ITC Updates

New Antivirus Solution

We are transitioning to a new antivirus solution, Microsoft Defender. Defender is more compatible than our current product, Cylance, with our existing solutions and it also supports our future goal of implementing a Zero Trust security model. We already have Defender as part of our licensing agreement with Microsoft, so this change should save the university money.

Network Maintenance over Winter Break

We will be conducting network maintenance in several buildings during winter break:

- Vance Academic Center
- Memorial Hall
- Willard-DiLoreto
- Bassett Hall
- Maloney Hall
- Welte

The network maintenance is being scheduled outside of class schedules and to limit disruptions. If you are on campus during this time, short network disruptions may occur.

WebEx Updates

Two upcoming changes:
1. The WebEx administrative system is being upgraded. This new version will allow us to implement single sign-on with our Microsoft 365 accounts. We are working with Cisco to gather details about how existing accounts will be impacted after the upgrade.
2. The current WebEx licensing is set to expire in October of 2024. A decision will need to be made about continuing WebEx licensing in the next budget cycle:
   - To continue the existing level of licensing next fiscal year (every employee has an account), the cost is approximately $50K.
   - To change to a named-user license, the cost is approximately $72/year per user (this models current Zoom licensing, where a license needs to be approved/requested before an account is created).

We currently have 650 active accounts, of these 176 are student accounts. In the last 3 months, 137 users have hosted meetings.

Network Certificate Renewal

The root network certificate, which is used to connect to wireless and the virtual private network (VPN) on CCSU-issued computers, expired on December 4, 2023. Most CCSU-owned laptops have received this required update. If your computer did not receive the update before it expired, you will have connection problems to campus wireless and the VPN will no longer work. For detailed instructions on checking whether the certificate has been updated on your computer, click here.

Reminder: Microsoft Authenticator App Nudge Campaign
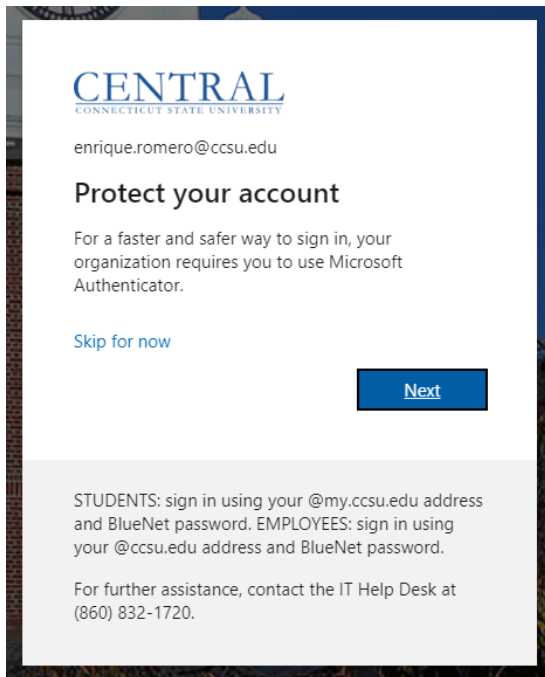
Note: You may choose to "Skip for now" if you are not ready to set up the Authenticator App.

The Microsoft Authenticator app is the safest method to authenticate into your account, and it does not rely on cellular service. To encourage its use, we will be implementing a "nudge campaign" which will prompt you to set up the Microsoft Authenticator app with your account. When you see this prompt, click Next to walk through the process of setting up the Authenticator app. Once configured, it is highly recommended that you set this up as the primary method for authentication.

Please see this link for full instructions to set up Authenticator on your device.

About the Authenticator App

With the Authenticator app configured, when entering your CCSU Office 365 email address/password to access your account, a number will be displayed on the screen. Open the Authenticator app and enter this number to confirm that you are the person accessing your account. If you get prompted for a number when you are not attempting to access your account, select "No, it's not me." to indicate that there was an unauthorized attempt to access your account.

Information
Technology

Tickets by Source	Sep23	Oct23	Nov23
Phone	1167	953	812
E-Mail	463	440	391
Walk-in	149	106	80
Service Request	847	633	442
Chat/VM	17	19	12
Internal	88	132	63
BB Help Desk	27	23	17
Total	2758	2306	1817

Top Incident Services	Sep23	Oct23	Nov23
Systems	812	773	637
Desktop	468	442	315
Facility	222	128	107
Network	84	40	50

Top Incident Categories	Sep23	Oct23	Nov23
BlueNet	345	300	243
Computer	361	338	254
Office365	105	108	82
Email		103	71