

GRAND VALLEY STATE UNIVERSITY
**INFORMATION TECHNOLOGY
DIVISION**

AUGUST 2024 NEWSLETTER

Dear Faculty and Staff,

It's that time of year again—time to welcome students back to our campuses for the start of a new academic year. The return of our students brings a renewed sense of energy and enthusiasm as we anticipate a year filled with learning, discovery, and growth.

GVSU IT is here to support you every step of the way as you teach, guide, and support our students. Whether you're a long-time member of the university community or just starting out, we hope these resources help you get off to a great start this year.

Service Portal: The Service Portal gives you easy access to a wide range of technology resources. You can find answers in the Knowledge Base, submit a ticket for help, check on your current and past requests, and much more.

my.gvsu.edu: Find and connect to GVSU technology apps, tools, and resources all in one place.

GVSU IT Website: Bookmark our website for easy access to information like IT Service Desk hours, details on key projects and initiatives, and more.

I encourage you to continue reading this newsletter, where we've highlighted some exciting and innovative work completed over the summer, along with important changes that will impact faculty, staff, and students.

We're excited to keep growing, innovating, and supporting our community this year. On behalf of my IT colleagues, I wish you a successful year ahead, and please tell us if we can help.

Thank you,
Miloš

Miloš Topić, Ph.D.
[Vice President for IT & Chief Digital Officer](#)

GVSU IT Summer 2024 Projects & Highlights



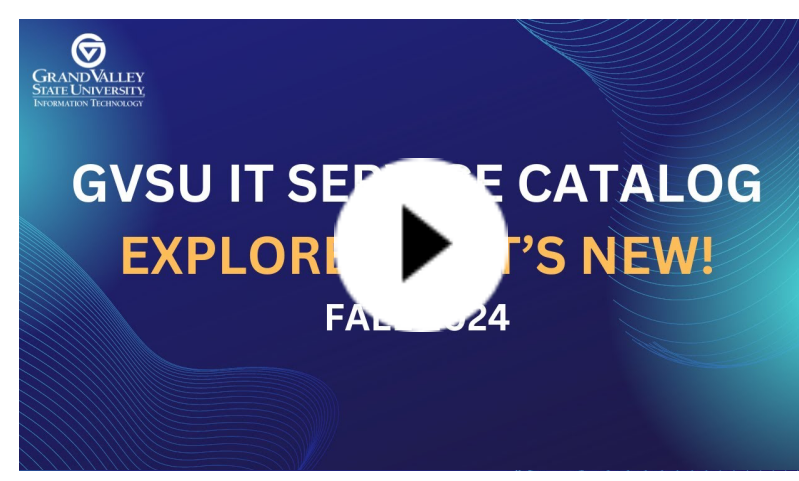
GVSU IT's vision is to deliver seamless, transformational, and secure technologies designed to enable and empower students, faculty, and staff to achieve more. Throughout the summer of 2024, our Division has been working diligently to deliver on this promise by adapting, reviewing, and introducing new technologies for the GV community.

[Catch Up on What GVSU IT Did Over The Summer!](#)

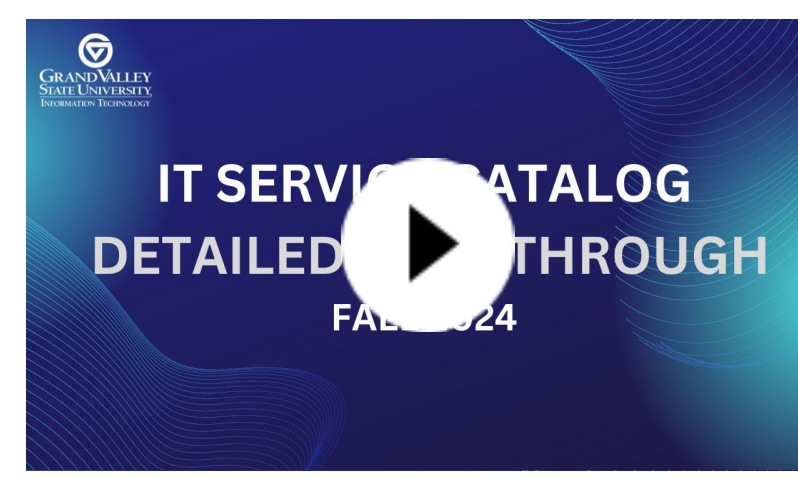
IT Launches Updated IT Service Catalog Simplified catalog adopts ITIL Standards

