

## Using Technology!

See Brenda Coppard tell how she uses technology in her job as Associate Dean for Faculty Development and Assessment.  
<https://doit.creighton.edu/about-doit/using-technology>



## DoIT Spotlight!



### Meet

## Audrick Akyeampong DoIT Network Technician

**Family:** My mother and father are from Ghana, I was born here in Omaha, Nebraska in 1983. I have two half-sisters, one from my mom's side of the family who is older than me; she was a medic in the army. She is veteran and currently back in school looking to get her bachelor's in nursing. My younger sister, who is from my dad's side of the family is currently going to central high school, she will be graduating in the year 2016.

**Hobbies:** In my free time I enjoy going to the gym, nearly four times a week. I also enjoy watching sports, and trying new restaurants.

**Favorite Restaurants:** Italian Steakhouse, Kobe, and Red Robin.

**Favorite Sports to watch:** professional basketball, boxing, and mixed martial arts. I am a huge fan of the Los Angeles Clippers.

## Happy November Team!

Each of you may have heard or have been directly impacted by some of the organizational changes currently underway in DoIT. I am using November's blog to discuss some of these changes.

I want to start by congratulating Mark Mongar on his new role of AVP and Assistant CIO. The role of Assistant CIO will allow Mark and I to both focus on several items including our digital strategy, executive interaction and administrative support for the DoIT team. In his new role, Mark will oversee our shared services units including Enterprise Services, Application Services, DBA, Service Desk, Field Support and Classroom Support. We will continue to focus on our data warehouse program. Data management and decision support systems are critical to Creighton's success and our ability to drive and measure our progress towards the One Creighton mission. Under Mike Pieper, Liz Dross and Mark Mongar's leadership, we will continue to explore ways to expand our capacity to deliver strategic data warehouse and decision support solutions for our clients. It will take a team effort. We are also asking Christopher Erisson, JD Rummel and Chuck Lenosky to work together to drive our ITSM adoption program. The adoption, implementation and effective use of a new ITSM suite is critical to our internal process improvement efforts and essential to driving our IT service delivery goals.

Thanks also goes out to Ryan Cameron for his open-mindedness and willingness to take on one of our most critical challenges – leading our efforts to develop an “innovation engine” within DoIT to serve the University. Ryan will lead a small team dedicated to establishing our first Technology Exploration team. To succeed in developing technology services for the 21<sup>st</sup> century, innovative use of technology and the development of strategic solutions to drive the One Creighton mission forward are essential. The team is already working on an innovation project to investigate low cost hardware solutions to develop a High Performance Computing (HPC) environment for faculty and student research. Exciting! While we are asking Ryan and his initial team of Jordan Bellanti and Mark Panning to take on this challenge, I want each of us to keep in mind that innovation is a team responsibility. We all have the ability to be creative and innovate within our areas of operation. Operational innovation will allow us to improve our processes and find better ways to serve our customers. Ryan's team is also responsible for expanding our student intern program and developing a marketing and communication strategy for the division. I also understand that carving out these resources from our operational units creates a strain on several teams. I am asking for your understanding and support of these changes and continue to find ways to automate and improve internal efficiencies. I look forward to each of your ideas.



## What is ransomware and how could it affect me?

An increasingly popular category of computer viruses have become commonplace over the past couple years called ransomware. This type of virus gets its name because it encrypts your files and requests a sum of money to gain access to the decryption key to restore your files.

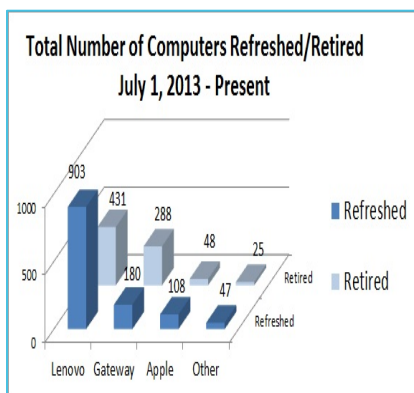


These viruses which have names like CryptoLocker, CryptoDefense and Cryptowall. They implement secure encryption algorithms which often cannot be undone without the decryption key rendering the files on your computer inoperable. Infected clients have even been known to encrypt files on mapped network drives!

