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IR UPDATE

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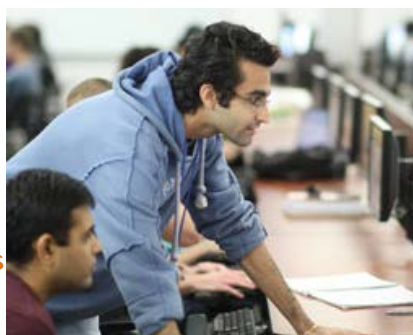## Happy New Year!

Welcome to the January, 2011 issue of *IR Update*.

We'd love to hear feedback about what you'd like to read on *IR Update*. If you'd like to make a suggestion for future content, please let us know.

10-Minute Promise Ensures Rapid Response for Classroom and Lab Tech Support

Information Resources (IR) and Distance Education & Learning Technologies for Academics (DELTA) have partnered to provide the **10-Minute Promise**, a new level of service to support classroom instruction.

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Read about changes that may affect the configuration of some workstations on campus. In addition, read how to get free toner and tools for managing your account in My Sam Portal.

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As part of SHSU's ongoing effort to make our computer accounts as secure and timely as possible, a new set of tools for account maintenance were also deployed on December 6.

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Did You Know?

In the month of December, the Information Resources Helpdesk handled:

- IR work orders closed in December: 1077
- Helpdesk Calls for December: 2927
- Helpdesk Walk-ins for December: 119

Follow IR Helpdesk On Twitter, Facebook and Blog:

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The IR Update was approved by the Assistant Vice President for Information Resources for e-mail distribution to SHSU faculty and staff.

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IR Update

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10-Minute Promise Ensures Rapid Response for Classroom and Lab Tech Support

Information Resources (IR) and Distance Education & Learning Technologies for Academics (DELTA) have partnered to provide the *10-Minute Promise*, a new level of service to support classroom instruction.

Beginning in spring 2011, all technical support calls that occur during a class will be treated as top priority. For these calls, you have our shared promise that we will do our best to have a technician in your classroom within 10 minutes of your call.

"Educating students is the primary mission of the university," says Mark Adams, Associate Vice President for Information Resources. "We are pleased to help provide this service that supports our faculty and students."

A few changes will be taking place in the spring that will help IR and DELTA to fully support the *10-Minute Promise*.

DELTA

DELTA is SHSU's full-service instructional technology department that supports the educational technology needs of SHSU faculty and is the home of SHSU Online, the vehicle for distance education at the University. DELTA will respond to the *10-Minute Promise* during the standard business hours of 8 a.m. to 5 p.m. IR Helpdesk will respond to any service requests that exceed DELTA's resources during this time.

"We will be upgrading classroom technology across the entire campus during the next two years. I'm excited about making these critical improvements in our academic technology equipment and support services," says Bill Angrove, Associate Vice President for Distance Learning.

IR Helpdesk

The IR Helpdesk will be open from 7:30 a.m. - 9 p.m., Monday through Thursday, and 7:30 a.m. - 6 p.m. on Friday beginning January 13. If a faculty member needs in-class technical support, the Helpdesk will dispatch staff to a classroom in the evenings as well. Callers after 9 p.m. will be supported by the Helpdesk voicemail system that is monitored 24 hours per day for emergencies.

IR Computer Labs

Information Resources computer labs that have been reserved for classroom instruction will only be staffed by a lab assistant on request. Labs will still be open/closed on schedule and be monitored for supplies daily. In addition, a lab assistant is never more than a phone call and 10 minutes away.

10-Minute Promise

Between DELTA and IR there will always be someone on campus that can fulfill the 10-Minute Promise between the hours of 7:30 a.m. to 9 p.m. Monday through Thursday and until 6 p.m. on Fridays.

