ServiceNow to go live

In a phased implementation, ServiceNow is replacing Remedy for use by 4Help in September. Users of the online form (www.4help.vt.edu) will see a new interface, and new features will be available to employees in 4Help—University Computing Support, VT Operations Center, and the University Switchboard. The new submission form is being previewed now on the website. One change is logging in with PID and password, which will simplify the process of submitting a help request by removing the need to enter personal information. Logging in also eliminates the need for the verification captcha.

For the Fall term, Remedy will remain in use for Information Technology service partners that deal with questions needing more than front-line support. Full implementation of ServiceNow will continue with the implementation of other modules after Fall semester.

Developing teaching materials with technology

Todd Ogle
(Technology-enhanced Learning and Online Strategies), working with a team of middle and high school teachers and university scholars from North Carolina and Virginia, visited the Meuse-Argonne American Cemetery in July as part of a project to develop educational materials that incorporate American Battle Monuments Commission (ABMC) resources and newly developed material in the teaching of World War I. Todd worked with Thomas Tucker (School of Visual Arts) and David Hicks (School of Education) on a project to capture remote sensing data—specifically, LIDAR data—of a sample of important sites on the battlefield. The data will be included in the educational materials.
Digital Media Services

Digital Media Services performed the studio recording, studio graphics, consultation on field recordings and editing on episode two of the Save Our Towns video series and will also provide field productions services for some of the future episodes (www.vtnews.vt.edu/articles/2014/09/090314-outreach-townstwo.html). Save Our Towns is a monthly Internet video series designed to guide and inspire leaders working to build strong communities. It is distributed to mayors and town managers in 80 Virginia towns and independent cities in 25 counties.

Information Technology to discuss strategic documents

Vice President Scott Midkiff will host Town Hall meetings for Information Technology on October 6 to discuss the Strategic Plan and Operational Plan and engage with the community on any other relevant topics.

Information Technology’s strategic documents include the 2012-2018 Strategic Plan, the 2014-2016 Operational Plan, and the recently submitted 2013-2014 Annual Report. These are posted together on the Information Technology website (www.it.vt.edu) in the “Publications” section (http://www.it.vt.edu/publications/).

The sessions will be held in the VCOM II Conference Center, 2280 Kraft Drive, in the Corporate Research Park. Sessions times are:

- 8:30 a.m.-10:00 a.m.
- 10:30 a.m.-noon
- 3:00 p.m.-4:30 p.m.

To help manage seating, please register for the session you plan to attend (https://survey.vt.edu/survey/entry.jsp?id=1407936355321).

Cybersecurity working groups

In response to the three recommendations of the Cybersecurity Task Force, Vice President Midkiff appointed three working groups to take the recommendations closer to implementation.

The IT Training Group is chaired by Scot Ransbottom of the Information Technology Security Office. Other members are Aaron Bond, Warren Lucero, Stacey Poertner, Dale Pokorski, and Tim Rhodes.

The IT Log Archiving and Analysis Working Group is chaired by Theta Bowden. Group members include Malcolm Beckett, Brett Besag, Philip Kobezak, Steve Warrick, and Laurie Zirkle.

The Multifactor Authentication Working Group is chaired by Mary Dunker, SETI, and members are Marc DeBonis, Scott Farmer, Daniel Fisher, Karen Herrington, Kimberley Homer, Kevin Rooney, Brad Tilley, and Neal Vines.

Watch for more information from the groups as their work progresses.