ServiceOne
Partnering For Progress
North Dakota University System

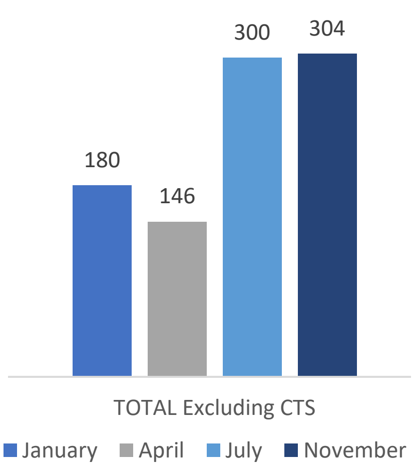
Town Hall Summary Report

November 27, 2022

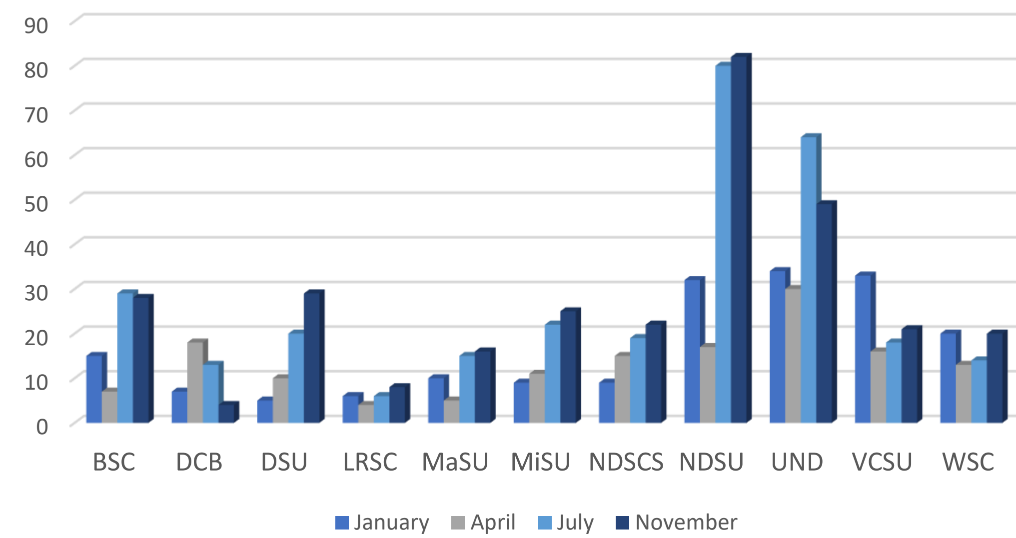
Overall Summary

The North Dakota University System (NDUS) institutions and Core Technology Services (CTS) completed their fourth and final Town Halls of 2022. November's session was a Security presentation given by Brad Miller, CTS Director of Information Security. All campuses except UND and NDSCS had onsite #PartneringForProgress appreciation refreshments with CTS staff.

