

# Computing & Technology Services

*Fall 2024 Newsletter*

## Dunn Hall Relocation

As summer progressed, classroom spaces and instructional labs were relocated from Dunn Hall to new areas across campus. Two key relocations were Dunn 210, the general instructional computing space, and Dunn 116C, the Graphic Design lab. These spaces were made available for the start of Fall 2024, thanks to a collaborative effort between CTS, the Physical Plant, and Construction, involving many hours of dedicated work.



Morey 253 was completely gutted and remodeled into this beautiful general instruction lab space.

## **Refreshed Graphic Design lab in Saterlee 325**



We encourage you to explore these new spaces, even if you don't teach in them—take a moment to check them out! If you encounter any issues with the technology in these areas, please don't hesitate to contact the IT Service Desk at x4444 or via email at [itservicedesk@potdam.edu](mailto:itservicedesk@potdam.edu).

## **CTS Announces Full Campus Network Upgrade**

Computing & Technology Services (CTS) is excited to announce a complete upgrade to the campus network, both wired and wireless. After 14 years of service, the current network infrastructure has reached the end of its support lifecycle. In an era of increasing cybersecurity threats, the risks posed by our aging network, along with the gradual degradation of connectivity, have become a critical concern. While CTS has successfully minimized network disruptions over the past 18-24 months, we are pleased to share that a comprehensive upgrade is on the way.

SUNY has approved funding for a scalable upgrade model, allowing us to reduce costs in line with our evolving campus footprint. We extend our gratitude to Brent Parker and President Dr. Suzanne Smith for their advocacy with SUNY to make this project possible.

With the network project currently out for bid, we anticipate beginning the upgrade during Winter Recess (Winterim). While CTS will strive to ensure a smooth transition with minimal downtime, there may be periods of limited network connectivity during the process. Additionally, other projects and classroom technology implementations may experience delays.

This is a significant undertaking for the CTS team, and we appreciate the patience and understanding of the entire campus community as we work to deliver a modern network that better supports students, instructional needs, and the overall cybersecurity profile of our campus.

## Managed Print

New printing devices have been installed across campus as part of the SUNY Managed Print Initiative. For assistance with setting up your print account, please contact the IT Service Desk. Additionally, review the important information on the FAQ page: [Printing Services | SUNY Potsdam](#). Whether you're using a Windows or Mac computer, use the search function to find the Pharos Secure Release Set-up Guide. Follow the on-screen prompts to obtain your personal code—be sure to **save this code in a safe location** as it grants secure access to the print system. Once set up, send a test print and use your personal code to retrieve it.

RFID stickers are available at the IT Service Desk, and the pairing process is simple. Training sessions have been offered and will continue to be available on an as-needed basis. Previous training materials can still be accessed through the CTS Trainings Team in the Teams Channel. To be added, please contact the IT Service Desk.

We are still working on transitioning Canon units to the Pharos Secure Print Software, so **FindMeCanon** is still available for campus use. CTS will provide updates as the transition progresses.

**Color printing** is available at the following locations:

- Loughheed Learning Commons
- Sisson Hall (1st Floor)
- Barrington Union (2nd Floor)
- Raymond Hall (6th and 1st Floors)
- Satterlee Hall (2nd Floor)
- VanHousen Extension (University Police)

These locations were identified as strategic for color printing based on the campus-wide audit conducted by the SUNY Consultant, which evaluated print volume.

Please note that printing is open to all students, staff, and faculty, regardless of the device location. The devices order their own supplies, which are tracked through CTS, and paper can be requested via [ctssupplies@potsdam.edu](mailto:ctssupplies@potsdam.edu). The IT Service Desk provides support for issues like paper jams, as the campus has full maintenance, support, and warranty for these devices. Report any problems to the IT Service Desk at [itservicedesk@potsdam.edu](mailto:itservicedesk@potsdam.edu) or x4444.

