

INFORMATION TECHNOLOGY DIVISION

OCTOBER 2024 NEWSLETTER



OCTOBER IS CYBER SECURITY AWARENESS MONTH

In recognition of Cybersecurity Awareness Month, we're highlighting a few essential steps you can take to safeguard your online accounts and personal information. As cyber threats continue to evolve, it's important that each of us takes part in protecting sensitive data—both at Grand Valley and beyond. Here are five simple ways to boost your security:

1. Enable Multi-Factor Authentication (MFA) on all accounts
2. Use Strong and Unique Passwords
3. Beware of Phishing Emails
4. Keep Software Updated
5. Monitor Your Accounts Regularly

[Discover More About These Steps](#)

Reminder: Cyber Security Training Due October 31

All GVSU faculty and staff are required to complete cybersecurity training by October 31. The purpose of this initiative is to support and raise awareness of ways in which the university and personal data may be targeted by cyberattacks.

The training, which lasts approximately 15 minutes, can be accessed by visiting your Okta Dashboard (<https://my.gvsu.edu>) and finding the KnowBe4 application. In the event that you do not see the KnowBe4 application, you can search for it. Follow the prompts in the app to complete the training.



Innovation Insights: Join us for an Innovation OPEN House Event is October 29 - 2:30 - 4:30pm

You are cordially invited to the Innovation OPEN House hosted by the IT Innovation + Research team. Join us for an exciting afternoon exploring cutting-edge projects and transformative technologies that are shaping higher education's future. This event will showcase extended reality-based (virtual, augmented, and mixed reality), interactive demonstrations, discussions with colleagues, and opportunities for collaboration across disciplines. Your insights and expertise are invaluable to driving innovation forward, and we look forward to discussing how we can work together.

The open house will be held on Tuesday, October 29 from 2:30-4:30pm, in the futureEDLab space in 3015 on the third floor of Zumberge Hall (Allendale campus), just outside the president's office area. There will be light refreshments available.

[Learn More about the Innovation Open House](#)

Technology Acquisition: Purchase Guidelines

The [Technology Acquisition Policy](#) allows faculty and staff to purchase technology under \$500 that does not connect to the network or store/transmit data. It is important to note that it restricts the purchase of endpoint hardware, including desktops, laptops, tablets, iPads, printers, and mobile devices, regardless of price. Purchasing these items with a GVSU expense card or via a Workday requisition is considered a violation of university policy. If you are looking for technology not available in the [Technology Acquisition stock options](#), please complete a [quote request](#).



Academic Research Computing Updates Dryad Publishing Platform; Software Requests

Dryad Publishing Platform: In collaboration with the Center for Scholarly and Creative Excellence, GVSU is now a member institution of Dryad; a publishing platform for researchers to store, collaborate, and share data. This membership allows all faculty and staff to house their work under the GVSU umbrella, making it easier not only to find, but to collaborate on and publish work across all disciplines. For more information on how to set up your existing or new account within the GVSU instance, please refer to [this Knowledge Base article](#).

Software Requests: It's never too early to submit [software requests](#) for future semesters. Whether a Mac or PC specific request, submit them anytime!



Meet Isabella Snyder, IT Services Technician

Isabella Snyder is an IT Services Technician, where she plays a key role in supporting the GVSU community with their technical issues, primarily through phone, email, and the walk-up desk. In addition to troubleshooting, Isabella oversees Service Desk student employees, ensuring they are well-equipped to provide top-notch support.

With a deep passion for helping others, Isabella finds joy in solving problems and takes pride in working with student employees. She values the opportunity to interact with them, get to know them, and provide guidance in their roles.

Isabella's journey at GVSU began as a student nearly four years ago when she started as a level one student employee at the Service Desk. She later transitioned to a Desktop Support Services Technician (DSST) role on the downtown campus for over two years. To fulfill her internship requirement for graduation, she worked closely with IT leadership on various projects, gaining valuable hands-on experience.

Currently, Isabella is pursuing her bachelor's degree in computer science. In her spare time, she enjoys video games, is an avid reader with a love for fantasy, romance, and fiction—her favorite author being Sarah J. Maas—and serves as a Dungeon Master for a group of colleagues affectionately known as the "IT Girlies."



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