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November 2025

As we celebrate this season of gratitude, we want to extend our heartfelt thanks for your continued trust, partnership, and support throughout the year. We're truly grateful for the opportunity to keep you connected, secure, and supported.

Wishing you a joyful Thanksgiving surrounded by family, friends, and delicious food!
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Meet NKU's Workday Change Champions!

We're excited to introduce the **Change Champion Network**—a team of 33 colleagues representing 29 departments across campus.

Change Champions play a vital role in NKU's transition to **Workday,** while helping to ensure a **smooth, informed, and successful transition** by:

- Sharing timely updates and resources about Workday
- Promoting awareness and readiness across departments
- Relaying feedback and questions to the NKU Change Management team

By connecting employees directly with project information and support, the Change Champions help make sure **every voice is heard** and **every department is prepared** for the upcoming changes.

In **November**, the project team will wrap up the **Architect and Configure phase**—the largest phase of the Workday Platform implementation. Next, we'll begin the **Testing phase**, which runs through **May 2026**. During this phase, the team will test various scenarios to confirm that the configuration is functioning as intended and ready for **go-live in June 2026**.

Stay Informed
- Check out our **NKU Workday website** for more information and project updates.
- If you have any questions or feedback, contact us **workday@nku.edu.**

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Winter & Spring Lab/Classroom Software Requests Due November 15

If you would like any software added to departmental labs, smart classrooms, or IT computer labs, or if you want to make sure particular software remains on a lab or classroom system, submit a service request to IT no later than **November 15**.

If you are using software that hasn't been used previously, be sure to provide the 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.

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Canvas Maintenance Outage – Thursday, November 13

Canvas will be performing maintenance on Thursday, November 13, from 3:00 AM – 4:00 AM. Quizzes will not be available during this maintenance timeframe. All other Canvas functionality will remain operational.

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Adobe Disruption Possible – Friday, November 21

On **Friday, November 21**, Adobe services may be temporarily unavailable as IT transitions licenses to the new Adobe products.

After the transition, all faculty and staff will have access to **Adobe Acrobat** and **Adobe Sign**.

If you experience any issues with Adobe applications afterward, please contact the **Help Desk** for support.

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Planned IT Maintenance – Wednesday, November 26

On **Wednesday, November 26**, while NKU is closed for the Thanksgiving holiday, NKU IT will be performing scheduled maintenance and system upgrades from **6:00 a.m. to 8:00 p.m.**

During this maintenance window, upgrades to the network and core switches will result in **brief outages of approximately 15 minutes affecting all NKU servers and systems**, including SAP. Additional minor network interruptions may occur intermittently throughout the day
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Please note that **Callahan Hall** and **Northern Terrace** will experience a **complete network outage** for the full duration of the maintenance period (6:00 a.m. – 8:00 p.m.).

We appreciate your patience as we complete these important upgrades to improve network reliability and performance. Check the [Service Alerts](#) page for updates.

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View vCenter Maintenance Upgrade

View vCenter will be unavailable for a maintenance upgrade **Friday, November 28** from 8 AM through noon, while NKU is closed for the Thanksgiving break. Check the [Service Alerts](#) page for updates.

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Technology Support Hours – Thanksgiving Week

The [IT Help Desk](#) and the [Norse Tech Bar](#) are open their regularly scheduled hours Monday and Tuesday of Thanksgiving week, November 24 and 25. They are both closed Wednesday through Sunday with the University and will reopen Monday December 1.

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

The [Help Desk](#) emergency phone (859-572-6911) is available during closed hours.

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Beware of Holiday Scams!

As the holiday season approaches, it's crucial to remain vigilant and safeguard yourself against scammers who are looking to take advantage of the festive spirit. Watch out for fake charities, requests for gift cards, or deals that seem too good to be true. Be on the

lookout for suspicious emails, texts, or calls promising too-good-to-be-true deals or urgent requests for personal information.

Protect your sensitive data and finances by verifying the legitimacy of any unsolicited offers, and only shop from reputable sources. Don't let the excitement of the holidays cloud your judgment – Stay sharp and keep the season full of warmth, not worry!

Contact the IT Help Desk if you question the validity of an email. Do not share your password with anyone.
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Computer Hardware and Software Purchases

The purchase of any computer-related hardware or software must go through an approval process. Please complete the IT Procurement Policy Request Approval form to assist IT in evaluating your request. There are multiple reasons for this process...
1) Confirm vendor and pricing
2) Compliance with standards
3) Opportunity for IT to suggest alternatives or adjustments to the order
4) Compliance with security requirements

Because the university uses a wide variety of discipline-specific hardware and software, IT wants to be aware of these, but does not try to obstruct them. But for that reason, IT also can't support everything, so we have created a form to complete for these "exceptions."

In the case where a purchase requires IT assistance to implement (beyond what would normally just be a Help Desk ticket), it likely qualifies as a "project." For projects, IT ensures the right resources are available to fit the timeline requested. If IT assistance is needed, please complete the IT project request form.

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