AVP MESSAGE

This Spring 2015 newsletter is packed with exciting updates about various technological accomplishments. While some achievements may be evident, many are behind the scenes and not as apparent. These less visible projects are as equally important as their more noticeable counterparts, since they lay the foundation that brings us closer to opportunities for growth and a more efficient infrastructure.

Although we are in the midst of winter, spring, with its promise of new beginnings, is right around the corner. In a similar fashion, our technology initiatives and all that it encompasses, heralds further progress and innovation. Please take the time to review OTS’s accomplishments and what’s on the horizon. Hopefully you, too, will have a sense of the excitement that’s in the air as we get ready to launch these new initiatives. Finally, please be sure to take time to review our Security segment and mark your calendars for our upcoming OTS Brown Bag.

Password Management

Office Automation and User Services is pleased to announce that its web-based, end-user password reset management program has been upgraded to include more features. Once a user enrolls, this program allows the user to reset forgotten domain passwords, unlock their domain account, or change their domain password all via a secure web interface. The user has the option of either setting up challenge/response questions or providing an alternate email address. For students, the website is: https://slasreset.csi.cuny.edu and for faculty and staff, the website is: https://flasreset.csi.cuny.edu

Did you know that when students change their password on their SLAS account, it will automatically sync with their Office 365 email account? Password synchronization functionality has been implemented where changing your SLAS account password either in the computer labs or via the slasreset web page will also change your Office 365 account password provided complexity requirements are followed.

Phone Directory

The phone directory has a new look and feel and is now real time as it is fed from our Active Directory. Additional information is also available including a department drop down and room location. Also, did you know you could send an email directly from the directory by clicking on the individual’s name? Take a look!

Wireless Enhancements

The first stage of enhancing our wireless infrastructure has been completed. This includes deploying over 100 Access Points as well as the initial stages of pilot testing ClearPass in building 2A. Participants in the pilot were able to have unlimited wireless access without having to authenticate through a browser interface. Documentation is currently being finalized for the continued rollout to additional participants.

Intranet Developments

OTS is pleased to announce the release of a new online application for students as an alternative to start-of-semester CUNYfirst queries. In the event CUNYfirst is unavailable, students are now able to access their class schedule including both location and meeting times. This application is available from various CSI web pages: Current Students, Student Central, and eServices. Using their SLAS authentication, students can find this important information at the start of the semester. Also, faculty can find their class rosters under “Faculty & Staff Resources” on the Faculty & Staff Page. We have additional new reports available on the Intranet as well. Faculty/Staff can extract student data based upon acad_plans/minors, student groups or service indicators. One more addition is the redesign of the daily registration report. It tracks the registration process of the student population. The new report includes many new categories and much additional information to assist the Division of Enrollment Services.
CUNY Debut

CSI definitely had a presence at the 13th annual CUNY IT Conference at John Jay College, where William Bernhardt, Brian Collins, George Concepcion, Patricia Kahn, and Thomas Lauria, presented on Unified Communications.

Let’s not forget to mention that Thomas Lauria also received the CUNY Excellence in Technology Award for his services to CSI.

On the Horizon

Brown Bag: “Are you Secure?”
Keep a look out for special announcements advertising this event to occur some time in April.

Exchange 2013
An upgrade to Outlook 2013 will be the first component of Unified Messaging, which will allow your voice mail to appear in your email inbox. More information will be coming soon.

Barracuda

Due to the recent barrage of emerging threats, inefficient spam filtering, the age of our appliances, and the overall lackadaisical response from Proofpoint in dealing with these threats, Technology Systems has replaced the Proofpoint appliances with new state of the art, feature rich appliances. Some of the new features will include inbound/outbound filtering, data leak prevention, email encryption, intelligence to phishing, quarantine, and much more! The Barracuda appliances will be phased in to production. During the installation phase, e-mail delivery will not be affected.

Security

OUCH!
is the world’s leading, free security awareness newsletter designed for the common computer user. Each issue focuses on and explains a specific topic and actionable steps people can take to protect themselves, their family and their organization. Click here for the OUCH! Archive.

HelpDesk Event

The Wonderful World of Technology took place on Thursday, January 29th in the Green Dolphin Lounge. The event is part of the HelpDesk’s Student Outreach Initiative. The HelpDesk tries to make the student’s transition into the world of technology as stress-free as possible. As part of our initiative, we reach out to the students during the first week of classes. We visit the classes being held in our computer labs as well as hold this technology event. During the event, we assist the students with their technical concerns including resetting their SLAS/email passwords and assisting them with logging into their CUNY accounts which include CUNYfirst, CUNY Portal and BlackBoard.

Our next event, The Spring Technology Refresher, will take place in April to coincide with registration.