DoIT
DIVISION OF INFORMATION TECHNOLOGY

Creighton
UNIVERSITY

Division of Information Technology Newsletter
October 2015

Current Support for Apple OS X El Capitan

September 30, 2015 marked the official release of Apple's annual update to its OS X operating system. As many folks on the Mac platform have admin rights, and therefore the ability to install the upgrade prior to official support by DoIT, we thought we would take the opportunity to quickly share a bit of information with you regarding university property and the annual Mac OS update.

What is the new OS X update called?
Apple's 2015 update to OS X is called "El Capitan" but it is officially known as version 10.11.

Does DoIT currently support the use of El Capitan on university-owned computers?
Not at this time. However, full support will be forthcoming following sufficient compatibility testing with essential university applications, such as: LANDesk, Kaspersky, Banner, Discoverer, Xerox/Windows server print, and network connectivity.

It's a brand new version, shouldn't everything that worked before the change work after the upgrade?
Yes, in a perfect world. But given the huge complexity of modern operating systems and applications, the chances of having unforeseen conflicts are ample. There are many examples of software updates across all platforms that break existing functionality and require that customers await a patch to the update. If the impact to a customer-base is significant, the vendor's patches are many times generated very quickly while others can mean a painful wait.

Read more

Welcome New DoIT Staff Members!

Bryan Bowen – Enterprise Applications
Thomas Sindle - Client Support Services - Faculty/Staff

Microsoft Garage

Microsoft has created a space for sharing innovative ideas to users so that everyone can try out these new ideas. It's called "The Garage" and they are consistently rolling out new apps for mobile devices as well as Windows desktops. If you're ever looking for an app you may not have known you even needed, be sure to check it out. I use several of these apps (Snip, Send, Invite, etc...) and they really can be quite helpful.

More Info.

October is National Cyber Security Awareness Month

It's once again October, and that means that it is National Cyber Security Awareness Month. We hear of significant security events at educational institutions, government offices, and commercial retailers almost weekly in the news. These events often require a series of complex events for an attacker to carry out but they often start with something as simple as a stolen or easily guessed user password, a machine that hasn't been recently patched, or some other routinely avoidable scenario.

Take an opportunity this month to help your friends and family update their devices, change passwords, backup data, or setup secure WiFi. Have discussions with them about phishing and fraud attempts. Even simple security precautions at work will go a long ways to keeping Creighton University safe. For example, when deploying new devices make sure that default credentials are changed and only enable the necessary services for any given function and disable any features that aren't needed. Be careful with remote access protocols like RDP and VNC, and make sure sensitive data is encrypted as it's transmitted over the network.

Thanks for doing your part to keep the Creighton community safe!

More information: https://stopthinkconnect.org/tips-and-advice/

Training

Banner Query	Tuesday, October 13 9:00 – 11:03 a.m.	Click here to register.
Banner Student Navigation & Person Search	Tuesday, October 20 9:00 – 11:00 a.m.	Click here to register.
CUBuyplus Browsers/Shoppers:	Wednesday, October 20 9:00 am – 10:30am	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 Share and Care
School Supplies Drive

Thank you DoIt Staff and volunteers for the many school supplies donated and gathered for the School Supplies Drive 2015.

The next DoIT Shares Because DoIT Cares project is a "Caring for the Community Clothing Drive".

The change of the season is upon us and it is a good time to clean out your closets and drawers while making room for the sweaters, hoodies, and warm fall/winter clothing. Instead of storing some of those items until next year, consider donating to our latest project. We will collect gently used clothing items for the Heart Ministry Center until October 30th. Place your donations in the Old Gym lobby outside of room 103 (Debby's office).

DoIT Spotlight

Michael Merritt, Systems Administration

Born and raised in Southern California beaches along the coast. Currently live on 5 acres in Logan, Iowa.

Family: Married to Lee Merritt MD (she is an orthopedic surgeon and Anti-aging doctor)
Daughter Emilia, Iowa State University Chemical Engineering student
Stepson Mason, University of Tulsa Electrical Engineering student
Stepson Nathan, Creighton Chemistry Graduate, and Creighton Med School Graduate now doing Internship in General Surgery at Akron General Hospital in Ohio

Hobbies,
Firearms collecting and target shooting
Music and photography,
Wine tasting, and fine spirits
Cars, travelling, and specific cruises

One cat, named Tally and chicken raising.