We're excited to share a major update to our IT Service Catalog designed to enhance your experience when seeking support. We've adopted the Information Technology Infrastructure Library (ITIL) industry standards to simplify and improve our service delivery. Previously, the catalog listed 305 services across 29 categories, which could be overwhelming and time-consuming to navigate.

Now, we've streamlined our offerings to just 33 services within 8 ITIL-recommended categories. This consolidation makes it easier and faster to create a ticket or submit a request while ensuring that our service portal is more intuitive and user-friendly. And while services have been consolidated, IT still offers the full scope of services to the university. Additionally, we've expanded our IT service offerings to cover all possible scenarios, providing more self-service resources tailored to your specific needs. More about the updated IT Service Catalog can be found on the [GVSU IT Website](#) and by viewing the video links below.



IT Service Catalog Highlights Video



IT Service Catalog Walk Through Guide



Laker Dock Helps Connect GVSU App Delivers Key Resources in One Place

GVSU now has a single point of access to information, technology applications and tools, university resources, and notifications. It's called [Laker Dock](#)! Laker Dock is a web-based service that is accessible from any device, as well as a mobile application that can be downloaded from the Apple and Google app stores.

While the Laker Dock is currently focused primarily on student experiences, it is also available to faculty and staff at GVSU. It is expected that additional faculty and staff-targeted content will be added as the platform is developed.

[Learn More & Download the Laker Dock App](#)



Innovation Insights Revolutionizing and Innovating Education: Introducing "ProfAI"

In an era where technology continually reshapes our world, the realm of education is no exception. The IT Innovation & Research team's newest edutech development initiative, ProfAI, is designed to revolutionize how university professors and learning and development professionals create and deliver educational content. This cutting-edge solution not only streamlines the video production process but also enhances the learning experience for students through engaging, short-form content.

[Read More About ProfAI's Impact on Learning and Research](#)



IT Team Member Highlight

Sham Inturi, Data Engineer, Data and Analytics Team

In his role as a Data Engineer within IT's Data & Analytics team, Sham Inturi designs and optimizes systems to keep university data accurate, secure, and easy to understand. Using tools such as Azure Synapse and Power BI, Sham creates visuals that help others make informed decisions and ensures that data stays protected and well-managed.

When asked what the most rewarding aspect of his work is, Sham shared, "The most rewarding aspect of my role as a Data Engineer is the opportunity to directly influence decision-making processes at GVSU by providing key insights through data. I enjoy the challenge of transforming complex data sets into clear, actionable reports. Additionally, I take pride in ensuring that our data handling practices are secure and robust, contributing to the university's overall data integrity and reliability."

Sham joined Grand Valley in November 2023. He holds a Master of Science in Data Science and Analysis from GV and a Bachelor of Technology in Computer Science and Engineering from Jawaharlal Nehru Technological University, Kakinada, India.

Outside of work, Sham has a variety of interests and hobbies, including reading (particularly about technology), traveling, and trying new cuisines. These activities allow him to experience diverse cultures and flavors. Additionally, he enjoys hiking, cricket, and playing games on his PS5.

Thank you, Sham, for all you do for the Grand Valley community!

Need IT Assistance?

Phone: (616) 331-2101 Email: it@gvsu.edu Service Portal: services.gvsu.edu



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