Ransomware highlights the importance of making regular backups of files, and keeping up-to-date on antivirus and system patches. These viruses are often distributed through malicious email/website links or email attachments so, as always be careful when dealing with suspicious emails. It is not recommended to ever pay the ransom set forth by the attackers as there are no guarantees the files will be restored.

More info:

<https://www.us-cert.gov/ncas/alerts/TA14-295A>  
and <https://doit.creighton.edu/dont-get-phished>



We are also creating a greater focus on data security and quality assurance. To this end we are asking Bryan McLaughlin and his team to develop a formal IT risk management framework, drive our BCDRP program and create a QA program. Using a risk management approach will allow us to focus our resources on those areas of security and compliance that pose the greatest risk to Creighton and will allow us to integrate our efforts into the University's overall Enterprise Risk management plans. To this end, we are transitioning the DBA and application administration teams to report under Liz Dross and Steve Casey respectively. Steve Casey will be directing a new team comprised of our application administrators and desktop engineering. These product managers (Application Admins) are responsible for managing our growing list of cloud, SaaS and internal hosted application services and ensuring we understand these roadmaps and effectively utilize the services. A focus of this team will be the adoption and integration of cloud services including, but not limited to, Office365, collaboration systems, and LMS. Let's give Liz and Steve our full support.

This highlights a few of the organizational changes that are underway. We also initiated an internal project to investigate how to most effectively utilize the campus space allocated to DoIT. We will focus on two objectives: 1) How to best locate our team members to serve our customer and 2) How to locate our team to develop team culture and support peer collaboration and cross training. Debby Halstrom and Amy Hansen are leading this project and will be making a recommendation to the Executive Team. Ultimately, this project may require many of us to relocate for the betterment of the team and our customers. I ask for your patience and support as we go through this process. Also keep in mind that we need to take a global view of our needs so I am asking that you do not make any team moves or changes without direction from Debby. Thanks!

Finally, a quick reminder to the team that every customer interaction is an opportunity to lead and create a positive impact on our constituents. Whether face-to-face, phone call, or via electronic messaging, every interaction makes a difference. We are all responsible for improving the reputation of DoIT and creating a positive and professional experience for the faculty, staff and students.

With warmest regards,

Tim Brooks  
Vice President & Chief Information Officer  
Creighton University



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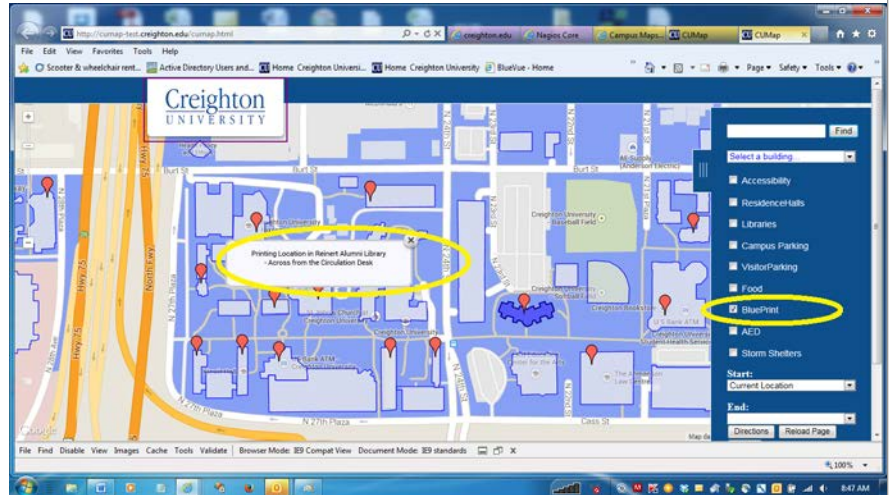


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<https://doit.creighton.edu/services-provided-doit>

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Have a suggestion for DoIT?  
Give us your feedback by going to  
Better DoIT  
<https://doit.creighton.edu/services-provided-doit/better-doit>

### DoIT Student Worker Program



### Locate Blue Print stations on campus using Interactive Google Map

<http://cumap-test.creighton.edu/cumap.html>



### CETI – Creighton Experimental Technology Initiative

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

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