of other technologies such as Zoom Video Conferencing technology and Kaltura video storage. In order to reduce redundant services as a part of our fiscal awareness, Adobe Connect will be taken out of service in December of 2019.

Faculty are encouraged to utilize Zoom Video Conferencing technology for synchronous meetings and Kaltura's "my media" link in D2L for storage of video content. For those wishing to move recording from Adobe Connect to Kaltura's "my media," instructions for converting the recordings and uploading media to D2L can be found here:

Convert Adobe Connect Meetings to mp4 Format

You can convert and download an Adobe Connect session recording offline, in MP4 or FLV format. This conversion happens on your local system in real time.

1. Log in to <https://breeze.radford.edu> and locate the recording that you want to convert to MP4 format.
2. Against the recording, click Actions to open the pop-up menu and click Make Offline. The recording is opened in the Adobe Connect application along with a pop-up dialog.
3. In the Offline Recording dialog, select MP4 as an output option.

For instructions on uploading existing media files, go to www.radford.edu/onestop and type in "uploading" in the search field.

To Learn more about **Zoom Video Conferencing technology**, go to www.radford.edu/onestop and type in "zoom" in the search field.

For assistance converting video, uploading content, or access to Zoom Video Conferencing, open a self-service support request at ITOneStop or request assistance through the Technology Assistance Center at 540-831-7500.

Updating Office Location and Phone Number

All users are encouraged to review their online directory information on an annual basis. From the Radford home page, click the "Directory" link under quick links on the top right of the page and search for your name. If your information is incorrect, you may update this information by Logging into MyRU portal and clicking on the "Personal Info" link. Then click "Edit Personal Information" on the left of the screen. You may then select "Manage My Addresses" and "Update HR address" or "Manage My Phone Numbers" and "Update Campus(HR) phone number".

New Password and Account Profile Management Options with Fischer Identity

Over the summer, DoIT implemented a new identity management system, Fischer Identity, to provide significant improvements to account provisioning and deprovisioning, and password management processes. Updated screens and processes to claim/activate new accounts, change passwords, and reset expired or forgotten passwords were included in the implementation. Links to the most common self-service functionality are available on the MyRU portal login page (below the login boxes).

- Claim/Activate Your Account – new users
- SMS/Email Password Reset
- Forgot/Expired Password
- Forgot Username

RADFORD UNIVERSITY
Secure Login

Username
Password

Login

Users not enrolled in DUO Two-Factor Authentication will be required to enroll before accessing the MyRU portal.

[Claim/Activate Your Account](#) [Activate Your Account](#)
[SMS/Email Password Reset?](#)
[Forgot Username?](#)
[Forgot/Expired Password?](#)

Need Assistance? Contact Technology Assistance Center:
- Phone: (540) 831-7500
- [Request Computing Assistance](#)
- [IT Security Training](#)

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The new functionality includes an option to reset/recover passwords with codes sent via SMS and personal email addresses. In order to use this functionality, you must have a current cell phone or personal email address listed in Banner. This information may be updated at any time by logging into the MyRU portal:

- Click on the **Personal Info** icon
- Click on the **Edit Personal Information** button (left side of the screen).

You can also change your password at any time by logging into the MyRU portal:

- Click on the **Personal Info** icon
- Click on the **Change** button in the password account setting (right side of screen).
- Log in to the Account Management portal.
- Click on the **My Accounts** tab.

