

Classroom Upgrades to Windows 11 This Summer - Software Requests are Needed

The IT department is in the process of testing Windows 11, with plans to upgrade campus classrooms to the new operating system over the summer. If you are teaching on campus this summer and need specialized software installed, please submit your classroom software requests via the [Software Installation for Classrooms and Labs form](#) in the IT Service Request system. We have upgraded most of the TechCentral lab computers (MW100, please ask a staff member to direct you to the Windows 11 section) and classroom (MWA102) to Windows 11, both are available to faculty and staff for testing.

Campus Phone System

Central updated our phone system in 2016 to Cisco Unified Communications, hosted locally on the campus. The solution has performed well for those 8 years, but as with all technology it's time for a refresh. While the phone devices in our offices are still working well, the backend hardware and gateways are end of life and support. The information technology department has spent the better part of FY24 evaluating our next phone system.

As a result of our current licensing, we evaluated two solutions Microsoft Teams Calling and Cisco Webex Calling. After running pilots of both solutions, in which we accounted for analog devices (Blue emergency, elevators), 911 services, Call Center services, integration with our Emergency Notification System, softphone vs hard phones, and costs of a fully implemented system, Cisco Webex Calling was the correct decision for Central.

The project to move to the new phone system will begin Spring 2024 and hopeful be completed by early summer. The new phone system will work with our current devices and offer a softphone option. There will be training provided to all staff. The IT team is looking forward to the challenge of a new solution and is eager to service the university community.

Keep Your Computer Updated All Summer Long

To ensure your CCSU-owned computers remain updated throughout the summer, important updates are scheduled every Thursday starting at 11:59 pm. This applies to both Windows and Mac computers, regardless of whether they are located on or off campus.

- If your computer will stay on campus during the summer, make sure it is connected to a power source and the wired network, and remains powered on to receive all updates.
- Computers that are taken off campus will also receive updates provided they are powered on and connected to the internet and a power source overnight on Thursdays.

New Reporting Tool: Evisions Argos (Replacing Hyperion Workspace)

The Hyperion Reporting system was etired mid-April. The IT department has moved all the existing Hyperion Workspace reports into our new system, Evisions Argos. Those with access to run Hyperion Workspace reports have been set up in Evisions Argos and may begin using the new system. Details and instructional materials are [located here](#).

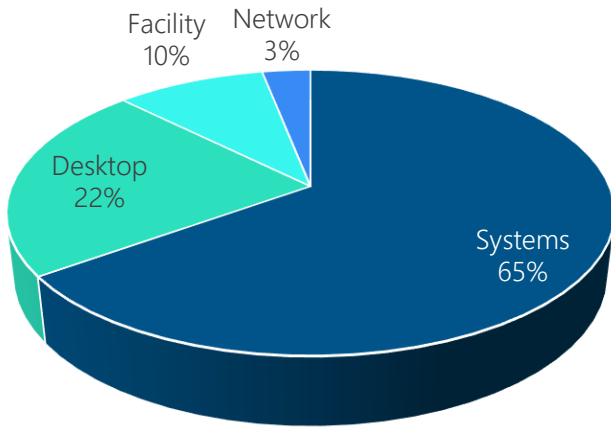
Geofencing

The Central IT department is proposing to implement Geofencing to mitigate account compromises by restricting logins to authorized locations worldwide. Given that most of our logins originate from North America, this change must accommodate travel outside of this region. To facilitate this, Central IT will introduce a self-service process allowing staff to opt into international travel (either a form or by logging a support ticket with the Help Desk). Initially, all faculty and staff accounts will default to North America, but individuals may voluntarily enable international access as needed. International access may be maintained indefinitely unless there is a compromise of the account, in which case appropriate measures will be taken. This proposal aims to bolster security while providing flexibility for staff members requiring international access.

