December 2025

Annual SAP Maintenance Upgrade

The annual SAP upgrade is scheduled to begin this Friday, December 5 at 5:00 p.m. It will continue through Saturday, December 6. This upgrade will result in the myNKU system being completely unavailable these days.

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The Office of Information Technology wishes you a safe and joyful holiday season!

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Workday First Look – Now Available

At the November Change Champion meeting, our Change Champions were given a preview of Workday's new navigation and user experience. Highlights included:

- the intuitive layout
- how easily tasks can be completed
- the updated design that will streamline everyday processes.

We are excited to extend this first look to the campus community. You can now view the demo on NKU's [Workday website](#) <mark>(proper link will be added when the demo is ready).</mark>

Workday Project Updates

Customer Confirmation Sessions – December
This month the project team will begin Customer Confirmation Sessions, which is a key milestone where our internal teams take the reins, confirm their processes, and strengthen ownership of our future system.

Testing Phase: December 2025 – May 2026

We are entering the Testing phase of the project, which will run through May 2026. This phase includes:
- Creating and testing scenarios that reflect real NKU processes.
- Confirming the decisions and settings the team has developed over the past several months.
- Including a wide range of scenarios from multiple perspectives ("personas") to ensure the system functions effectively for users across the institution.

This is one of the most robust phases of the project and is essential to ensuring a smooth transition to Workday.

Stay Informed

We encourage you to stay updated by visiting the [NKU Workday website](#) for project news, resources, and additional information.
If you have any questions or would like to share feedback, please reach out to us at workday@nku.edu.

Thank you for your engagement and support as we continue making progress on this important initiative.

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Holiday Break Technology Support Hours

The [Norse Tech Bar](#) holiday break hours:
- Monday – Wednesday, Dec 15-17: 9:00 am – 4:30 pm (normal hours)

- NOTE: Tuesday, Dec 16 – Wednesday, Dec 17 the Norse Tech Bar will be available only for equipment returns, in the third-floor lobby of Lucas Administrative Center due to the University Center building closure.

- Thursday, Dec 18 – Sunday, Jan 4: Closed
- Monday, Jan 5 normal hours resume: 9:00 am – 4:30 pm

The IT Help Desk holiday break hours:
- Monday, Dec 15 – Wednesday, Dec 17: 7:00 am – 10:00 pm (normal hours)
- Thursday, Dec 18 – Monday, Dec 22: noon – 4:00 pm
- Wednesday, Dec 24 - Thursday, Dec 25: Closed
- Friday, Dec 26 – Tuesday, Dec 30: noon – 4:00 pm
- Wednesday, Dec 31 – Thursday, Jan 1: Closed
- Friday, Jan 2 – Sunday, Jan 4: noon – 4:00 pm
- Monday, Jan 5 normal hours resume: 7:00 am – 10:00 pm

Email and online service requests may be submitted at any time and a support specialist will respond during open hours.

To chat with a Help Desk Technician, click the speech bubble symbol in the lower right corner of the IT Help Desk webpage during open hours.

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Reminder: Protect Your Personal Files

This is a friendly reminder to use caution when saving personal files—such as photos, music, and videos—to NKU-owned computers or university networks (including the J: Drive, OneDrive, and similar systems). If you choose to store personal files on NKU devices or networks, please ensure you also maintain a backup in a personal cloud storage account or on a personal flash drive.

Please note that NKU is not responsible for the loss of personal files.
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New Computer for the Holidays? See Dell's Discount Program

Join the Purchase Program from Dell. Those with a valid academic email address are eligible for Dell's exclusive discounts.
Score an extra 10% off select PCs and accessories, plus get 1,000 Dell Rewards* points when you verify your student/employee status. 1,000 points equals $10 upon conversion to Dell Dollars.

Follow these steps to unlock exclusive savings:
1. Visit Dell's student/employee portalr.
2. Sign in or create an account.
3. Register for Dell Rewards by clicking the Dell Rewards box when you create your My Account.

4. Verify your student status with a valid student email address.
5. Your student discount will be automatically applied to applicable items, and you will see the discount applied in the cart.

The student discount is valid with select offers but not with other coupons. Limited quantity deals, order codes, clearance offers, warranties, gift cards, and other select electronics and accessories are also excluded from the discount. The student discount is valid for 5 products per transaction up to 5 transactions per year.

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Stay Alert: Avoid Scams and Phishing This Holiday Season!

As the holiday season approaches, be extra vigilant against the surge in scams and phishing attempts. Scammers are particularly active during this period, preying on our festive spirits and busy schedules. Here are some specific scams to watch out for:
1. Fake Charity Scams: Be cautious of requests for charitable donations. Confirm the legitimacy of the charity before contributing.
2. Phishing Emails: Watch out for emails asking for personal information or directing you to suspicious websites. These may mimic reputable companies or even appear to be from NKU.
3. Online Shopping Scams: Beware of unrealistic deals on websites, especially for high-demand items. Always use trusted online retailers.
4. Gift Card Scams: Ignore demands for payments via gift cards. This is a favorite tactic of scammers due to the difficulty in tracing these transactions.
5. Social Media Scams: Be cautious with links in social media ads or messages, especially those offering exclusive deals or prizes.
6. Payment App Scams (PayPal, Venmo, etc.): Be wary of unexpected requests or strange activities on payment apps. Verify all transactions and keep your app settings secure.
7. Delivery Scams (Amazon, UPS, FedEx): Scammers may send fake delivery notifications or tracking links. Always confirm with the official website or app and avoid clicking on links from unknown sources.

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Service Alert Web Page

Check our IT Service Alerts web page to see all planned IT service maintenance and outages. This page provides information about upcoming outages, explaining the date and expected time of the outage as well as the areas impacted by the outage.

Past outage information will also be available throughout the semester.

This page also provides links to cloud-based services to view their uptime/outage history. Service reports for Canvas, Campus Groups, Kaltura, Microsoft Office 365, Microsoft Teams, Qualtrics, and Zoom are included.

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https://it.nku.edu/

Check our website for the latest system alerts and news.

Follow updates on X @NKUCIO

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