Issue	Phone
For classroom issues during business hours	Call 4-2780

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| For lab issues during business hours | Call 4-3463 |
| For evening hours (or at any other time) | Call 4-HELP, press 1 for classroom |

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Change Notices and Computing Updates

Changes to DNS Infrastructure: Unmanaged Workstations

The IR Systems Team made changes to our DNS (Domain Name System) Infrastructure over the holiday break. These changes added additional redundancy, scalability and security to our DNS servers, and should be transparent to all **managed** Windows and Mac workstations. If you have a managed Windows or Mac workstation, it was setup on the SHSU network with our standard configuration and you will not need to do anything about this change. On campus users of the wireless network will not have to make any changes to their settings either. If you are unsure whether this applies to you please contact the Information Resources Helpdesk at 294-1950.

For those using **unmanaged** workstations on campus with static IP configuration (not the Dynamic Host Configuration Protocol - DHCP), you'll need to change your DNS servers from 158.135.1.20 and 158.135.1.200 to 158.135.2.20 and 158.135.2.200. Starting January 2011, the legacy DNS server (158.135.1.20 and 158.135.1.200) will not resolve any internal SHSU domains (file and print servers, domain controllers, etc.) or any external domain (google.com, msn.com, yahoo.com for example) correctly. If you are on an unmanaged workstation, it is likely that you know this and have had to make special updates in the past. If you are unsure whether this applies to you please contact the Information Resources Helpdesk at 294-1950.

How do you change these settings?

For a Mac:

1. Open System Preferences.
2. Click on Network.
3. Edit the DNS Server to read: 158.135.2.20, 158.135.2.200
4. Click on Apply. You may have to restart your computer after making these changes.

For a PC:

1. Click on the Start menu and select Control Panel.
2. Click on Network Connections.
3. Right-click on Local Area Connection and select Properties.
4. Highlight Internet Protocol (TCP/IP) and click on the Properties button. You can then update your Preferred DNS server to 158.135.2.20 and the Alternate DNS server to 158.135.2.200.
5. Click on OK. You will most likely need to restart your computer after making these changes.

Free Toner available!

Departments will need to place a work order for the toner they want. It will be first come, first served.

Toner Available & Quantities

HP Printer Model	Quantity
4500 or 4550	22

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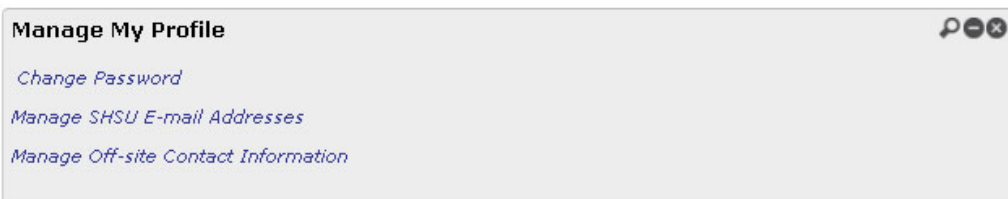|	
1000, 1005, 1200, 1220, 3300, 3380	2
4, 4+, 4m, 4m+, 5, 5m, 5n	8
4700	1
p3005, m3027, m3035	3
2300	2
p3015	2
5000, 5100	2
8500, 8550	1
9000	1

My Sam Launch for Employees

On December 6, 2010 My Sam was launched, allowing all SHSU employees their first glimpse of the system that will grow to replace some of our legacy systems. Currently My Sam is populated with mostly informative channels put together by the My Sam committee and different participating departments on campus. Most staff and student workers will be using My Sam to get access to their time entry and leave reporting programs in Self-Service Banner (SSB).

In order to stay on top of all the changes in My Sam please take some time over the next month to get acquainted with My Sam. There are training guides and videos available at http://www.shsu.edu/mysam

My Sam Channel Spotlight: Manage My Profile

Manage My Profile

Change Password

Manage SHSU E-mail Addresses

Manage Off-site Contact Information

The *Manage My Profile* My Sam channel is a dynamic channel that is connected to SamWeb and allows SHSU clients the ability to manage their account information.

