



How can we improve the student, faculty and staff experience at Creighton?

DoIT, OLAT and Dentistry took an important step toward this goal with the implementation of a new ticketing tool, EasyVista. Our Go Live on July 29 was a great success with 160+ “incidents” and 550+ “requests” logged in the first week. The new system’s handy dashboard shows real-time trends as well as all current DoIT Alerts, ready for quick reference when taking calls.

Even better, EasyVista’s extensive reporting capabilities will shine a light on areas of opportunity for continual service improvement. In the coming months we’re excited to roll out additional modules that will offer a great self-service portal as well as taking advantage of ITIL best practices.

Our heartfelt congratulations go out to all who contributed to making this rollout a success!



Pictured above, Service Desk folks, Gabe Martinez, Brandon Yager, Tom Thibodeau, Nick Stuto, Cory Young and Tabitha Weyer on go live morning.



Pictured above, some of the behind the scene implementation folks, Scott Gallup, Brian Batista, Mark Andrews on go live morning.



Office 365 ProPlus now available!

Office 365 ProPlus is now available for all Creighton owned Windows computers on campus! ProPlus is the next version of Office that continually updates so that future upgrades will not be needed. It guarantees users will always get the newest features and bug fixes. Look for more information, including a video on the differences between previous versions of Office and ProPlus, coming soon.

[More Info.](#)

Welcome New DoIT Staff Members

Robert Aki – Service Desk Director
Sean Millard – Network Architect



Banner Student Navigation & Person Search –	Tuesday, August 18 9:00 – 11:00 a.m.	Click here to register.
CUBuyplus Browser	Tuesday, August 25 9:00 – 10:30 a.m.	Click here to register.

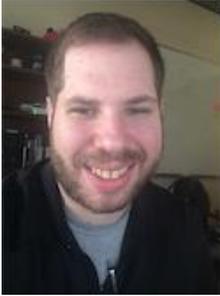
All sessions will be held in our LearnIT Lab facility, located in room L16 of Labaj (Labaj is located on 20th Street, across the street from the Harper Center. Enter the building from the northwest door on 20th Street). We are on the lower level of Labaj at the east end – watch for the signs!

If you have any questions, please contact Cherlyn Wilson at ext. 3520 or cherlynwilson@creighton.edu.



DoIT Spotlight

Brent Saltzman, Learning Environments Engineer



Family: Spouse: Girlfriend Savannah
2 older brothers, Scott and Evan.

Dogs/Cats: Allergic to cats, and I'm looking to get a Pug

Hobbies: Still Photography, Horology, Any sort of DIY project
Reading various technology, news and other interesting blogs
Enjoying Omaha's local food and beverage scene particularly food trucks and cooking.

Music: Everything from Beethoven to Metallica with Electronic, Jazz, and Soul in between.
Particular favorites are Billy Joel, O.A.R, Pink Floyd and Muse.

Favorite Foods: Pizza, Sushi, Localmotive Food Truck's Rounders, Chinese, and Italian, but I'll try anything once.

Favorite TV Shows/Movies: The Americans, Law and Order SVU, Chicago PD, Chicago Fire, Save My Life, Boston EMS, (Almost any crime/medical drama) Last Week Tonight with John Oliver, Gotham, Breaking Bad, The Newsroom



Trouble Remembering Passwords?... Try a passphrase

We are all well aware of the standard password advice: your password should be long, complex, not a dictionary word, contain numbers, mixed case letters, and symbols, and oh by the way don't ever reuse them. While this is good advice it can be quite hard to remember (and type) these long strings of random characters.

For passwords that you have to use every day, you might consider using a *passphrase*. A passphrase is nothing more than a sentence, simple phrase, or grouping of words that you might be able to more easily remember. For example, it might be easier to remember "Pink ducks resort Greece" rather than "paka+6steS#4". Mixing in a few numbers/mixed case letters, or symbols can be a good way to shape a few common words or a phrase into good passphrase.

Like passwords, however don't use common phrases, song/book titles, or pop culture references as your phrase, as these can be easily guessed with a brute force attack. If you have questions please contact infosec@creighton.edu.

[More information:](#)



Pictured Above Left: Student interns Sean Plowman and Brett Graves testing their mobile app with proximity beacons. **Center:** Student intern Tanner Marino configuring testing software with the web team. **Right:** Student intern Nick Billings configuring a software image to load onto a new workstation in DoIT Refresh.