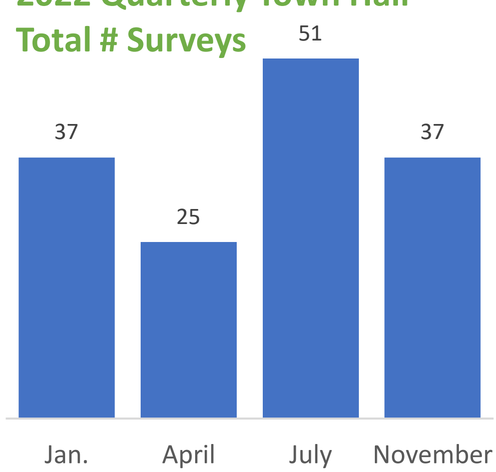
2022 Quarterly Town Hall Attendance



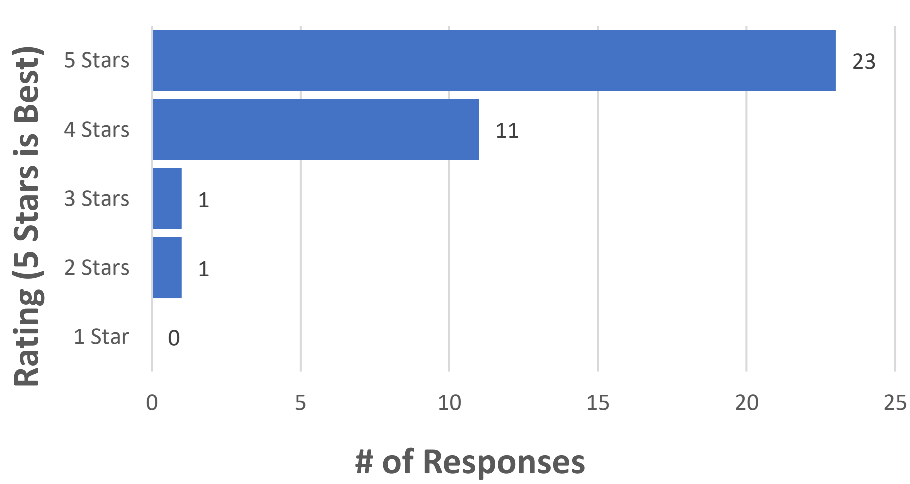
2022 Quarterly Town Hall Attendance



2022 Quarterly Town Hall Total # Surveys



How Valuable Did You Find the Nov. Town Hall?



Find the November Town Hall PowerPoint and recordings in the Town Halls folder at tiny.ndus.edu/ServiceOne.

Town Hall General Questions and Follow-up Items

Campus Question	Response
Information & Data Executive Governance (IDEG) How do you get feedback on how that data is structured? Who is my campus representative?	IDEG is a collaborative effort between CTS and NDUS institutions to develop, implement, and oversee data management including data ownership, protection, privacy, quality, usage, classification, and retention. Please view the NDUS Data Information Hub at https://tiny.ndus.edu/datahub for more information. The IDEG governance structure can be found in the Operations Guide document. Page 9 lists Campus Representatives who serve as campus data stewards. Recently, Nathan Anderson from MiSU joined IDEG governance.
PeopleSoft Generic Accounts Going Away? Are they going away? Can you provide an update?	Peoplesoft Generic Accounts will not be going away. CTS did, however, do some preliminary work to remove unused generic accounts in October. We are finalizing the implementation of a product called Appsian High Privilege User Management (HPUM). This product will allow us to secure the remaining generic accounts in CS, HCM, and FIN Peoplesoft environments. The CTS Security Team will schedule meetings with the owners of the remaining generic accounts to plan, configure, and transition these accounts to HPUM. The expected completion date for this effort is 6/30/2023.
PeopleSoft Generic Accounts Add-On Question Does the supervisor have to approve that elevated access or can the student worker do it any time?	HPUM (Appsian High Privilege User Management) provides capabilities to improve the security and auditing of generic accounts. These will be discussed and configured during the transition meetings with generic account owners.
TargetX Target X is a concern because our campus has a small staff and we just lost another person. It's been unclear who will be doing what between the campus and CTS and we're concerned about campus workload. Anything that can be done by CTS would be appreciated to help our small staff.	CTS is committed to doing what we can to help all campuses be successful in this TargetX implementation. One-on-one sessions have been held with campuses to address questions and concerns. Continued concerns can be brought up to Project Manager Betsy Watts or Project Sponsor Thomas McNaughton.
Organizational Change Management (OCM) for Campus Projects OCM should be considered as part of project timelines in future projects, especially considering the small campuses that don't have a lot of people to help out on an aggressive timeline.	As part of ServiceOne, CTS has implemented Organization Change Management (OCM). CTS will incorporate OCM strategies to assist campuses around the people side of change at campuses including communication and training.
Survey Comment from NDSU - Blackboard Limitations Please share your ideas for making the next Town Hall session more valuable: Blackboard Limitations	CTS strongly recommends reaching out to your campus support; Melissa Stotz and Sharley Kurtz are the NDSU reps. They can vet the concerns and share with CTS.

