DoIT
DIVISION OF INFORMATION TECHNOLOGY

Division of Information Technology Newsletter
January 2015

Creighton
UNIVERSITY

Happy New Year All!

While 2015 is upon us, we should take a few moments to reflect on 2014, the team, and our accomplishments.

The team, with our partners around campus, came together nicely to make tremendous progress on our Office 365 rollout. As of the end of the year, we are over 90% migrated with plans in place to complete faculty/staff migrations by January 16th. Completing this migration is essential to planning and implementing a plethora of other Office365 services including, but not limited to, Office 2013, Lync, One Drive and Team Sites. We are currently developing a roadmap for these customer-focused services.

The team, through excellent engagement with our partners, has made great progress on the data management, data warehouse and enterprise systems initiatives. Successes in this area include the implementation of the Reeher Platform, building a student assessment data mart for SPAPHs, implementing a much needed secure FTP server and establishing data governance structures. The team also completed several key enterprise system projects including upgrades to the Banner Financial Aid, Finance and Student, conversion of Advance Web to SSRS and of course the launch of the new CU web site.

The team, in partnership with University Libraries and Enrollment Management, has supported the requirements gathering and selection of two next generation products to support our enrollment management CRM requirements and integrated library management services.

The team, with our Facilities partners, have made tremendous progress on our VoIP migration across campus. As of the end of this year we are approximately 65% complete with the migration with plans to be 75% complete by the end of FY15. More importantly, with the upgraded network infrastructure, we are able to enhance wireless and Internet based services to the entire community.

The team has also made tremendous progress on the datacenter virtualization front. As of the end of this year we are approximately 95% virtualized in the datacenter. This is an amazing statistic! Of the 600 servers we are managing to support the Creighton enterprise, only 30 are physical servers. The virtual environment provides many benefits including hardware redundancy, improved reliability and increased accessibility to the services. The virtual environment automatically load balances machines to ensure optimal performance. From a cost savings perspective, we consume less energy, we use less physical space and support is simplified.

The team, with our partners around campus have developed a meaningful IT Governance structure to ensure strategic alignment of IT projects in a transparent and collaborative manner. This initiative has improved communication and engagement with our partners around campus, while also improving the visibility of customer requirements and opportunities.

The newly formed Technology Exploration and Innovation team, aka RaD Lab, has completed several exciting projects. The team completed the implementation of a low-cost, high performance "super-computer" using the Raspberry Pi platform. Additionally, the team has partnered with the Reinert Alumni Memorial Library and the learning environments team on several projects including wireless data collection and Google's Liquid Galaxy (Google Earth Immersion). We expect many more creative projects from the DoIT innovation engine to be accomplished in 2015!

The team has made excellent progress upgrading classrooms to new digital standards. Small-group collaboration spaces are being designed and implemented across campus that include dual HD displays and connectivity for the latest mobile devices. These flexible use classrooms and spaces will support a variety of pedagogical approaches and support faculty-student engagement. In support of transparent IT governance, the team is collaborating with CCAT (Committee on Computing and Academic Technologies) to engage faculty in the generation of innovative ideas for teaching/labs spaces and prioritizing investments across campus.

The team continued its focus on excellence in customer service in 2014. The service desk received the Helpdesk Institute (HDI) team certified service award in 2014. HDI Nebraska provides a collaborative communication network for our members in the region. The group focuses on the sharing of knowledge, experience and service techniques that are used to improve information technology support services. Over 80% of the service desk team currently holds certifications from HDI. Additionally, one of team members, Mr. Jordan Bellanti, was nominated for the prestigious award of Analyst of the Year.

The MARIO Digital Strategy planning team, has kicked off the digital strategy planning project. This project is bringing together a campus-wide group of dedicated individuals to develop a comprehensive plan to advance mission, academics, research, innovation and operations through the development of people and creative use of technology. While only a few months along, the team is excited about the energy and opportunities that lie ahead to advance the "One Creighton" strategy.

This is a mere sampling of our accomplishments as a team and the results of our collaboration, hard work and dedication. Outstanding effort and teamwork!

A special thanks to all our campus wide partners. Together we are making a difference. The future is bright for the Creighton community and 2015 will be a great year for DoIT and our campus wide partners.

