Wesleyan University
Information Technology Services

Dear Colleagues:

The final weeks of the semester are upon us and we are all rushing to get as much done as we can before summer arrives. So, without delay, let's dive into this edition of *News from the CIO,* featuring:

- Google Drive - how to retain shared content when seniors graduate
- The End of an Era - the analog phone system is decommissioned
- Workday Update - Payroll parallel and preparing for GoLive!
- Exploring AI - what are your options?
- Guidance for Utilizing Cloud and Network Storage
- Personnel updates in ITS - we're hiring!

Off we go...

Google Drive - how to retain shared content when seniors graduate

As we prepare to celebrate our graduating seniors, it is important to take a few moments to make sure their departure won't create any issues with files stored in Google Drive. As seniors transition to alumni, their Google quota drops down to 50GB. Because of this, our alumni often copy files to other storage locations and then delete them from Google Drive. Because of how Google Drive tracks "file ownership", which Google does because the file counts against the owner's quota, it is possible that files created for your class or lab will disappear when they get deleted by the student. If you need to retain access to such files, right-click on those files in Google Drive and then select File Information -> Details. In the frame that shows up on the right check that the "Owner" field says "me". If it doesn't, please contact your

The End of an Era - the analog phone system is decommissioned

When our Nortel phone system was installed, it operated something like this:
https://www.youtube.com/watch?v=RT4__Nz5HWY

So, after 30 years of service, our analog phone system has been retired and replaced by an Avaya digital VoIP system. This project was a complex and challenging endeavor that spanned multiple years and involved numerous stakeholders. One of the biggest challenges was to manage the phone lines that were not assigned to people but to devices, alarms, elevators, and other functions. These lines required special attention and coordination with outside vendors to ensure a smooth transition. Another major change was that the Avaya system is based on licenses, which meant that many unused and obsolete phones had to be identified and removed to avoid unnecessary costs. Rose Smith spent countless hours cleaning up the data, testing the functionality, and finding the right solutions for each scenario. She managed to do that while keeping day-to-day phone operations running smoothly. ITS enlisted New Era Technologies as a partner for this project. Rose and her New Era counterpart, Dan Chamberlain, did an outstanding job and brought us through to the finish line.

Workday Update - Payroll parallel and preparing for GoLive on July 1st, 2024!

The Workday team continues full speed ahead and we are now in our second round of "Payroll Parallel" testing, where we run payroll in PeopleSoft and Workday to ensure accuracy in the new system. We are ahead of schedule in this process thanks to the good work of folks in HR, Finance, Payroll, ITS, Academic Affairs, and our Accenture partners. Details on all aspects of the Workday implementation can be found at the project website in WesPortal and linked here:
(sign-in required): https://wesleyan0.sharepoint.com/sites/Workday .

General purpose AI, foundation models, LLMs...you may know it by many different names, but whatever you call it, generative AI tools like OpenAI's ChatGPT, DALL-E, and Google Gemini (formerly Bard) are at the forefront of many of our minds these days. For some, generative AI inspires deep concern, while others are excited by the possibilities. For most of us, it's probably a mixture of both. We want to enable everyone to experiment and explore, but also to do so safely. With much deliberative thought and consultation, we are working with Legal and Academic Affairs to develop policies and guidelines that ensure our community has the confidence to innovate safely with this new technology. Stay tuned for those in the upcoming weeks! In the meantime, you can consult this article about ChatGPT licensing models and keep your eyes peeled for upcoming workshops!

Guidance for Utilizing Cloud and Network Storage

Wesleyan faculty, staff, and students enjoy access to Microsoft 365 and Google Drive cloud storage, along with on-site network data storage.

Cloud storage is ideal for ubiquitous access to files (from any device) and for collaborative work. Network file storage, in the Wesleyan data center, may be the best place to store research data, large data sets/files, and archived data.

No matter where you choose to store your data, we have created some guidance to help you keep your Wesleyan stored data accessible and secure. Please visit Effective Guidance for Utilizing Cloud and Network Storage for recommended "do's and don'ts" when using Wesleyan file/data storage.

Personnel updates in ITS - we're hiring!

If you have attended a Wesleyan event in the last seven years, whether high profile or run-of-the-mill (do we have those?), the audio/visual setup and support has likely been orchestrated by Steve Alvarez. Steve joined ITS in 2017 and brought his unflappable, good natured, and highly organized talents, combined with his military-honed attention to detail, to provide a service that is critical to the institution. Moreover, he has trained hundreds of Wesleyan students to deliver the support that is needed for classroom presentations, guest speakers, and combinations of both that characterize the teacher/scholar

June. We wish him all the best... and I ask that you please join me in thanking Steve for his great work over the years. Finally, if you know of someone worthy of filling his shoes, please share this job posting with them: https://careers.wesleyan.edu/postings/10461

Finally, as a reward for reading this far, here is your Random Seasonal Lyric... So, you may know that April's birthstone is diamond - and if you didn't, you do now... Anyway, the first John Prine album I ever bought was "Diamonds in the Rough" (1972) and I still have the LP. This excerpted lyric is not from that album; it is the title track from "In Spite of Ourselves" (1999) which features a bunch of duets with well known folk/country artists including Iris Dement who sings on this one. The lyrics range into the bawdy, but the chorus is suitable for work:

In spite of ourselves
We'll end up a'sittin' on a rainbow
Against all odds
Honey, we're the big door prize
We're gonna spite our noses
Right off of our faces
There won't be nothin' but big old hearts
Dancin' in our eyes.

Until next time, please be in touch if you want more information on any of the above or if you have suggestions for future topics, and thanks for reading!

Dave Baird
VP for IT & CIO