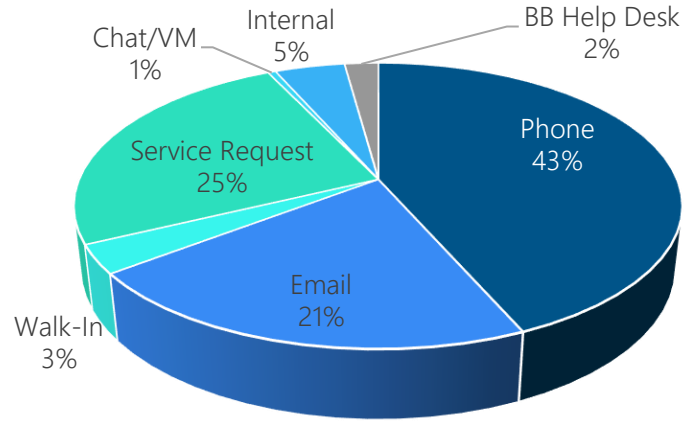
If approved by the ITC we will implement in Fall 2024 (October).

February 2024 through
April 2024

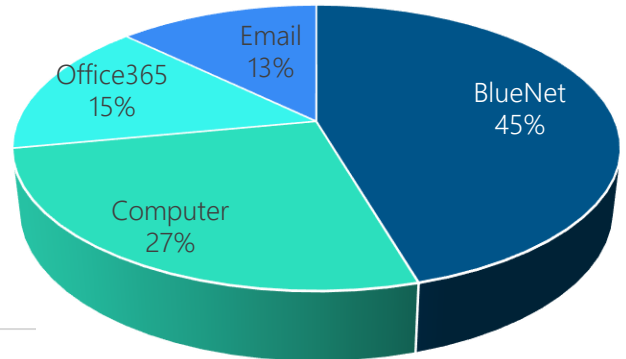
Top Incident Services



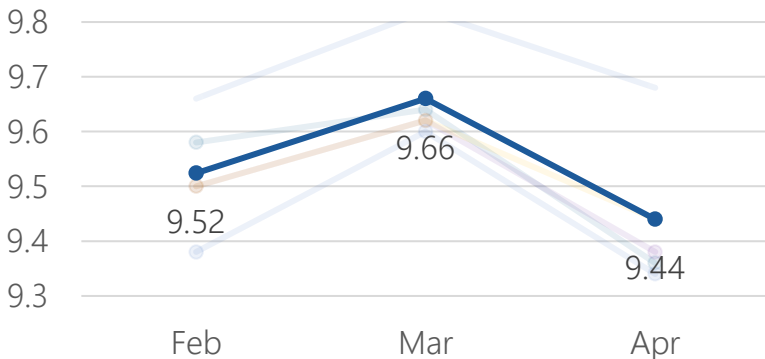
Tickets by Source



Top Incident Categories



Satisfaction Survey Average Scores



Tickets by Source	24-Feb	24-Mar	24-Apr	Total 3mo
Phone	999	943	887	2829
Email	378	368	634	1380
Walk-In	35	78	97	210
Service Request	556	545	534	1635
Chat/VM	11	10	11	32
Internal	58	84	147	289
BB Help Desk	71	40	29	140
Total	2108	2068	2339	6515

Top Incident Services	24-Feb	24-Mar	24-Apr	Total 3mo
Systems	1007	855	814	2676
Desktop	379	278	263	920
Facility	137	137	116	390
Network	51	44	31	126

Top Incident Categories	24-Feb	24-Mar	24-Apr	Total 3mo
BlueNet	384	278	432	1094
Computer	268	184	186	638
Office365	137	111	119	367
Email	117	102	88	307

Customer Satisfaction	24-Feb	24-Mar	24-Apr
Analyst Courtsy	9.66	9.82	9.68
Analyst Knowledge	9.58	9.64	9.36
Overall Satisfaction	9.5	9.62	9.38
Quality of Resolution	9.5	9.62	9.44
Timliness of Resolution	9.38	9.6	9.34
Average	9.524	9.66	9.44