To my DoIT family, thanks for your dedication to Creighton and passion for our mission. Have a blessed holiday season and an outstanding New Year.
With warmest regards,

Tim Brooks
Vice President & Chief Information Officer
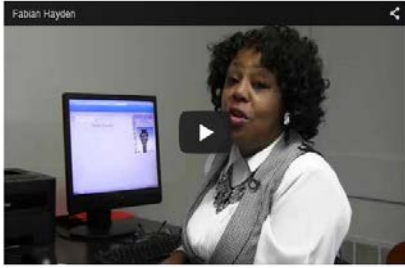Creighton University

Subscribe CIO/VP Blog
http://doit.creighton.edu/ciovp-blog

Using Technology!

See Fabian Hayden tell how she uses technology in her job as Office Manager of Upward Bound program.
https://doit.creighton.edu/about-doit/using-technology

DoIT Spotlight!
Meet Gina Miller IT Project Manager

Husband: Wayne Miller (married 25 yrs.)
Children: Alyssa, Miranda & Shayna
Hobbies: Tennis, Yoga, Reading/listening – more recently audio books, Cooking, Music, Shopping, Wine Tasting, Jigsaw puzzles
Favorite Food: Spicy Asian Cuisine
Currently Listening to:
Favorite audio book: Outlander Series by Diana Gabaldon (read it 22 years ago but since the series came out I had to read/listen to it again)
Favorite Movie/TV Program: Pride & Prejudice, Sense & Sensibility, Outlander, Gotham
Music: Phantom of the Opera, Billy Joel, Elton John, Queen, Mumford & Sons, Eagles, Luther Vandross, Classical, Christina Perri, Pink, Linkin Park, Adele, Really just a variety depending on mood – most of the time easy listening (keeps me calmer)
Most interesting places you have traveled:
Born in the Philippines – so I have been back several times to visit family and sight see. Favorite places here are Tal & Eagle Point.
Tulum, Mexico – Mayan Ruins
Chichen Itza – Mayan Ruins
The Baths in Virgin Gorda (British Virgin Islands)
I love historical places!

https://doit.creighton.edu/O365

https://www.creighton.edu/cualert

SecureIT!

Transitioning to SHA2 Signed SSL Certificates

Certificate Authorities (CA) like Verisign, GlobalSign, InCommon, and others are transitioning to a new signature algorithm for SSL certificates. This has been a gradual transition at the recommendation of NIST, and the adoption of this recommendation by companies like Microsoft, Google, and Mozilla. New SSL certificates will now be signed by the CA with the SHA2 algorithm. Most certificates on campus today are signed with the SHA1 algorithm, but this algorithm has shown some mathematical weaknesses over the past few years. Switching to the SHA2 algorithm will provide more protection from an attacker forging a valid certificate.

Since some browsers detecting the use of a SHA1 certificate will begin to notify users of a certificate problem in the first half of 2015, Information Security will begin working with key stakeholders to begin replacing older SHA1 signed certificates. If you have older certificates signed with MD5 or SHA1 that you would like assistance upgrading or are in need of a new certificate, please contact Information Security. Likewise, if you are met with a certificate warning in a browser please email Infosec@creighton.edu, as we would like to work with the application owner to upgrade the certificate and fix the issue.
https://doit.creighton.edu/dont-get-phished

Pictured (Tabitha Weyer, Jordan Bellanti, Christopher Erisson, Ryan Cameron, Mark Mongar)

The DoIT Service Desk team attended the Help Desk Institute's (HDI) Nebraska Chapter annual awards gala on Thursday, December 11th. Mr. Jordan Bellanti was nominated for the prestigious award of Analyst of the year. It has been an outstanding year for DoIT! The DoIT service desk also received the HDI team certified award in 2014.

HDI Nebraska provides a collaborative communications network for our members in the region. The group focuses on the sharing of knowledge, experiences and techniques that are used to improve information technology support services.

DoIT would like to congratulate the winners, who will represent Nebraska at the HDI national competition. Congratulations to Mr. Andrew Berry of Farm Credit Services of America, Analyst of the Year and congratulations to Mr. Brett Foster of CSG International, Desktop Support Technician of the Year.

