CANHEIT is Coming to Queen's

Queen's University is hosting the annual Canadian Higher Education Information Technology (CANHEIT) Conference from June 13 - 16, 2017. CANHEIT is Canada's conference for tech leaders in higher education and brings together over 450 delegates from coast to coast. We are excited to host this national conference to help celebrate Queen's 175th anniversary.

Read the full article here +

CANHEIT.CA
Educational Technology Awards Recipients

The annual Principal's Teaching and Learning Awards were presented on January 25, 2017. The Educational Technology Award honours those who are enhancing the teaching and learning experience at Queen's using technology in a new or innovative way. Photo credit: Bernard Clark Photography.

Read the full article here +
Flickr event images +

IT Measures and Metrics Report

ITS is pleased to share the first edition of ITS Measures and Metrics! The publication showcases the quality, complexity and demand for a selection of services provided to faculty, staff and students and departments at Queen's.

Read the full article here +

Faculty180: a great new tool for faculty, librarians and archivists

To help save time and streamline admin work, Faculty180 provides a convenient place to keep a record of and manage CV-type information. Integrated import functionality from the Canadian Common CV optimizes updates for Annual/Biennial Reports, QUQAP CVs for Cyclical Program Review and a variety of personal CVs. Faculty, librarians and archivists can sign up for training sessions in February, March or April 2017. As a proud proponent of Faculty180, ITS is committed to the tool's sustainment by providing training and support.

Faculty180 website +
Training and support available for Faculty180 +
Tools to ease research admin burden +
DID YOU KNOW?

What happens to my email when I leave the university?

Did you know that your NetID and associated accounts and services are deprovisioned when you leave the university? To learn about how this might affect you, please read the Service Deprovisioning Procedure.

Read the full article here +

New telephone system coming: Project Update

The Voice Services Replacement (VSR) Project continues to move steadily forward. ITS recently deployed 135 Skype for Business handsets internally to all of their staff members. This process was an excellent learning opportunity, providing valuable input into the larger deployment plan for the university. ITS users are now encouraged to continue testing the handsets. User experiences will be measured and help inform decisions regarding the appropriate models to deploy and common support issues.

Read more information about the VSR Project +

Annual password reset

When was the last time you changed your password? Queen’s University now requires all Queen’s NetID account holders to change their passwords annually. You will receive a password change notification via email prompting you to change your password now every 12 months.

Tip: When creating a new password give it some thought. You might think of a phrase you associate with the site and use an abbreviation or variation of that phrase as your password.

Read the full article here +

SECURITY MATTERS

Ransomware: is Queen's at risk?

The short answer is: Yes. While Information Technology
Services (ITS) works vigilantly to prevent these types of attacks from occurring on our network, there is no way to guarantee that we will not be affected by this kind of attack.

Read the full article here +

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**TECH TRENDS**

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**Office 365: Skype for Business**

Are you using the Skype for Business app that comes with Office 2016 yet? Integrated with the Queen’s Global Address List, you can connect quickly with colleagues at your desk, on your mobile device and while working away from the office. In addition to instant messaging the platform also offers web conferencing and desktop sharing features.

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**The IT Support Centre is moving on up!**

In order to serve you better, the IT Support Centre will be moving out to the basement of Stauffer Library to the main floor of Mackintosh-Corry. Look for us in our new location February 22, 2017!
ITS is now on Twitter

Information Technology Services (ITS) is now tweeting!
Follow us to stay up-to-date on service notifications and news.

@ITQueensU

Subscribe via email by sending a blank email to the following email address:
its-news-subscribe-request@lists.queensu.ca

If you have difficulty subscribing, please contact the list owners at: its-news-request@lists.queensu.ca.

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