July 2017

Last month our recognized achievement was the automated Time Administrator email generation for employees with unapproved time completed by Karen Doyle & Mark Washick, on the Enterprise Systems Group. This effort allows the payroll office to quickly notify myNKU time administrators of specific details about those whose time has yet to be approved in SAP. The ability to quickly notify departments greatly affects the payroll office and is a time saver for all offices.

From the nominator: “Mark and Karen work together very well. They are both very detail oriented and customer service focused to provide the highest level of support to our HR teams.”

More great work from NKU IT exhibiting our commitment to excellence and service.

June 2017

Last month our recognized achievement was the FY 17 Computer Replacement project that was completed in just a few months with tremendous effort by a 17-person team. The massive undertaking changed significantly this year yet the team successfully replaced 304 desktops, 197 laptops and 55 virtual machines.

The nominator described NKU’s new process by stating: “From negotiating new contracts and specifications with our vendors, changes to the procurement process and asset tagging, meeting with users individually to discuss their needs, redesigning processes and communications, to changing how we pick up old machines for surplus...”

Compliments to the following individuals for all of their hard work during this important process!

- Lori McMillin
- Staci Green
- Danielle Van Hook
- Lisa Rollins
- Jim Raleigh
- Chris Witt
- Alex Frost
- Jamie Jusbasic
- Charlie Bowen
- Eric Bowen
- Wayde Shanks
- Charlotte Weller
- Dave Renaker
- Matthew Hanna
- Devin Workman
- Damian Geiger
- John Turner

May 2017

Last month our recognized achievement was the myNKU Access Review completed by Jeannette Diesman, Systems Analyst III on the Enterprise Systems Group. This effort was the result of an audit recommendation that needed to be fulfilled and required managers to review employee access to myNKU.

From the nominator: “This means that we (Jeannette) had to develop over 100 spreadsheets segmented by area with faculty/staff/student names and their associated access to myNKU. This was a huge undertaking and was completed quickly. She also created the process by which the people would respond and how IT will take action on the requested access adjustments.”

Great work!
March 2017

Our recognized achievement for March is credited to Dave Groeschen in the Norse Tech Bar for his work while exploring the feasibility of a new product called “Oomf.” meant to enhance the student technology experience by offering rental power packs to charge their devices on-the-go. The nominator states: “While in pilot phase, Dave took the project head on including initial negotiations and even scouting locations around campus. While we anticipated a very smooth installation, we ended up in constant contact with the vendor over the course of a couple months because we encountered several issues with the design of this product. This not only included a lot of time troubleshooting on the phone, but also organizing the constant back and forth of equipment. Although we eventually determined that the product was not a good fit for the university due to connectivity issues, Dave’s eye towards constant innovation and his willingness to try something new for the sake of our students deserves recognition.”

Kudos to Dave for exhibiting the skill & determination necessary to steer this pilot program. This compassion for student success represents exactly what NKU OIT is all about.

Great work!

January 2017

Our recognized achievement for January is credited to Cheri Myers in the Enterprise Systems Group for work done on Campus Management myNKU Projects. The nominator states: “One of the latest projects where Cheri’s dedication and hard work made it a success is 1098T reporting. We have had various changes to 1098T forms this year, and Cheri has patiently worked through all of them and made them happen on time. SAP responded to us with several changes to the process when Chen was on vacation before the holidays. Cheri insisted on completing the changes right away. She worked at least two days while on vacation – she took the time away from her family to complete the changes needed for federal reporting of student account data. After the holiday break, Cheri continued her hard work on various 1098T changes. The changes required a great attention to detail, and Cheri was meticulous completing them. Because of Cheri’s hard work and dedication, all 1098T changes were completed on time, and the 1098T functionality was made available on the student portal six days before the deadline. Cheri is dedicated to providing outstanding service to students, faculty, and staff. Her commitment to the university and its success is admirable! Her drive and work ethics are commendable!”

Thanks Cheri for the high work ethic and skill required to make these changes happen.

Other nominations include:

Alex Koeninger, Genelle Antoine, and Nichole Marimon for their work on the IB/recode workflow project – “The team worked very well on the development of this new process. As with any project the testing phase was a lot of issue resolution. Alex was quick to resolve and Genelle and Nichole were quick to retest and validate with the functional users. Genelle and Nichole have also been critical in the training of the campus for the new process. I have received positive feedback from the functional office regarding the organization and process that the team followed in order to meet the go live deadlines.”

Great work!