- The *Change Password* link will allow you to change your SHSU Computer Account password and is fairly self explanatory.
- The *Manage SHSU E-mail Addresses* link has two functions:
    - requesting an e-mail alias
    - selecting which of your SHSU e-mail addresses is considered your primary address. Creating an e-mail alias and setting it as your primary address will now allow you to send e-mail from that address instead of just being able to receive mail.
- The *Manage Off-site Contact Information* link allows you to choose off-site contacts, of either an e-mail address and a cell phone number that the system can use to verify your identity. The off-site e-mail address is mandatory for all SHSU computer account holders, while the phone number contact is optional. This added functionality has allowed for the elimination of PINs and the alternate login that used to be required to verify the identities of SHSU clients that had forgotten their passwords or missed the password reset deadline.

IR Maintenance Window

Information Resources division may schedule periods of downtime for major system upgrades and maintenance. Certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed computers may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.

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Technology Resolutions for the New Year

Don't forget to add a few technology best practices to your 2011 New Year's Resolutions!

1. Run all the updates on your home computer and laptop

Whether you're on a Mac or a PC, it is always a good idea to keep your machine up to date. Keeping your computer up to date helps prevent virus and malware attacks. Often times, running updates fixes bugs in your software and even adds new functionality. If you're on a managed SHSU computer, we'll keep up with this for you. For your home computer or unmanaged SHSU machine, follow these easy steps.

Installing Updates for PC

We advise that you automatically download and install updates for your computer. This will ensure that your computer is kept up to date as much as possible.

To enable Windows 7 updating automatically

1. Click the start button
2. From the Start Menu, choose Control Panel
3. From the Control Panel, choose System and Security
4. From the System and Security section, choose to turn automatic update on.

To enable Windows Vista updating automatically

1. Click the start button
2. From the Start Menu, choose All Programs
3. From All Programs, choose Windows Update
4. From Windows Update, choose Change Settings
5. Install Updates Automatically and Click OK.

To enable Windows XP updating automatically

1. Click the start button
2. From the Start Menu, choose Control Panel
3. From Control Panel, choose Automatic Updates.

Installing Updates for Mac (OS X 10.5 and later)

1. From the Apple menu, choose Software Update
2. Software Update checks for available updates. In the Software Update window, select the items you want to install, then click Install. Usually, you should install all available updates. (Mac OS X v10.3 only: Click the Check Now button.)
3. Enter an administrator account name and password.
4. After installation is complete, restart the computer if required.

2. Build a LinkedIn Profile

If you don't already have a LinkedIn profile, resolve to create one in 2011. LinkedIn is a powerful professional networking tool that you can use to stay in touch with colleagues, participate in professional groups, look for jobs, research companies, solicit references and adeptly manage your personal professional brand.

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Professionals use LinkedIn to find like-minded professionals. Job seekers use LinkedIn to read job postings, research companies and research hiring teams of a company at which they are considering accepting a position. Businesses use LinkedIn to find customers. Sales people and fundraisers use LinkedIn to find prospects.

Obviously, it's imperative to represent yourself well. The mistake most folks make is not representing themselves at all. Check it out at http://www.linkedin.com.

3. Secure Your Passwords

If you need some incentive to secure your password just Google "password hack horror stories." You'll see stories of drained PayPal accounts, deleted Gmail accounts, hacked Facebook accounts with terribly embarrassing status updates and myriad other stories that will inspire you to rethink your personal password strategy. Resolve to secure your passwords in 2011 and try the following tips:

- Take a lesson from the Gawker Media hack this past December and avoid the passwords on this list.
- Follow the tips for creating strong passwords published in Microsoft's Online Safety guide.
- Don't use the same password for all your accounts. That way, if some dishonest person does successfully hack one of your accounts, they won't have hit the mother load and gained access to *everything*.
- Never share your password with anyone, not even if they seem legit, not even with us!