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SharePoint The complaint I keep getting from people is that SharePoint is unable to generate an external "view only" link to share with people outside our organization Is that something we could get changed for SharePoint?	CTS and Campus IT worked with user to resolve the issue. There is a setting that Campus IT or your SharePoint admin can enable.
Survey Comment - TeamDynamix Detailed Ticket Data I would like to be part of analyzing the ticket data for my campus.	CTS intends to work with the Campus Liaisons to review the data. Please contact your Campus Liaison if you want to be included.
Survey Comment - CTS Microsoft Training Offered Please list again the free Microsoft training that CTS offers.	CTS provides free training sessions for Microsoft client applications: OneNote, Excel, Word, PowerPoint, Teams, Outlook, OneDrive, and more. Sessions are scheduled monthly. The 1.5-hour instructor-led training sessions are held online with opportunities to ask questions. Training materials are included. Go to https://cts.ndus.edu/training/microsoft-training/ for more information and to register.
Microsoft Training If we missed a training we signed up for, can we view it later in a recording?	At this time, recordings are only provided as a reference to those that have attended.
Security – Unwanted Foreign Language emails How come I receive unwanted emails coming through with foreign languages?	Campuses can forward emails like this to phishing@ndus.edu and CTS security will investigate it. Your campus may also have a PhishNotify button enabled within Outlook (or it may be coming soon) which also reports these emails to CTS. CTS will investigate and take steps to prevent these emails from happening, if warranted.
Security – Easy Way to Report Phishing Suggestion was to make changes in Outlook to report phishing issues more easily.	CTS recently funded, for all campuses, a security awareness platform called InfosecIQ which has a phish notification capability. The CTS Security Team will be working with campus IT and security representatives to enable a PhishNotify button within Outlook, if the campus chooses to use it.
Security – Duo: Too Many Authentications Each Day Will Duo be able to be approved for one system (such as HRMS/Campus Connection) and then remember that approval for the next system - such as email., Blackboard, etc. - within a certain amount of hours from that same computer/device. As an admin who uses Duo for many systems, I am often Duo authenticating multiple times in a row as I access various systems from my work computer. It would be helpful if it could recognize a recent approval for a system and not require it again within a certain number of hours from that same computer/device. As we roll out Duo for more systems, we need to balance the usability for students, faculty, and staff.	The goal is to have authentications happen through the CTS Single Sign On (SSO) platform. When signing in through SSO, individuals would only need to authenticate through Duo at most once every 10 hours for all SSO protected applications. Until we reach that goal, some systems have separate integrations and will still require authentication using Duo. We also have a Single Sign-On (SSO) portal that allows for a more seamless transition between NDUS applications without having to reenter credentials. https://portal.ndus.edu

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Campus Connection Enhancement Request Can class schedules from Campus Connection be auto added into Outlook Calendar? It would be great if staff and student worker's classes were auto populated into Outlook so it was there when using the Scheduling Assistant to schedule a meeting. If we "know" their class schedule, it would be nice to easily see/access it when trying to do other scheduling.	This will need to be researched as there is no delivered process from PeopleSoft Campus Connection.
GT eForms - Custom Communication Request in Campus Connection GT eForm functionality implemented in Campus Connection: our perception is we have taken a step back in functionality because we have not been able to control communication which has led to much poorer communication going to students now. Is there some functionality where we can get back the ability to adapt our own communication on different things? We've tried so many tickets and they don't want to do all of that, so I am wondering if it can be looked into further.	We understand transitioning to this application negatively impacted some users. The email template set-up is different in GT eForm and is not contained within a per-form basis as the prior product (TransForm) was. In GT eForms, there is a minimum of 5 email templates attached for each step, i.e. denied, executed, recycled, submitted, and withdrawn. Additionally, there are email templates for hold, external routing notifications, and internal notifications depending on each form needs. At this time, we have forms utilizing up to fifteen notifications. If a custom email template is used with each form for each department, the Departmental Power Users will need to maintain the setup for each communication for each form. This includes the form name, the name of the communication template, and the step(s) and/or people impacted. When modifications are needed, they would submit a ticket containing this information along with the requested changes. This is a lot of maintenance on your campus Departmental Power User. To reduce the maintenance workload, we developed standard notification templates with the ability to customize the Feedback sections on each form called Feedback to Requestor (used when recycling the form back to the student) or Final Feedback to Requestor (used for approved/denied comments to the student). These sections are rich text and evaluators are able to provide specific verbiage to the student, include links, pictures, or any other information if needed for additional direction. This solution has eliminated the need for almost all other customized notifications. While the functionality may differ in some areas, we are open to discussing user needs. If additional conversations are needed regarding email templates, please have your Departmental Power User submit a Service Request ticket.