December 2016

Our recognized achievement for December is credited to Travis Gibbons in Media Services for end of semester work with commencement and other events. The nominator states: “Travis was assigned to create the graphics package for the December Commencement telecast. He stayed late on the Friday before and came in early on Saturday to make sure the graphics met the high standards expected for this event. He did an outstanding job calling the shots as the director of the 3 p.m. ceremony. The very next day he had to come in early to set up for the 1:00 p.m. basketball game, during which he filled the roles of producer and engineer-in-charge. The following Wednesday, while most of us were enjoying the first day of the holiday break, Travis was back on campus to produce and engineer the men’s basketball game vs. Detroit Mercy.”

Thank you Travis for the high work ethic and skill required to handle these end-of-year events flawlessly.
October 2016

Our recognized achievement for October is credited to Karen Doyle (ESG) for stepping up extra support of the HR team after the loss of the Benefits Business analyst. The nominator states: “Karen has been the main resource for the Benefits annual enrollment process and the year-end support pack testing. At the same time, she has continued to work on her existing projects! Karen has not missed a step! She is extremely organized and detailed while always maintaining a positive and upbeat attitude!”

Way to go, Karen!

September 2016

Our recognized achievement for September is credited to Scott Taylor (ESG), Brigitte Evans (BSG) and Gary Wehrle (Infrastructure) for completing the Management Dashboards. The nominator heartily states: “The Management Dashboards are an extension of the Academic Snapshot that will allow campus leaders to analyze data from student enrollment to course metrics and even assist with the new Budget Model metrics. This tool is very robust and rich with data and provides both a graphical representation of trends along with a ‘Build Your Own’ feature that will make it easier for leaders on campus to make decisions. Institutional Research has already been using the tool (while we were still developing) to provide data to the Executive Team and others across campus. The work these three individuals have done to bring this project to a successful conclusion was incredible. This project was a year-long effort and the dedication of these individuals and the tight partnership they created with Institutional Research is a testament to the great pride they take in their work, the detailed level of care they provide to our customers and the tremendous value they offer to the campus community. Numerous individuals would agree, here are just a few quotes: In the words of our sponsor, ‘You have all done an amazing job! I just can’t believe it.’ One of our Steering Committee members mentioned, ‘You have brought us decades forward in our ability to analyze this data. You are about to unleash a very powerful tool.’ At a recent presentation to the Academic Affairs Council, the following quotes were made about the new Dashboards, ‘We should just cancel everything on our calendars for the next week or so just to play with this tool,’ ‘I got chills,’ ‘I can’t wait to get into this.’ Getting to work with this team on this effort was an absolute pleasure. I got to witness each person’s unique talents and watch how well they came together to work as a team. You know you have a good team, when you never want the work to end. This was a great team!”

Great work, everyone!

August 2016

Our recognized achievement for August is credited to Aaron Angel along with Terry Chauvin and Ethan Perry of the Infrastructure team for Victor Fest 2016 Activity Tracking. There was a data correlation found between attendance at Victor Fest events and later student success. Aaron facilitated data gathering via swiping AllCards to track attendance so we know which students need follow up. The nominator states: “When implementation time drew near, Aaron personally lead the training effort for the 20+ staff and student workers involved in the effort. At implementation time, Aaron, Terry, and Ethan worked well outside their normal business hours and duties to ensure the program was a success. Thanks to Aaron and his team, we now have invaluable data about Victor Fest 2016 activity and attendance. Well done, Aaron!”

We had a couple other nominations this month.

- Ethan Perry and Matthew Campbell working on the SAN Upgrade – “Replacing an NKU-sized SAN is never a simple proposition, but Ethan Perry and Matt Campbell have been making it look easy! As usual, Ethan and Matt have displayed a level of competence and professionalism beyond their daily duties in implementing this huge storage overhaul. Due to their efforts, we have been able to realign an aging storage infrastructure and provide superior data storage for several years to come.” Way to go, guys!
- Matthew Campbell working on Chase IT Consolidation – “Bringing Chase IT resources into Infrastructure ownership has been a large and complex undertaking. Matt jumped right into the planning and execution of this project, devising strategies to migrate resources and then executing those strategies almost single-handedly. Working well beyond his normal duties, his hard work has allowed the remainder of the server team to focus on other pressing issues while incurring minimal disruption to the Chase environment.” Great job Matt!

Great work, everyone!
July 2016

Our recognized achievement for July is credited to Mark Washick of the ESG ABAP/Workflow team for his work on the new status change PAR and data feeds for the Affordable Care Act and TIAA retirement. The nominator states: “This [Status Change] form is extremely complicated! He has been working and partnering with Sun to provide the best form possible for end users. At the same time, he was working on the Affordable Care Act (ACA) file feed to Equifax and a new file feed for TIAA retirement. NKU had to meet IRS legal deadlines to have the ACA files accepted in the proper format. They were accepted on the first try! That is a major accomplishment especially with the magnitude of these requirements.”

We had several other nominations this month.