Setting	Status	Action
Password	179 Days Remaining	Change

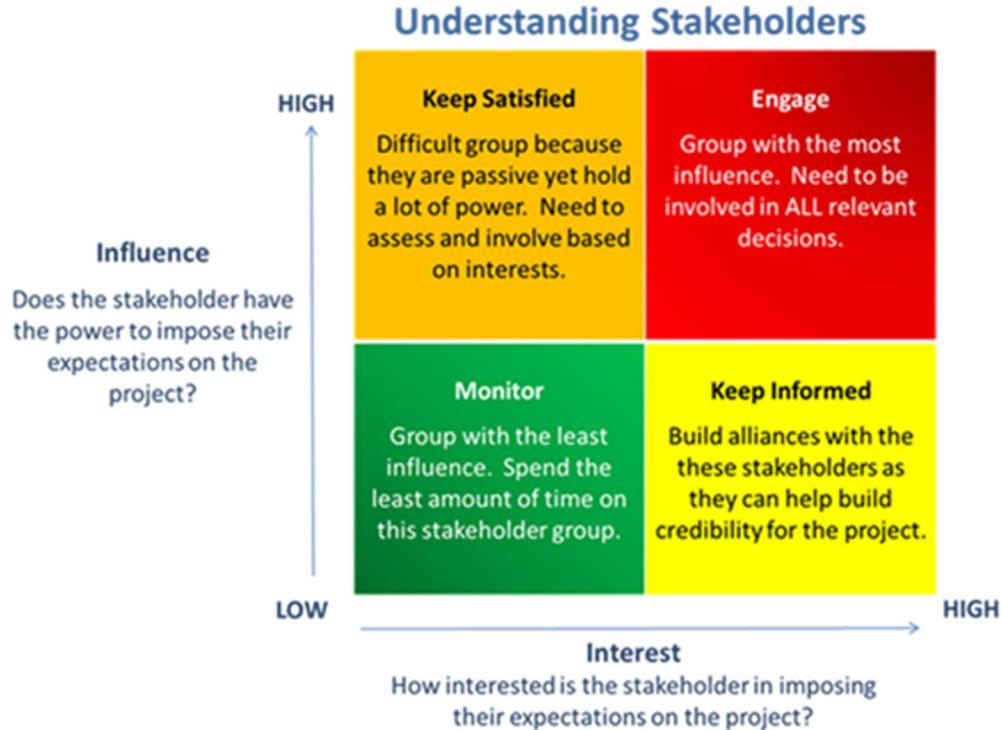
Last Set: 09/10/2019 11:27 AM - Expires: 03/08/2020 11:27 AM
After login, click the Manage Accounts tab.

Project Management Best Practice: Identifying Project Stakeholders

Project stakeholders are simply defined as any individual, group or organization that may impact or be impacted by the activities or outcome of a project. It is important to identify stakeholders at the beginning of the project and manage them throughout the project's life cycle. Project stakeholders can include:

- Internal and external individuals, groups or organizations
- Contributors to the project that provide products or services
- Recipients of products or services provided by project
- Individuals or groups that are affected by **how** the project is done

In higher education, some common stakeholders are administrators, faculty, staff, students, alumni, retirees, donors, vendors or the surrounding community. The role of project stakeholders should not be underestimated because at every level there is potential for positive, as well negative influence over other stakeholders and project results. Once identified, you can then begin work on a **communication plan** that addresses their specific needs, expectations and level of commitment.



Technology Training

The next *Introduction to Banner Finance and eVA* training will be offered 10/3, 10/17 and 11/12 between 8:30 a.m. – 3:00 p.m. in Armstrong 231. To learn more about the training and to register, go to www.radford.edu/onestop and type in “training” in the search field.

In addition, Academic Technologies offers a number of workshops each month for faculty and staff. If you would like to request a one-on-one, group or custom workshop, contact Academic Technologies at 540-831-7521 or acadcomp@radford.edu.

Meet the DoIT Staff: David Deel, RUC Technology Support Technician

How long have you been employed in the Division of Information Technology at Radford University? 2 months

Family: Wife, LaRhonda and two children Jacob and Elyssa

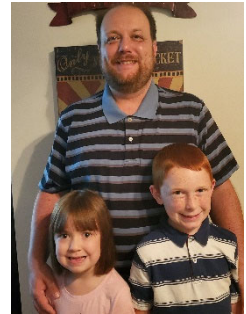
Hometown: Haysi, VA

Education: Bachelor of Science in Computer Engineering from Virginia Tech

Interests/Hobbies: Video games, roller coasters and being with my family

Favorite Vacation Destination: Disney World/Universal Studios

Favorite part of your job: I love that everyday seems like a new adventure. You are never going to know what’s going to happen next.



Need Support?

Walk In: Walker Hall 153

Open a self-service support request at ITOneStop or request assistance through the Technology Assistance Center at 540-831-7500.