

September 2025



NKU Workday - Convocation Recap

At Fall Convocation on August 11, 2025 President Cady Short-Thompson shared an update on the progress of the NKU Workday implementation. Our multi-phased implementation begins with the **HR and Finance system deployment in June 2026** and a shift in focus to **Student in July of 2026**. The project team has just started the Architect & Configure project phase which will focus on designing and building the system.

What is Workday?

Workday is a cloud-based enterprise resource planning (ERP) system that will replace NKU's current SAP system. [Watch this short video overview](#) to learn more about what Workday can do.

Why Workday?

By transitioning to Workday, NKU will **enhance operational efficiency** and **elevate** how we serve our campus community through:

- **Centralized Data:** Simplified access to real-time reporting
- **Cloud- Based Access:** Mobile app capability for on-the-go convenience
- **Process Automation:** Enhanced visibility into workflow status
- **Standardization:** Greater transparency and accountability

Norse Up! Fueling a New Workday!

Visit the **NKU Workday** [website](#) for more information and project updates.

If you have any questions or feedback, please get in touch with us at workday@nku.edu.

IT Maintenance Window and Service Alerts

Saturday, early morning from midnight to 6:00 am is the NKU IT maintenance window. IT does not publicize outages during these maintenance times; however, we want to remind campus that services may be unavailable during these weekly timeframes while upgrades and changes are made to services.

For alerts regarding which services will be unavailable, see [IT's Service Alerts web page](#).

Additionally, you can check the status of some cloud-based services from this webpage. Status pages are available for:

- [Canvas](#)
- [Campus Groups](#)
- [Duo](#)
- [Kaltura](#)
- [Microsoft Office 365](#)
- [Microsoft Teams](#)
- [Qualtrics](#)
- [Zoom](#)

Technology Upgrades

Over the summer, several major technology improvements were completed to enhance connectivity, safety, and support for campus events.

- A new **wireless service** was installed in Truist Arena, replacing equipment more than seven years old.
- Regents Hall received the new **Hawkeye Camera System** to assist with volleyball officiating.
- More than 600 new **high-resolution security cameras** and a modern security camera system were deployed across the main campus and residential buildings, providing enhanced functionality, improved object detection, and advanced AI features.

Facilities Management Service Request Ticketing

Maintenance service requests, key requests, tunnel access requests, and other Facilities Management service requests are now available in the [NKU Service Catalog](#)

through TeamDynamix. Please ensure you are logged in with your NKU credentials in the top right corner of this page. If you do not have NKU credentials or need immediate assistance to submit a request, contact NKU Work Control, Monday through Friday 8:15 AM - 4:30 PM at x5660 or by email at workcontroloffice@nku.edu.

Do you have unused desk phones in your office?

IT is collecting old or unneeded desk phones for recycling or reuse. If you have any devices to return, please [submit a service request](#), and a member of the IT team will coordinate a convenient time for pickup.

Thank you for helping us reduce electronic waste and making better use of available resources.

Upgrade to Windows 11 Before End of Life!

Microsoft will officially end support for Windows 10 in October, which means no more security updates, bug fixes, or new features. To stay secure and productive, we encourage everyone to [upgrade to Windows 11](#) as soon as possible!

Watch this [short video](#) for an introduction to the changes. Windows 11 offers improved performance, enhanced security, and a modern design. Contact the [IT Help Desk](#) for assistance.

Spam Filter

NKU's spam filters block over 100,000 spam emails per day from arriving in NKU inboxes; however, it does not catch them all. If you receive a malicious email, please forward it to abuse@nku.edu. Do not release emails from your quarantine unless you are confident they are legitimate. If you have questions, please contact the [IT Help Desk](#).

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

Check our website for the latest system alerts and news.
Follow updates on X (formerly Twitter) [@NKUCIO](#)