- Team working on the implementation of Complex Passwords – “They moved password validation to Active Directory and enabled complex passwords, password history and minimum age. The password nku.edu application was modified to use a new SOAP password change web service to validate passwords based on Active Directory’s configuration. This has been pointed out more than once by the external auditor as a project to improve our account security.” Members of the team include: Scott Switzer (technical lead), Ethan Perry (Active Directory fine grained password implementation), Kasilingam Vimalan (password application modifications to reference AD security and provide user feedback), Ross Brown (SOAP web service for new communication between AD and the password application including user feedback), Kyle Martin (business analyst documentation of business requirements and testing scenarios), David Renaker (security consulting), Sherri Lung (communication and testing), Darla Pangburn (project management).
- Lori Thaxton of the ESG Security Team – “Lori has been the only/main myNKU security person for the good part of this year. She has worked extremely hard to respond to all infra and concerns in a timely and thorough manner. She has accomplished this while maintaining a positive attitude and without any complaint of the extra workload and stress this can cause. She’s professional and always friendly while getting the job done.” “Lori is always professional and wants to make sure that the end customer is happy but is also patient and understanding as we train and develop ourselves. She is thorough and tries to think through all the situations that could arise.”
- Steven Jones of the ESG BASIS Team – “With Doug leaving, Steven has taken on the role of leading the BASIS team. I am so impressed with Steven’s knowledge and willingness to help. He takes the time to work with you and explain the impact of proposed changes. Recently, he helped us work through a production issue and he was extremely thorough and helpful.”
- Staci Green and Jamie Justus of Desktop Support – “The two of them have helped the entire NKU community most every day. For me, they helped anytime I needed them or if I am busy and a user that I support needs help fast, both Jamie and Staci can be called on to solve the issue in a timely manner.”

June 2016

Our recognized achievement for June is credited to Lisa Rollins in IT Central for her work on the IT inventory this year. The nominator states: “The Administration and Budget team noticed that several assets in the IT inventory were associated with the wrong cost center during the annual inventory verification process. With the reorganization from Academic Affairs to Administration and Finance, we decided this would be a good time to move the assets to the correct cost center and update use/ownership information. Lisa really took the lead and worked closely with the Comptroller’s office to get the inventory updated in myNKU. This project was especially challenging and we are very grateful for her hard work.”

Also nominated this month was Matt Beck from the Training Team for his work to create a video called the “Top 10 Tech List for New Norse” to introduce freshmen to the technology basics they need to know to be successful at NKU [http://it.nku.edu/students.html]. The nominator states: “The video will be very helpful for spreading the message about services available and to increase knowledge of the IT Help Desk and Norse Tech Bar for students. This is the first video we’ve created specifically for students and we are anxious to see how we can utilize Matt’s video skills more in the future.”

Great work!

May 2016

Our recognized achievement for May is credited to Ethan Perry of the Infrastructure and Operations Group for his work in implementing the self-service room reservation in the CRC. The nominator states: “The project was fraught with complications outside of Ethan’s control, nonetheless he worked almost single-handedly and often beyond both normal business hours and his job description to install and configure the touch screen interfaces. Today you can reserve rooms in the CRC with just a few swipes of your finger, and it’s virtually all because of Ethan’s hard work.”

Also nominated this month was Dave Foppe. His nominator states, “In addition to continuing to do a great job with all of the phone issues campus wide on a daily basis, he tore through a rack in Norse Commons over a few days and cleaned up years of mistakes, putting in long hours and working very early in the morning.”

Great job!
April 2016

Our recognized achievement for April is credited to Nicholas Tumbleson of the Infrastructure and Operations Group for his successful rebuilding of the scantron computer after the old computer’s hard drive crashed. The nominator states: “After the initial install of the scantron software, it was discovered that the results were not correct when scanning the 7 different required scans required to grade ACT tests. He studied and compared code, line by line to find out what the differences were and made the necessary adjustments so that the scanning is now functional. Nick is always willing to help in any way he can. When anything goes wrong, Nick is the first to try to resolve the issue.”

Great job, Nick!

March 2016

Our recognized achievement for March is credited to Erik Stagg and Scott Switzer of the Infrastructure and Operations Group for their successful implementation of the firewall hardware replacement/upgrade project. The nominator states: “This project impacts the entire campus, as it is both improving campus network performance and increasing overall campus network security. Due to the new hardware, the firewall will be able to more quickly transfer network requests between NKU and the internet, meaning users will experience better network performance. This system is also sized to support more network requests, supporting our growing user needs. The new firewall, in conjunction with the GRádor system, will be able to detect and mitigate security incidents while they are occurring, and this is critical component of the PCI compliance project.”

Thanks you two!