Favorite food. Anything spicy and gluten free.

https: //doit.creighton.edu/doit-project-dashboard

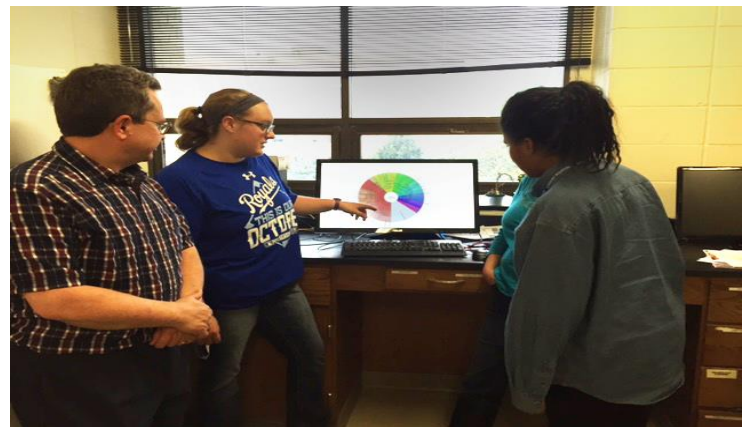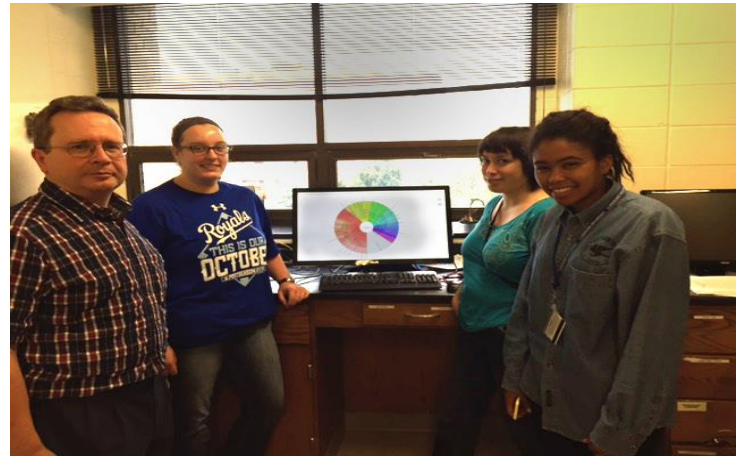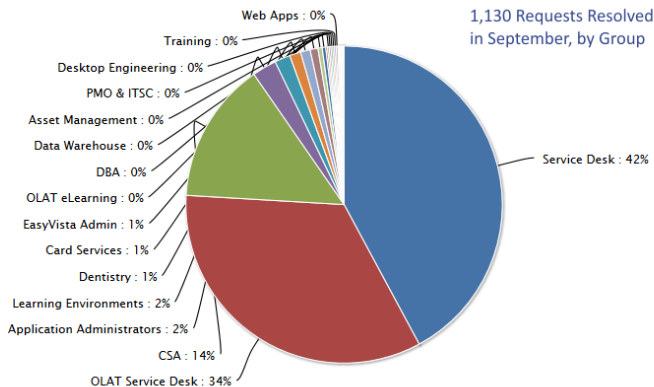 https://twitter.com/CreightonDoIT   https://www.facebook.com/CreightonDoIT

New Features

On Monday 9/28 new EasyVista features were released to production. Improvements include:

1) Dramatically reorganized incident and request screens that now show NetID and complete contact info for both the ticket's requester and recipient.
2) Users can now update ticket description, location, recipient, category, alternate phone numbers and more.
3) Email notifications are now sent for all ticket transfers.
4) Email notifications now include more details.

Coming Up…

On Monday, 10/19 we will add a new feature to allow entry of final resolution text when ticket is resolved. This final resolution text will automatically be included in the "resolution email" sent to the customer.

Reply All by Default

As part of the improvements Microsoft rolled out in the Office 365 web client, one settings was changed that many may want to reverse. Once your inbox recieves the update, your default when replying to messages has swithced to "Reply All". Many people may want to change that to simply "Reply."

More Info:

Pictured above: Dr. Charles Brockhouse and lab assistant Kelli Mans explain to student interns Brisha Howe, Miranda Miller and Taylor Keesee, how taxonomic labels assigned to short DNA sequences are displayed in the Krona data visualization tool. The sequences were processed by the RadLab's high performance Kraken database server which was one of the projects that student interns configured over the summer.

Pictured above: Jordan Bellanti testing a display on the 30' by 8 'giant video screen in the C.A.V.E.

BluePrint is Creighton's Unified Student Print solution.
See the map

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