## Laptop Instruction

Beginning this semester, laptop computers are required for instruction in all classrooms. CTS provided detailed information about this change in a previous campus-wide email. If you need a laptop or are experiencing connectivity issues in any instructional space, please contact the IT Service Desk at x4444 or [itservicedesk@potsdam.edu](mailto:itservicedesk@potsdam.edu).

The IT Service Desk has a fleet of loaner laptops available for instructional support, including for adjunct faculty. This transition represents a significant cost savings for the campus, and we appreciate the cooperation and support of the entire campus community during this change.

## Security Terms and Conditions Review

To comply with the 2023 revisions to the Gramm-Leach-Bliley Act (GLBA), Computing & Technology Services (CTS) must review the Cyber Security Terms and Conditions, security policies, and privacy provisions associated with third-party software used on campus annually, and especially before renewals. This applies to all software, even those that have been reviewed in the past or in use for many years. Web-based applications used on campus, particularly those interacting with student information, must also undergo this review. This step ensures compliance with federal guidelines, SUNY security processes, and helps mitigate cyber risks.

If you are considering a new service or application, please contact CTS early in the process to ensure compliance with GLBA provisions.

Submit your review requests via email to [itservicedesk@potssdam.edu](mailto:itservicedesk@potssdam.edu) before entering them into Jaggaer. Business Affairs is aware of this requirement and will hold approvals pending CTS sign-off. If you have any questions, please reach out to Dan Simmons ([simmonds@potssdam.edu](mailto:simmonds@potssdam.edu)) or Maria Freitas Ladouceur ([freitamg@potssdam.edu](mailto:freitamg@potssdam.edu)).

## Technology Purchases

A reminder that all technology purchases must be vetted by CTS before being finalized. CTS continuously makes behind-the-scenes adjustments to security at both the network and device levels to protect the campus from cybersecurity threats and ensure compliance with New York State and federal laws and regulations. While this process may sometimes feel tedious, it is necessary to stay current with security trends, software vulnerabilities, and products that have been compromised in other higher education and industry networks.

We are particularly cautious after a nearby college experienced a security breach caused by purchasing a camera from a low-cost vendor that didn't meet security standards, which led to unauthorized access to their network.

If we cannot approve the exact item you're requesting, CTS can recommend alternatives of equal quality, often with extended warranties, through our knowledge of technologies available on New York State contracts. Our goal is to ensure the best possible educational experience for students and staff while maintaining campus security.

## CTS Responds to July 19 Global Outage

On July 19, 2024, a global technology outage affected Microsoft Operating Systems worldwide, following a CrowdStrike update that locked millions of computers from access. SUNY Potsdam was not immune to this incident. Every member of the CTS team stepped in to mitigate the impact on our campus by restoring our servers and devices. This included some team members canceling planned days off, recognizing the urgency of the situation.

As a result, campus systems were down for less than a day, and individual devices were promptly brought back online thanks to the efforts of the entire department. While a few devices have experienced lingering issues in the weeks since, CTS has been able to quickly restore them to full functionality.

We appreciate the understanding and support of the campus community during this major outage.

## Welcoming our new CTS Team Members

- Adam Parker, Technology Support Professional at the IT Service Desk
- Katie Watson, Systems Administrator on the Host and Network Services Team
- Harshal Dankhara, Systems Administrator on the Host and Network Services Team
- Todd Truax, Instructional Support Associate on the Network Infrastructure and Media Team
- Anthony Nocerino, Instructional Support Associate on the Network Infrastructure and Media Team

These outstanding individuals have seamlessly transitioned into their new roles and are already helping CTS make significant progress on numerous projects.

CTS would also like to take a moment to recognize and appreciate the contributions of those who recently retired after many years of dedicated service to SUNY Potsdam: John Smithers, Terry Riley, Lori Blaha, and Dave Brouwer. Their leadership, presence, and sense of humor are greatly missed.

Additionally, congratulations to Laura Schappert, who has left her role at the IT Service Desk to pursue new career opportunities more aligned with her passions. We deeply appreciate her service to SUNY Potsdam.

