

FACT2's Contribution to SUNY Provost AI Initiative

Jim Hubbard, IT Service Manager and a campus FACT2 representative, is actively participating in the SUNY Provost's charged group. This group is dedicated to investigating best practices for AI usage, exploring teaching opportunities connected to AI, examining how students might leverage AI, and considering related considerations.

A detailed letter to the campus community, along with relevant findings, can be accessed here: ([FACT2 AI TaskGroup.pdf](#)). For any inquiries regarding this information or the SUNY Provost's AI Group, please contact Jim Hubbard at hubbarjl@potsgdam.edu. We extend our gratitude to Jim for his valuable contributions to this SUNY-wide initiative.

SUNY Managed Print Initiative

Computing & Technology Services (CTS) is steadily advancing in the implementation of the SUNY Managed Print Initiative. Currently, efforts are focused on consolidating the remaining print resources to align with the SUNY-approved print footprint, encompassing locations and quantities. Behind the scenes, demonstration printers are being configured and tested, while financial discussions are underway to facilitate the completion of the project. CTS remains committed to providing regular updates on the progress of Managed Print and continues to oversee toner and supply orders.

We extend our gratitude to the entire campus community for their support of this project and appreciate their patience with our team throughout this extended transition.

Cybersecurity Review of Terms & Conditions

In an ongoing commitment to comply with SUNY Cybersecurity Policies and New York State Cybersecurity Law, CTS is conducting a comprehensive review of the Terms and Conditions associated with all software products. This review specifically emphasizes security policies, provisions, privacy policies, and the handling of personally identifying information within these services. The evaluation is mandated to occur annually, particularly with each renewal.

While many of these services have been in use for multiple years and have undergone previous reviews by CTS, it is crucial to maintain diligence in our campus approach to cybersecurity. The Budget Review Team has been notified to halt software and technology purchases for review before seeking final purchase approval. This ensures that the cybersecurity review process is consistently undertaken.

Should you have any inquiries, please feel free to contact Dan Simmons (simmonds@potsgdam.edu) or Maria Freitas Ladouceur (freitamg@potsgdam.edu).

Successful Decommissioning of Helios3

We extend our gratitude to the entire campus community for your patience and support during the transition from Helios3 to Microsoft Teams. The project has been successfully completed, and the Helios3 server has now been officially retired.

Special recognition goes to Lori Blaha, Steve LaMere, DJ Broadbent, Kartik Karalia, and Zeb Virnig from our Administrative Information Systems (AIS) and Host and Network Services (HNS) teams. Their dedication and countless hours contributed significantly to the success of this project. Thank you for your commitment and hard work.

Technology Collection

As the campus evaluates locations for relocating offices from Dunn Hall, we encourage you to contact the IT Service Desk to facilitate the collection of any unused, stored, or outdated technology found in spaces, closets, or vacant offices. Please reach out by calling x4444 or emailing itservicedesk@potsgdam.edu to make necessary arrangements. Your cooperation is appreciated.

End of Third-Party Cloud Support

Effective immediately, CTS will discontinue support for Dropbox, Carbonite, Box, and Google Drive as cloud-based backup solutions for campus files and devices. This decision comes in response to an increasing number of users experiencing difficulties accessing their data during CTS data transfers to new machines, resulting in locked or inaccessible files that can only be accessed through web interfaces.

Please take note of this change and ensure a smooth transition of your files to OneDrive, the officially supported cloud storage option on campus.

If you require assistance with the transition process, feel free to contact the IT Service Desk at x4444 or itservicedesk@potsgdam.edu. Your cooperation in this matter is highly appreciated.

CTS Retirements

Throughout the Spring '24 semester, Computing & Technology Services (CTS) will bid farewell to a cumulative total of over 100 years of institutional knowledge, as four (4) members of our IT team embark on retirement to pursue personal endeavors.

Departing from the campus are Lori Blaha (Administrative Information Systems Manager), Dave Brower (Campus Email Administrator), Terry Riley (Telecom Manager), and John Smithers (Host and Network Services). Please extend your best wishes to them when you encounter them during their remaining days on campus.

Additionally, we appreciate your patience and understanding as our team diligently works on transitioning duties throughout this semester.

All CTS Service Requests Begin at the IT Service Desk

Due to staffing transitions this semester, CTS requests the campus community to initiate all service requests by contacting the IT Service Desk at x4444 or itservicedesk@potSDam.edu. The IT Service Desk staff will collect preliminary information and subsequently route your issue to the appropriate area within CTS for resolution. Your cooperation is appreciated.