4. Google Yourself

Who was the last person you Googled? (Yes, Googled is a verb, as evidenced by the Merriam-Webster Dictionary)

According to a 2010 study conducted by Microsoft, 64 percent of employers think it's OK to review the social media profiles of job applicants and 41 percent have rejected candidates based on what they found.

Proactively managing your online identity can help you by validating your professional claims, establishing credibility and communicating contemporary skills. Managing your online identity reactively is simply a risk that may hurt you when you least expect it.

Resolve to Google yourself and take charge of your online identity!

5. Create a My Sam channel for your department

If you're faculty or staff here at SHSU, it's likely you've visited My Sam Portal by now. If not, you may find the following pages informative:

- My Sam Portal
- My Sam Portal Information and Documentation

The content sections, or "channels," on each page of the My Sam Portal are created by faculty and staff at SHSU who have information they'd like to share with the campus community.

Channels can contain any text, links or pictures that you'd like. All you have to do is write the content, agree to keep it up-to-date and submit a work order.

For more information about creating channel content for My Sam Portal, please contact me at ecrossland@shsu.edu, or call 4-1049.

6. Follow Us on Twitter, Facebook & Blog

The IR Helpdesk has a Blog, Twitter and Facebook sites. We use these sites to post interesting technology-related information as well change notices and computing updates.

You don't have to wait for IR Update to get information. Join our social media sites today!

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Banner Update

This month's Banner information comes from the December issue of the Banner at Sam newsletter. The excerpts cover *Banner Finance*, *Banner Student*, and upcoming Banner changes for 2011.

Banner Finance contains detailed information related to each transaction or record processed. The account elements in *Banner Finance* are fund, organization, account, and program—referred to as the FOAP. Online queries will retrieve information for selected fields and display the information on your screen. For example, a query related to issuing a purchase order would retrieve information about the vendor, the document number, the amount, the date ordered, the date received, etc.

Access to departmental financial information in *Banner Finance* is generally limited to the financial manager of a particular organization. If you create requisitions, you will become well acquainted with Internet Native Banner (INB). Creating requisitions, approvals and receiving goods are all managed within INB. In Self Service Banner (SSB), you will find access to operating budget transfers, budget query, encumbrance query, Paige's special account look-up, document, approvals and more.

Banner Student Admissions and Recruiting went live in September and on December 6 the first mock registration for testing of the enrollment processes took place. This testing will be followed by two additional test runs on January 31 and February 21.

Registration, *Touchnet/Cashiering* and *StarRez* (residence life) all go live during the week of March 28 thereby allowing students to register in Banner for summer 2011 and for fall 2011 two weeks later.

A number of additional products will be integrated with Banner in a second phase of the Banner at Sam Project. A brief description of these follows.

- *Workflow*: Allows for common routines to be automated using e-mail, programmed updates into Banner, routing of document images, and creation of work cues to help manage workloads and repetitive processes.
- *CleanAddress*: Provides an interactive address check in Banner to be sure addresses and zip codes match the USPS database. It also provides for batch processing of large mailings to ensure that minimal items are returned for improper address formats.
- *T-2*: Provides access control for the parking garages as well as providing management for parking permits.
- *CBORD*: Provides point-of-sale systems for managing meal plans and vending; card access security management; and declining balance cash cards.
- *People Admin Performance Management & Job Descriptions*: In Phase I, HR implemented the People Admin product for applicant tracking. In phase II job descriptions and performance tracking will be implemented.
- *WindStar*: Provides a Banner integrated tracking tool for managing International nonresident taxes.

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IR Update

SHSU Banner Teams Launch New Tools for Faculty, Staff and Students

On December 6, 2010 a project team comprised of staff from Information Resources (IR), Payroll and several other departments launched the *Banner Payroll* module. This module dramatically changed the way that payroll functions are performed at SHSU.

