The Knowledge Collaboration Centre – Faster, Cheaper, Smarter

Queen’s, along with 11 other higher education institutions, recently launched the Knowledge Collaboration Centre (KCC) and have gained recognition from the Council of Ontario Universities (COU), in a report titled, “Faster, Cheaper, Smarter: Improving Efficiency at Ontario Universities.” The KCC is a great platform aimed at increasing the efficiency of administrative IT systems by sharing collective knowledge and resources by its members.

Read more about KCC and view the report +
Visit the Knowledge Collaboration Centre website +

Educational Technology Awards – This Year’s Recipients

The first annual Educational Technology Awards were presented on January 27, 2016. One of six Principal’s Teaching and Learning Awards, the Educational Technology Awards were sponsored by ITS and intended to celebrate teaching as well as increase diverse ways technology can affect the classroom experience across many disciplines.

Read more about the award winners +
Studying in Douglas and Stauffer Libraries just got easier – with improved wireless

Significant improvements to the overall wireless connection experience have been made throughout Douglas and Stauffer Libraries, thanks to the efforts of Information Technology Services’ Infrastructure Team.

Read about the recent improvements +

DID YOU KNOW?

So long, Lenya!

As of January 2016, the Legacy WebPublish environment (Lenya) was decommissioned and relaunched on a Drupal-based platform. The migration was possible with the aid of the ITS Summer Student Web Resource Program (SSWRP) which provided the manpower and computer support to complete the migration.

Read more about the Legacy WebPublish Migration +
Find out more about ITS’s Summer Student Web Resource Program (SSWRP) +
Read the Queen’s Gazette article: Students available for summer website projects +

PPO: Meet Stacey Wilson

Information Technology Services welcomes Stacey Wilson to the Project Portfolio Office (PPO) as its new Assistant Director. She brings a wealth of experience and knowledge that will not only benefit ITS but the greater Queen’s community as well.

Read more information about Stacey Wilson +
Sharing Tech Resources – Technical Community of Practice (TCOP)

Information Technology Services (ITS) recently identified the need for a collaboration forum where technical staff from across campus could meet to share their expertise and knowledge. In order to develop a uniform strategy across the campus regarding technology projects, the Technical Community of Practice (TCOP) was formed. On January 14, 2016, ITS hosted the kickoff meeting of the TCOP.

The mandate of the TCOP is to become a resource for sharing technical knowledge, projects and ideas that could benefit all departments on campus.

The first meeting focused on the interaction modes and proposed activities of the group. As discussions regarding the group functions continue and are implemented, membership of the TCOP growth is planned.

"The TCOP is not exclusive to the ITS community and it is not for ITS-based projects. Each member represents the technical interests of their department," says Steve Ferguson, ITS Manager of Support Services. This group is a method for all members to better serve the campus, to educate other members and to keep members apprised of technical work being completed within their departments."

For more information on TCOP, please email Steve Ferguson, ITS Manager of Support Services.

Data Privacy Day: It's all about protecting important information

Data Privacy Day is recognized annually on January 28. This event is an international effort to create awareness about the importance of privacy and protecting personal information. This year’s theme focused on "Respecting Privacy, Safeguarding Data and Enabling Trust".
Have you completed the Queen's Information Security Awareness Training Course?

All members of the Queen’s community have a responsibility to keep information and data secure. Take the Information Security Awareness Training course online through Moodle to learn best practices on a variety of subjects ranging from using strong passwords to recognizing phishing attacks, with the goal of ensuring our digital infrastructure and assets are managed safely and securely. To access the course, click the button below and log in with your NetID.

- Management and IT staff module (80 min.)
- Students, staff and faculty module (20 min.)

Have you heard about onQ?

Are you a faculty member looking to present your course materials online? Now in our second semester of offering the Desire2Learn platform for faculty, teaching assistants and students, “onQ” is the new, easy to use web-based Learning Management System at Queen’s. Fill out the Information Technology Support Centre’s [Online Help Form](#) to request your own course space in onQ!

[Read "Queen's online gateway called onQ"](#) +
Campus Computer Store Closing

The university reviewed the Campus Computer Store and all other ancillary operations on campus during the 2014-15 fiscal year. The review recommended closing the store by April 29, 2016, with retail services being discontinued and core services that support the academic and business requirements of the university transitioning to existing shared services.

Office 2016 is here – and it's free!

Starting in February 2016, Office 2016 will be available to the Queen's campus.

Where will I find Office 2016?

Students, faculty and staff who have installed Office 365 ProPlus on their personal computers and devices will automatically be offered an upgrade to Office 2016 or you can log into Office 365.

For department-owned computers, Office 2016 will be available from the MyQueen'sU Software Centre. Different licensing options are available. Please click the button below to find out which licenses apply to you.
Did you know ... the IT Support Centre handled 28,780 tracked issues by phone, walk-in clients and online web form submits in 2015!

- The busiest month of 2015 was September with 4,104 issues. This came as no surprise since this was the largest influx of students to the campus.

- The highest number of issues reported was about NetIDs, specifically activation and forgotten passwords.

The IT Support Centre is your first point of contact when you experience problems or have questions about IT at Queen’s. Contact the ITSC by calling 613.533.6666 or by filling in the Online Help Form.

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.

Copyright © 2016 | Queen's University, Information Technology Services | All rights reserved.