

March 2022



Lab & Classroom Software for the Summer Semester

Did you miss the **Monday, March 15** deadline to submit your summer software request? If so, please submit a [service request](#) to IT immediately! Please contact the [IT Help Desk](#) if you aren't sure whether or not you need to submit a software request.

A request should be submitted:

- If you would like any software added to departmental labs, smart classrooms, or IT computer labs
- If you want to make sure particular software remains on a lab or classroom system for the summer semester
- If you are using software that has not been used previously, be sure to provide proof of licensing as well as the installation media

Because of the complexity of running multiple applications for instructional use, software requests submitted after the deadline may not be available for immediate use at the beginning of the semester.

Microsoft OneDrive

Saving your work in OneDrive makes it accessible from any internet-connected device. It is saved in a secure cloud and automatically backed up.

All files that you store in OneDrive are initially set to private, and available only to you. You may choose to share specific files with specified colleagues to enable easy collaboration.

Check out NKU's [Working in OneDrive tutorial](#) to learn how to save your files in OneDrive, and then how to work with them once they are there.

One-on-One Technical Support

Contact the [IT Help Desk](#) or submit a [service request](#) online to request one-on-one or departmental technical support. We can answer your technical classroom, computer, or printer questions. We look forward to assisting you.

Student Technology Survey

The Information Technology Advisory Committee's (ITAC) annual Student Technology Survey has been distributed to a panel of NKU students; freshmen through graduate students. Please encourage your students to take the survey before the March 28 deadline.

Spring Cleaning and Records Retention

The Office of Information Technology has designated this as Technology Spring Cleaning time! In this age of digital information, we tend to gather electronic clutter. We encourage you to discard unneeded electronic files, as permitted in the [Records Management Policy](#) and follow the [archive directions](#) for messages that you need to retain.

General Correspondence

General correspondence documents the general operations of each department within the university. This correspondence is not considered crucial to the preservation of the administrative history of each department. Generally, it is used in response to outside inquiries for catalogs, admission applications, copies of publications, etc. or it is used in the form of memos between departments of the university. General correspondence should be retained **no longer than two years**.

Reference and Informational Materials

These are materials received or created by employees during the regular course of business. Items received might include vendor catalogs or promotions, conference or event announcements which usually require no action by the recipient and are provided for informational use only. Also included are materials such as articles, white papers, news clippings gathered to keep up with trends or inform decisions. These may take the form of subject files. Also included are certain types of documents created by employees to assist with internal workflows or gathering work metrics such as indexes, checklists, logs, notes, or drafts not listed elsewhere in the University Records Retention Schedule. These records should be **retained until no longer useful**.

Copies of Records

College and university personnel often make copies of records for internal use or reference purposes. Colleges and universities should designate one copy as the official copy and make sure it is retained according to the records retention schedule. Employees can destroy all other copies when no longer useful. Please note that unless otherwise specified by a designated retention period, employees may dispose of copies when no longer useful without submitting a Records Destruction Certificate.

Contact [Vicki Cooper](#) for further information or questions about records retention, destruction, and documentation.

Departmental Computer Purchases

If you are planning to make a [computer purchase](#) using departmental funds, please visit our [technology procurement page](#) designed for purchasing standard computer configurations, outside of NKU's annual computer replacement program.

Reminder: Supply chain issues may prevent delivery by June 30, preventing the use of end of year funds.

Please contact your building's [Client Support Specialist](#) if you would like assistance building a computer configuration.

Multifactor Authentication (MFA)

IT is offering multifactor authentication (MFA) using Duo Mobile for faculty and staff. Additional information, is available through [IT's video about using DUO for MFA](#).

- *MFA* adds an additional layer of security to your NKU digital identity.
- Due to the enhanced security MFA provides to the digital identity, accounts that have MFA applied will be required to change passwords at annual (365 day) intervals. Accounts without MFA will continue to be required to change passwords every 90 days.

Visit the IT Knowledge Base article for more information about [Duo Multi-Factor Authentication](#).

- [Duo Mobile for iOS](#)

- [Duo Mobile for android](#)
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Team Dynamix

The Office of Information Technology uses Team Dynamix ticketing system to organize requests for service. The use of Team Dynamix is available for additional departments. At this time, Procurement, Institutional Research, Norse Media, and the Registrar are also using this ticketing system to organize and manage their services.

If your department is interested in exploring Team Dynamix, please contact [Nick Pearson](#).

<https://it.nku.edu/>

Check our website for the latest system alerts and news.

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