However, the work didn't stop with the launch of Banner Payroll for the Banner Payroll/Human Resources and Banner Finance teams. Over the semester break the Payroll/HR and Finance teams were on campus making sure that all of the data was moved into Banner and made ready for the demands of a new year at Sam Houston State University.

Karyl Horn from the Banner Payroll/HR team said that both her team and the Finance team were on campus all but Christmas Eve, Christmas Day, and New Years Day working on the data migration.

"Thanks to Dr. Powell for bringing us lunch and thanks to Aramark for bringing us food up four flights of stairs when the elevator was out of order," Karyl added.

As the result of these efforts, payroll data can now be easily manipulated through a set of channels in My Sam Portal. The *Time* and *Leave Reporting* channels are used by hourly and salaried employees to enter time worked and/or leave time. In addition to time and leave entry, all other payroll information can be entered and approved via My Sam as well. These new tools have greatly streamlined the old pen-and-paper process.

For more information about the new *Banner Payroll* module, please contact the Payroll office 294-3249.

SHSU Computer Account Changes and Enhancements

As part of SHSU's ongoing effort to make our computer accounts as secure and timely as possible, a new set of tools for account maintenance were also deployed on December 6. New functionality available with the new self-service account maintenance tools includes:

- Instead of using their birthday as a Personal Identification Number (PIN) to initially setup your SHSU account, new account holders will now be e-mailed a temporary password called a One-Time Token that will used to initiate the account creation process.
- You now have the ability to add an off-site e-mail address for your account information. This will allow you to reset your own password if you allow it to expire without changing it beforehand. The password will be immediately checked for security and approved or rejected in real time.
- If you forget your password, you will also be able to reset it yourself. With the new self-service tools, you will be able to request a temporary password called a One-Time Token that will be e-mailed to your offsite e-mail address so that you can reset your password.
- No more personal identification numbers will need to be reset and remembered for your SHSU computer account. The Banner PIN Reset application is used instead of this for people needing certain access without an SHSU computer account, such as Prospective Students.
- As an SHSU account holder, you can now setup an

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Password Change

The requirements for a valid SHSU password are:

- Must be at least six (6) characters long but no greater than fourteen (14) characters.
- Cannot contain your username or any of the parts of your full name.
- Must not have been used previously.
- Must be significantly different from previous passwords.
- Passwords that increment (Password1, Password2, Password3 ....) are not acceptable.
- Must contain characters from at least (3) three of the following categories:
  - English uppercase characters (A - Z)
  - English lowercase characters (a - z)
  - Base 10 digits (0 - 9)
  - Non-alphanumeric (for example: !, $, #, or %). Do NOT use | > < * ' ` within your password.

Old Password

New Password

Confirm New Password

Submit

e-mail alias as the primary e-mail address for your account. This means it will show up in the directory as your e-mail contact and it will show up in the Sender field in e-mails sent from your SHSU account as well.

- With the new self-service tools, you can manage the e-mail addresses you have in the SHSU system. You can now change the e-mail address being used as your primary, request a new e-mail address, and even deactivate old e-mail addresses at SHSU.

- SamWeb now supports Single Sign-On (SSO). This means that people with SHSU computer accounts who are logged into a managed Windows or Macintosh workstation (and using a supported browser: IE for Windows and Safari for Macintosh) no longer have the additional step of logging into SamWeb or MySam. Rather, they will be logged in automatically! If the client is not on a managed Windows or Macintosh workstation (or is using a non-supported browser), they will only need to sign into SamWeb or MySam one time.

"Our goal with this was to make the account maintenance tasks of our students and employees more efficient and interactive. This set of tools is a big step forward in empowering SHSU students and employees with the ability to manage their account information and contact options," said Steven Frey, System Analyst Coordinator.

The new account management tools are available in My Sam Portal on the Home tab. For more information about the new account management tools, please contact the Helpdesk at 294-1950.