Pictured Above Left: Student interns Cathy Storck and Richard Kang taking campus photos for Creighton's Interactive Google map of the campus. **Center:** Student intern John Whitsitt and Roger Freese configuring a software image to load onto a new workstation in DoIT Refresh. **Right:** Student intern Gabe Martinez at the student service desk in lower Reinert.



Pictured Above Left: Student intern Miranda Miller touches up graphics for the Cave. **Center:** Student intern Ally Freese works on building documents for the PMO team. **Right:** Student intern Kaci Dross follows up with vendor at the project site for the PMO team.



Pictured Above Left: Cory Young mans the student Service desk in lower Reinert. **Center:** Student intern Tiffani McGee and Jordan Bellanti review the 3D Unity Heart model in the Cave. **Right:** Nels Carlson working on the high performance Parallella computer.



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Creighton Wireless and Network Upgrades

Exciting news and updates from the networking team at DoIT! The networking team is moving at an incredible pace bringing networking and wireless upgrades to you!

DoIT knows how important a fast, reliable network is to the work you do! Please note many of the exciting projects below!

Deglman Hall

Each room in Deglman Hall now has a dedicated wireless access point! Additionally, there are 4 open ports for direct Ethernet connections in every room!

Gallagher Hall

Before the fall term, each room in Gallagher Hall will have its own wireless access point, including the 4 open Ethernet ports.

The Lied Education Center for Arts

The Lied Arts complex will be completely rewired! This upgrade includes new fiber optic lines, all new networking equipment, wireless capabilities and VOIP phones! This project will be completed this summer!

The Criss Complex

The DoIT team is working to meet the goal of installing new fiber optic network connections throughout the complex. The First Floor of Criss 2 and Criss 3 will be re-wired and all new networking equipment will be installed throughout the complex. These exciting and important updates will be completed by the start of the fall term!

Additionally, students, faculty and staff working in the Criss Complex will soon have voice over IP (VoIP) phones installed to update traditional phones. Currently, areas in Criss are being surveyed for the new phones to be installed. The switch replacements and fiber optic work over the summer is foundational to VoIP conversions which will be carried out in the fall and spring.

Hixson Lied

The Hixson Lied building is set for networking updates/upgrades starting in the spring of 2016 and progressing into the summer. Brand new networking equipment including network switches will be ordered and set for installation! Following the network upgrades in the spring, students, faculty and staff working in Hixson Lied will be converted from traditional telephone service to Voice over IP phones.

Reinert Alumni Memorial Library

This summer networking upgrades are underway! DoIT will be adding additional wireless access points, replacing old equipment, and rewiring existing locations that still use the legacy phone/network equipment.

If you have any questions about phones, WiFi or networking at Creighton, please contact any member of the DoIT team for more information!



DoIT Team,

The DoIT Shares Cares Team is collecting school supplies starting **Wednesday, August 12th through Monday, August 17th**. Please help us continue to live out our Jesuit mission by giving to others in need.

Below is a list of common supplies needed for all the kiddos. Donations will be given to a local elementary school and can be dropped off in the box outside of Debby's office.

- #2 Pencils
- Highlighters
- Folders
- Composition Notebooks
- Glue Sticks
- Kleenex
- Loose-leaf paper (wide ruled)
- Pens
- Note Cards (3x5), lined
- Makers
- Colored Pencils
- Red Correcting Pens
- Crayons
- Non-Permanent Markers
- Erasers
- 1 inch White Binders (2 or 3)
- Spiral Notebooks (wide ruled)
- Ruler
- Graphing Paper

Thank you for your support!
DoIT Shares Cares Team

[More info](#)



Wearables get new Apps

If you're the lucky owner of an Apple Watch or Android Wear, then you're in luck! Microsoft has recently released multiple apps for these devices. Chief among them is the new Outlook app for the Apple Watch, which offers quite a bit more functionality than the built in Mail app Apple offers. There's also new apps for Yammer as well as Wunderlist for the Apple wearable. Android Wear devices get in on the fun too, as they also receive the Translator app, as well as OneDrive and OneNote apps.

[More Info:](#)



The Breakfast Bytes sessions will be starting in September. The first one is scheduled for Thursday, September 17 in Skutt 105 from 7:45 – 8:30 a.m. CAI will be presenting on the new features in BlueLine.



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