DoIT Sponsors Application Development Competition

The Heider College of Business's annual Mobile App Development Competition took place in December. DoIT along with other sponsors supported this exciting event! "DoIT is thrilled to be a continuous sponsor for this challenging and innovative competition. The competition is certainly helping lead Creighton by connecting students with excellent opportunities and in-demand skills" said, Ryan M. Cameron, Executive Director of DoIT. DoIT has been an event sponsor for 3 years.

Known as the "Argy Bargy" competition, Dr. Cynthia Corritore, Professor of Business Intelligence and Analytics leads this annual event where students develop a variety mobile applications working in small teams. The applications developed range from helpful, creative and simple tools to highly complex; location / GPS-GIS enabled programs. The completed applications were exhibited to a panel, comprised of judges from leading technology companies. The top applications were chosen based on criteria that included functionality, creativity, and the market potential of the applications.

See story on Omaha.com

DoIT Share and Care

Thank you DoIt Staff and volunteers for the many gifts donated and gathered to fill the bus for the Kellom School Christmas Drive 2014.
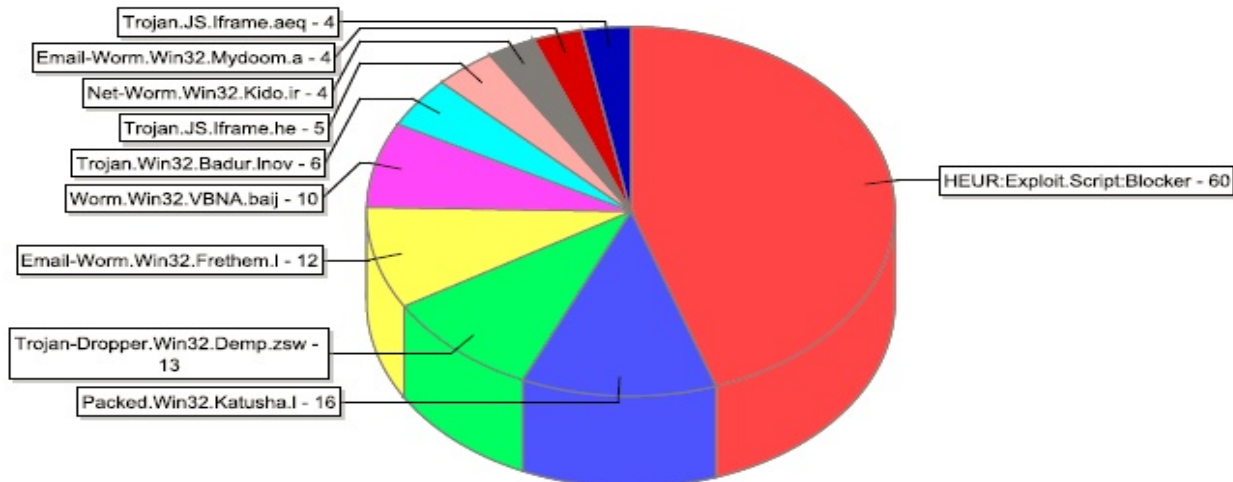
See more photos
https://doit.creighton.edu/about-doit/doit-share-and-care

"Ugly Christmas Attire Contest." Congrats to the winner Tim Farkas on his Christmas Attire.

Viruses Blocked in Previous Month

- Trojan.JS.Iframe.aeq - 4
- Email-Worm.Win32.Mydoom.a - 4
- Net-Worm.Win32.Kido.ir - 4
- Trojan.JS.Iframe.he - 5
- Trojan.Win32.Badur.Inov - 6
- Worm.Win32.VBNA.baij - 10
- Email-Worm.Win32.Frethem.l - 12
- Trojan-Dropper.Win32.Demp.zsw - 13
- Packed.Win32.Katusha.l - 16
- HEUR:Exploit.Script:Blocker - 60

https://twitter.com/CreightonDoIT   https://www.facebook.com/CreightonDoIT

RaD Lab Update

The first CU Light Board frame is taking shape at the RaD Lab.
https://doit.creighton.edu/news/creighton-research-and-development-rad-lab

Pictured above - LED clips and standoff components manufactured by the team for the Light Board.

3D printers located in Reinert Library were used to manufacture parts used on the Light Board.