Systems & Applications

Enterprise Applications

Windows Server Active Directory

Enterprise Systems & Operations

Operational Security

Desktop Technology
Operational Security & Desktop Technology Support

- **Encase forensics**: partnering with Internal Audit to deploy forensics client to campus workstations & servers
- **Identity Finder**: software that allows user to identify sensitive data on their workstation
- **Email Data Loss Prevention (DLP)**: automatically identify when sensitive data is sent outside the university via email – system will alert user and encrypt message
Clean Agent Fire Suppression Upgrade - Brody Data Center:

- Fire suppression system in Brody Data Center is 'wet pipe fire suppression system'.
- Upon water expulsion, equipment valued at an estimated $5 millions dollars, would potentially be destroyed.
- ITCS is working the Facilities to replace the existing system with a 'clean agent' system (chemical based suppression).
- The clean agent suppression will not damage I.T. hardware upon expulsion.

Data Center UPS Replacement:

- UPS that powers 1/2 of the data center is approaching 12 years of age.
- Typically replace in the 15 - 20 year range.
- UPS has had several major issues resulting in significant downtime - most recently was the failures in July (ran 8 days on backup generator).
- Parts are becoming scarce for this French company product.
- Had to obtain used capacitors for July issue – alternative was to have to wait for 2 months for new parts to be fabricated.
- Concerned that a future failure could result in an extended downtime for some of our services.
Systems & Applications – Projects FY14-15

Enterprise Applications

Upgrades:
- Alertus
- CommonSpot 2014
- Exchange 2013
- IronPort
- SharePoint 2013
- AppWorx Banner Agent
- Blackboard (HW/SW)
- CommonSpot 2013
- Lync 2013
- TechExcel

Changes:
- MyWeb consolidation
- Student Email
- Centralized email marketing - (analytics/clicks)
Student PirateID
(Current Process)

Status:
✓ Enrolled
✓ Registered
✓ Admitted
✓ Incomplete
✓ Co-Op

PIRATEID@students.ecu.edu

Account Active
Information Technology & Computing Services

Student PirateID
(Current Process)

Status:
- Enrolled
- Registered
- Admitted
- Incomplete
- Co-Op

Account Disabled
Account Deleted

Issues
- calls to reactivate to can get email; look at grades; print tax form, etc
- no easy communication method to stay in touch
(Think RETENTION!!)

PIRATEID@students.ecu.edu
Student to Alumni Email (Current Process)

Register when apply for graduation

Issues
- students forget to apply
- No easy way to student email to alumni email
- kludgy process to get after the student account has been disabled

PIRATEID@students.ecu.edu

PIRATEID@alumni.ecu.edu
How do we resolve these issues?

- students forget to apply
- kludgy process to get after the student account has been disabled

- calls to reactivate to can get email; look at grades; print tax form, etc
- no easy communication method to stay in touch

(Think RETENTION!!)
Information Technology & Computing Services

All Students to Alumni Email - New

PIRATEID@students.ecu.edu

PIRATEID@ecualumni.ecu.edu
All Students to Alumni Email - New

Advantages

- Happens automatically – no more self registering for an Alumni Email account
- Same PIRATEID & PASSPHRASE (including same security questions)
- Same MYMAIL.ECU.EDU user interface/website to login
- Same PIRATEID.ECU.EDU portal for account management
- Apply for graduation and immediately be able to put new address on resume and job application
- Ability to ‘receive’ email sent to either @students and @ecualumni addresses
- Account for life
All Students to Alumni Email - New

Advantages

- Access to resources assigned to the student account are removed
- New ECUAlumni domain can be leveraged in future to allow Alumni to access resources (ex. Onestop.ecu.edu)
- Student will keep existing mailbox. Mail is not transferred, mailbox is not changed; only the ‘primary SEND FROM’ address changes.
- Reduce Help Desk calls from faculty and students requesting student account to be activated
- Stay in touch with students that are sitting out a semester(s) thus giving ECU a valuable retention tool
Limitations

- Existing @ALUMNI.ECU.EDU accounts will be retained since it would be very difficult to migrate to the new @ECUALUMNI.ECU.EDU domain.

- Because existing @ALUMNI.ECU.EDU domain will be retained, any existing Alumni that do not already have an Alumni account would have to request an account in the @ALUMNI.ECU.EDU domain.

- Alumni users will not be able to select email address, they will keep the existing PirateID naming scheme.

- Future upgrades may take longer due to increased capacity of the ‘parent/child’ domains at Microsoft.
All Students to Alumni Email - New

Coming back as a student?

- Once admitted email account will be migrated from @ecualumni.ecu.edu to @students.ecu.edu
- Will still receive email sent to both addresses
- “Send As” = Primary roll (i.e. Student Role or Alumni Role)

PIRATEID@ecualumni.ecu.edu

PIRATEID@students.ecu.edu