Navigating Employee Transitions

With the exiting, entry and transitioning of numerous employees across campus, CTS recommends working with an exiting or transitioning employee early to ensure that data is transitioned properly to Teams or OneDrive so others who will need the information or will be covering duties can access the information. This will allow immediate access to the information and prevent potential loss of critical data. The IT Service Desk Team can assist with the transition of information to Teams or OneDrive.

Additionally, IT Service Desk staff will coordinate the collection of any campus issued technology equipment when an employee exits or transitions within the College. This allows for the computer to be cleanly imaged for use by the next employee and helps prevent the technology from aging beyond useful life while awaiting hire or a replacement employee. Please coordinate with the IT Service Desk staff when they reach out on this matter.

Technology Purchase Reminders

A reminder of a long-standing purchasing process, CTS approval is needed for any technology purchases. This includes any device that is being purchased with State, Campus Fee based or Foundation Funds that will connect to the campus network in any way and printing supplies due to the requirements of the SUNY Managed Print Initiative.

This approval helps CTS plan for demands on our network, assessing network compatibility, review of requests against existing campus software maintained by CTS, meeting the requirements of the SUNY Security Operations Center (SOC) and NYS Cyber Security Law and many other factors.

Also, please direct new computers to be delivered to the IT Service Desk for imaging, configuration, setup and possible data transfer by the CTS Device Management Services team.

Technology Training Opportunities

CTS conducts in-person training sessions on a monthly basis. Information regarding upcoming sessions is disseminated through various campus communication channels. The content from these training sessions is subsequently archived on the CTS Training Team for future review and reference within the campus community.

For the Spring 2024 semester, training sessions are scheduled to take place on the second Thursday of each month at 3:00 pm in Kellas 103. The topics covered will include Outlook with MS Bookings, MS Forms as a supplement to Qualtrics contract termination, Phishing and

Password Security, and MS Flows.

If you are interested in accessing information from past training sessions, kindly contact the IT Service Desk and request access to the CTS Training Team. Your active participation and engagement in these sessions contribute to a technologically proficient campus community.

Meet the CTS Team

We would like to take a moment to introduce you to the dedicated individuals who make up our CTS team.

IT Service Desk

- Jim Hubbard, Manager
- Adam E. Parker & Laura Schappert, Technology Support Professionals

The IT Service Desk, under the leadership of Jim and Laura, serves as the first line of support for all campus users. With the assistance of student technicians, this team addresses issues that begin with a call or email to the IT Service Desk, investigating and escalating them to the appropriate area within CTS.

Device Management Services

- Steve Major, Manager
- Don Burgoyne & Nate Chapman, Technology Support Professionals

The Device Management Services team lives up to its name by overseeing all devices connected to the campus network. Recognizable for setting up new devices for faculty, staff, and in student lab facilities, they also manage update processes, device security software, and network access. This team configures all devices, regardless of funding source or type.

Administrative Information Systems

- Lori Blaha, Manager (Retiring, May 2024)
- Steve LaMere (Manager, May 2024), DJ Broadbent, and Kartik Karalia, Lead Programmers/Analysts

The unsung heroes of our campus, this team ensures software compatibility with Banner and other campus services. They spend countless hours writing programs and coding reports, facilitating compliance with State and Federal reporting requirements. Coordinating project demands keeps their workflow consistently full.

Host and Network Services

- Dan Simmons, Interim Manager
- Zebulon Vernig, Systems Administrator
- Dave Brouwer, Email Administrator

Working behind the scenes, this team keeps our network operational and manages email processing. They oversee data storage, network security, and ensure the seamless functioning of various business operations.

Network Infrastructure and Media & Telcom

- Brian O'Brian, Manager
- Ricky Rodriguez, Instructional Support Professional
- Terry Riley, Telcom Manager

Responsible for managing classroom technology, handling large Audio-Visual demands (such as graduation), and overseeing phone and fax operations. This team manages the physical components of our network and telephone system, along with sophisticated applications that keep instructional technology running smoothly.

Administration and Operations

- Mindy Thompson, Chief Information Officer (CIO)
- Dan Simmons, Associate Director Computing & Technology Services
- Maria Freitas Ladouceur, Operations Manager

This team serves as the financial, policy, and administrative liaison to SUNY Potsdam. Managing the spending of the Technology Fee and the purchase of various campus resources, they ensure compliance with various laws and SUNY technology policies.

IT Service Desk Hours

During the academic semesters, the IT Service Desk extends its hours to provide technology support to students and faculty in the evenings.

Spring 2024 Hours:

Monday through Thursday:

- 8 a.m. - 8 p.m. in Stillman 103
- 6 – 9 p.m. in the Loughheed Learning Commons

Friday:

- 8 a.m. to 4:30 p.m. in Stillman 103

Sunday:

- Noon to 8 p.m. in Stillman 103
- 6 – 9 p.m. in the Loughheed Learning Commons