

Happy September to all!

I wanted to thank the entire team for your warm and hearty welcome. It has been a very busy but absolutely wonderful first two weeks. This is because of each of you. I will continue to commit your faces and names to memory and hope to get to know each of you personally.

Just a reminder to the group that I have an open door policy and love to talk shop. I will periodically schedule "Talking with Tim" sessions where we meet in the lounge over coffee/tea and just chat. Please look out for those voluntary invites.

Also, we plan to utilize the Town Halls for team planning and engaging activities. So, if you have ideas, send them my way. Be prepared to engage your teammates across the division and our distributed partners as well. It will be fun!

Another program we plan to initiate is Book Club. We will invest in periodic books/e-books to share with the team. We will read a title then pass it on to a teammate. The goal is to get a book through the entire team within 30-45 days then schedule an open session to discuss our thoughts, opinions, and takeaways. It is my goal for the entire team to participate in Book Club and begin sharing some of your favorites. Please join in.

One final note - fall is upon us. The boys of summer are prepping for the playoffs and pigskin is in full swing. In that spirit I wanted to remind the group that IT Service Delivery is a team sport. As a team we must practice and improve upon our play every day. To this end we are investigating options for an IT Service Management (ITSM) system that will become our enterprise resource planning (ERP) and customer relationship management (CRM) system. Through the use of this tool, we will be able to effectively manage customer expectations, resolve issues, streamline operations and deliver strategically aligned projects. We will keep the team in the loop as we move forward with this critical program.

Thanks again for your passion and dedication to DoIT, our customers, and the entire Creighton community. WE make CU and DoIT a great place to work.

With warmest regards,
Tim Brooks
Vice President & Chief Information Officer
Creighton University



Creighton is seeing an increase in phishing emails. Phishing is a technique of tricking individuals into providing their ID and password in response to an authentic looking but fabricated email. The easiest way to identify a phishing email is to look at the link in the email, if the link is not going to a Creighton.edu website then it is not a legitimate email.

Remember, Creighton's Division of Information Technology (DoIT) will only send official communications via the doit_official@creighton.edu email address, if an email looks official but did not come from doit_official@creighton.edu you should be suspicious. If the email purports to be from Creighton regarding an issue with your email or other IT system and the email contains a link, that link should be to a Creighton.edu website. If the link in the email goes to a non-Creighton site, the message is probably spam and should be deleted. Read more <https://doit.creighton.edu/dont-get-phished>

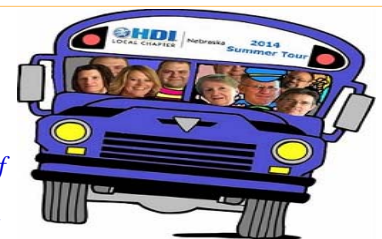
Creighton Service Desk Recognized! HDI 2014 Summer Tour at Creighton University

Creighton University did NOT disappoint! "Our service desk has a personality" is one of my favorite quotes of the day - these folks really set their minds to providing top quality service to their customers - students, faculty, and a Jesuit community. Whether it be thru the creation of a walk up service bar, booking convenient appointments in advance, or using social media to get insight into the needs of their customers, this team is constantly innovating - and measuring for success. It was a educational and motivating experience - WITH HATS!

Special thanks to Ryan Cameron, Christopher Erisson and the entire DoIT Service Desk for sharing their story!

*Nick Lerouge
Lincoln Financial Group
President HDI Local Chapter*

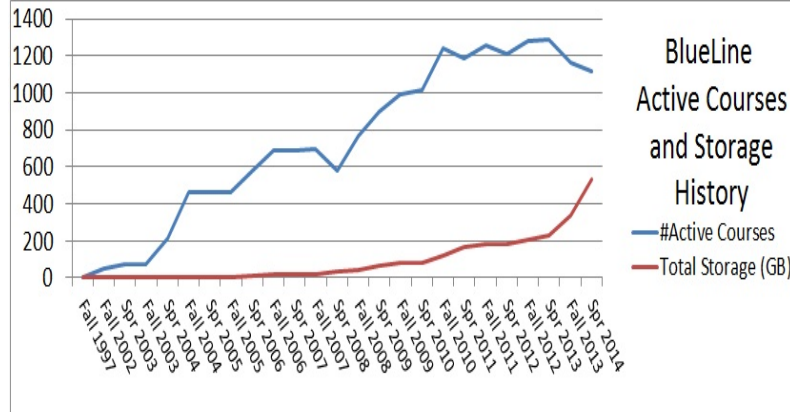
Read more at <https://doit.creighton.edu/creightonhdisummer2014>



September 2014 Edition

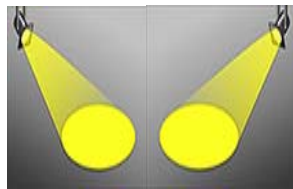
DoIT

DIVISION OF INFORMATION TECHNOLOGY



How is technology being used!

Pharmacy users are now able to retrieve data from a data mart developed by the DoIT DW team to analyze course grades, compare by degrees/non degrees and get an overall understanding of the data in new ways. This helped the department define criteria for the admissions process, helped improve the student learning experience, helped with accreditation standards and quality improvement. Read more <https://doit.creighton.edu/using-technology>



DoIT Spotlight!

Meet
Barb Stephens
Senior Applications Administrator



Husband: Mike Stephens (married 30 yrs.)
Hobbies: Crafts, Organizing, Reading, Cleaning, Girl Scouts
Favorite Food: Meat & potatoes (traditional meal for growing up on an Iowa farm!)
Favorite Books: Change of Heart, Little Women, Harry Potter series
Favorite Movie or TV Program: Gone with the Wind or The Elephant Man; HGTV & Food Network
Favorite Type of Music: Classic Rock 'n Roll
Most interesting place you traveled: Guatemala

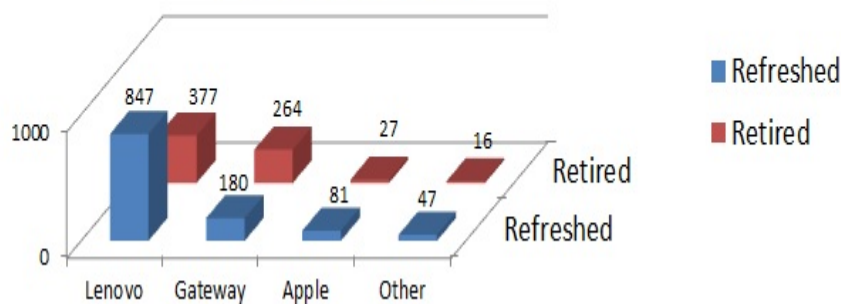


Digital Signage 1 Year Later

Over 75 signs now installed!
Coverage in 17 buildings!
Consistent branding across all signage!
Connected to CUAAlert!
Centralized Administration enabling quick updates!

<https://doit.creighton.edu/digital-signage>

Total Number of Computers Refreshed/Retired July 1, 2013 - Present



Learn about CETI—Creighton Experimental Technology Initiative

<https://doit.creighton.edu/ceti>



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