

Improved Campus-Wide Customer Experience Heading Your Way on July 29



We are excited and enthusiastic to replace our aging ITSM/FrontRange tool with a new state-of-the-art ITSM tool, EasyVista, that embraces the latest technology available.

<http://bit.ly/1EaIQk2>

Successful change is about people, process, and technology. Our new tool, EasyVista, helps us improve all three.

- **People** (the students, faculty, and staff) we support will enjoy a richer and more responsive experience with DoIT. A full-featured self-service portal is coming soon. For the first time all our customers will be able to enter and track the status of tickets 24x7x365. Over time, we will grow an online knowledge base to support those users who wish to resolve issues without calling the service desk.
- **Process.** EasyVista puts ITIL to work at Creighton, streamlining our processes and the way we all work together to achieve a stellar customer experience. Our new formal processes improve predictability, reliability, agility, and responsiveness.
- **Technology.** EasyVista is a recognized world leader in ITSM, with over 900 installations throughout the world. Its modular approach supports the vision of One Creighton and can benefit areas as diverse as asset management, contract management, project management, and knowledge base.

July is an exciting month for us as we “dot the i’s and cross the t’s” for our rollout at the end of the month. We are preparing for success with QA (quality assurance) reviews, followed up with extensive training across DoIT, Pharmacy, and Dentistry.

Planning for Success One Day At a Time

If you’d like to attend a class please contact Jeremy Haecker x3190. If you have any questions please contact our project manager, Scott Gallup, at x5185.

- **July 1-8: Class #1 (New Processes).**
Our first ITSM class, “Team Up for Stellar Customer Experience: How We Will Work Together” starts July 1 with additional classes held on July 7 & 8. Here we’ll all learn new ways to work together more efficiently.

- **July 6-10: QA testing.**
Each DoIT manager will attend 1-on-1 training and testing. This will give them the knowledge they need to personally train their staff in the coming weeks.
- **July 13-24: Class #2 (Application Training).**
Hands-on. This 3-hour class will feature a 45-minute introduction to using EasyVista, followed by 2+ hours of manager-led training for their specific teams’ workflows & scenarios. These classes will be limited to 12 students so every student can have their own PC to work with, as well as personal attention.
- **July 24-28: Class #3 (Drill It & DoIT training).**
Hands-on. This 2-hour class will feature repetition of the most common incident and request scenarios to help build familiarity and confidence in the new tool. This is great for anyone taking live customer calls.
- **July 29: Go Live.**
EasyVista will go live first thing in the morning. The old ITSM tool, FrontRange, will still be available for existing tickets but no new tickets will be entered into it.

Please join me in welcoming a new way to bring a stellar customer experience to everyone on campus who looks to DoIT for technology support.

Tim Brooks
Vice President & Chief Information Officer
Creighton University



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



OneNote Class Notebooks now available!

OneNote Class Notebooks are a powerful tool that instructors can use in the classroom. When a class notebook is created, it creates 3 types of sub-notebooks; a Student Notebook, that is private and shared between each student and their teacher, a content library notebook that teachers use to share course materials with students, and a collaboration space notebook for everyone to share and edit ideas in.

[More Info.](#)

Welcome new DoIT Staff members

Matt Fiscus – Security Analyst
Blaine Pass – Project Manager
David Burchell – Enterprise Applications
Brandon Yager – Client Support



<https://twitter.com/CreightonDoIT>



<https://www.facebook.com/CreightonDoIT>

DoIT Spotlight

Bobbi Johnston, Senior Client Support Analyst



Family: Widowed, 5 Foster Kids (now ages 17-13). Youngest of seven kids and I take care of my disabled brother. My dog is a min pin dachshund mix (her ears are actually longer than her legs).

Hobbies: Cooking, Music, Camping and Fishing

Favorite Movie/TV Program: When the Game Stands Tall, NCIS, Watch a great deal of sporting events.

Music: Motown, Classic Rock, Country

Interesting places you traveled:

Panama, Bahamas, Mexico, Florida Keys, Zambia (mission trip), El Salvador (mission trip)



Configuration of SSL/TLS

The Secure Sockets Layer (SSL) protocol and the newer Transport Layer Security (TLS) protocol are used to provide most of today's encrypted communications. These protocols allow for encrypted web browsing, secure online banking, e-commerce, instant messaging, and many other Internet activities. The layer of encryption keeps data sent between the two communicating parties confidential as it travels across the internet. Using these protocols in a web browser is easy because all the configuration is coded into the browser and updated as needed.

Configuring these settings in webservers, database connections, SSH tunnels, etc. is a bit more complex because there are so many protocols, encryption algorithms, and options. The first thing to consider is the protocol. SSL versions 2 and 3 were developed in the mid-90's and due to security flaws found over the years, they are no longer considered secure protocols. So when using these technologies its best to use the newer TSL 1.0 or TLS 1.2 protocols.

When configuring these protocols there are often options for many cipher suites, or combinations of encryption/hashing algorithms that can be used to encrypt and authenticate the communications. It is best to choose cipher suites that use 128 or 256 bit keys, instead of older key lengths that are 40 or 56 bit. Also try to choose suites that favor AES encryption over RC4 encryption and the SHA2 or SHA1 hashing algorithm over the MD5 algorithm. Information Security is happy to help provide advice on configuration or answer further questions about setting up secure communications.

More Info:



<https://twitter.com/CreightonDoIT>



<https://www.facebook.com/CreightonDoIT>



Pictured, Student interns Nate Brown and Zach Brown configure the RadLab servers. Nate and Zach recently attended the Future Business Leaders of America (FBLA) National Leadership Conference in Chicago, Illinois June 29-July 2, 2015. More than 8,000 FBLA students from 50 states, territories and international chapters attended the conference.

The Bellevue East Network Design team of Josh Jones, Nate Brown, and Zach Brown finished first in the country!

More Info:



Pictured, Student intern Will Jones demonstrates a low cost people counter to the library staff.

More Info:



Pictured, Student interns Nate Brown, Zach Brown, Charlie Hansen-Reed and Brett Graves testing their mobile app with proximity beacons.



Pictured, Student intern Greg Martinez demonstrating the 3D Unity Heart model; RadLab Jordan Bellanti in the Cave; Josh Nichols with the Quad Copter.

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!

Degelman Hall

Each room in Degelman 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!



Recognition Program

Individual DoIT Key Contributor Award!



Pictured, Tim Brooks, VP IT & CIO, Individual Key Contributor Award winner, Amy Hansen. [More Info](#)

Team DoIT Key Contributor Award!



Pictured, Team Key Contributor Award winners, Gina Miller, Babita Sivashanker, Mawuena Bakou, Audrick Akyeampong, Jason Clontz, Denise Handrock, Tim Brooks, VP IT & CIO. **Not pictured**, Brian Horn, Matt Johnstone, John McCoy, Tiffani McGee, Susmita Pal and Daniel Rahav. [More Info](#)



[ITSM Project Blog](#)



Office for Android

Office apps for Android phones have finally arrived in the Google Play Store! While they have been available for Android Tablet devices for a while, this is their first release on phones. Word, Excel, and PowerPoint are all now available.

[More Info:](#)



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