February 2016

Our recognized achievement for February is Mark Washick of the Enterprise Systems Group for his outstanding work on the Equifax software (Affordable Care Act). The nominator states: “There were 9 file feeds that needed to be developed within a short timeframe as well as custom t-codes for running the reporting for the feeds. Mark’s expertise and knowledge was instrumental in completing the files before the deadline dates as well as being accepted/validated with the first or second submission. Mark is detailed, thorough and extremely knowledgeable with the HR system. He is very well liked and trusted by the HR and Benefits office and he works well with all users.”

Thanks Mark for your great customer service.

January 2016

Our recognized achievement for January is the removal of classroom technology from Founders Hall to prepare for decommission. Jonathan Erion, Adam Flora, Brandon Welnel and Russ Taylor were nominated for their outstanding efforts.

The nominator states, “This was a huge undertaking in the short timeframe provided. Especially considering the timeframe was so close to the start of spring semester when they were preparing classrooms campus wide for the start of classes. The team successfully accomplished the task and have already started planning for relocation of equipment to classrooms in other buildings that have older and/or failing equipment.”

Great team effort!
**December 2015**

The spotlighted achievement for December is the **removal and transfer of the technology equipment from the METS center back to main campus**. This effort was spearheaded by Tracy Insko, Adam Flora, and Jon Erion with additional assistance from Dave Hoppe, Terry Chauvin, Ethan Perry, and Scott Switzer. The nominator states, “This was a major accomplishment due to the amount of equipment housed at the METS center, and the need to transport the equipment back to campus in a narrow window of time. The team successfully accomplished the task and have already started relocating the equipment for use on campus. Equipment is being used to help expand checkout services at the Norse Tech Bar, create a new teaching lab in SL 240, enhance technology in some conference rooms and replace some aged equipment in the Student Union.”

Way to go, team!

The second nomination for December was **Staci Green** and **Alex Fitzer** for work on the Apple imaging server and the management of Apple computers in the Fine Arts labs.

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**November 2015**

The featured achievement for November is the **migration of the faculty and staff email to the Microsoft Cloud by Ethan Perry and Scott Switzer**. The nominator states, “After months of planning the faculty and staff email migration to the cloud was implemented in stages over October and November. Around 5,000 email accounts were migrated including almost 15TB of data. This project helped improve the efficiency of NKU operations, increased functionality for faculty and staff, and reduced future server replacement costs. This was a rather large and difficult migration, however due to the efforts of Ethan and Scott, the migration seemed transparent. This project has also allowed NKU to establish an infrastructure that will let NKU easily move to a strategic project of cloud based storage.”

Great job you two!

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**October 2015**

The featured achievement for October is the **Academic Snapshot made possible by the work of Scott Taylor**. Scott was actually nominated for this award by two coworkers for his work on this project! One nominator states, “Scott has been working closely with the IR Department to create the Academic Snapshot which shows 5-year comparative resource and workload measures along with outcome ratios important to the university. This project required Scott to learn new development tools and find creative solutions to obtaining the data. Scott has taken a great interest in these new tools and is using his newfound knowledge to develop other applications that will be of interest to the university community.”

Way to go, Scott!

We received two other nominations for October achievements that we’d like to recognize.

- The first phase of the Event Planning 3 Project by team members Kasilingam Vimalan, Bradley Thomas, Mary Dawn, Cherli Myers and Kyle Martin.
- The portion of testing annual support packs completed by Genelle Antoine.

Awesome work, all!
September 2015

The featured achievement for September is the completion of three large myNKU POP projects with the help of Mark Washlick and Suri Hanumanthanna.

The nominator states, "Mark and Suri exhibit excellent teamwork, communication and knowledge sharing overall but especially on three large projects which happen to be hitting at about the same time: 1) Status Change online PAR form – this is the first time that we have attempted to complete an online form on our own. Both Suri and Mark have done a lot of research on their own and have worked very closely to bring up the form. 2) Benefits upgrade to Enhancement Pack 6 functionality – this project includes both portal enhancement and development; it requires support from Mark regarding several development items. Suri has done an excellent job with coordinating requirements, testing, functional specs and communication. The upgrade will provide the Benefits team and all NKU employees with a much easier and user friendly process. The Benefits office is extremely excited to have this new functionality. They work very well with Suri and Mark and appreciate their support! 3) Affordable Care Act file feeds with Equifax software – based on legal requirements, NKU must track hours worked form employees to determine healthcare eligibility for each employee. This is extremely complicated and there is a tight deadline for compliance. Mark has done an outstanding job of focusing on the completion of these files so deadlines can be met."

"The end users (HR and Benefit teams) have faith and trust in Mark and Suri’s abilities to support them! The dynamics and teamwork is excellent and truly is a plus in these type of challenging projects!"

Great job Mark and Suri!

August 2015

The featured achievement for August is the recent upgrade of the content management system, Adobe CQ, performed by Duane Cottle, Frank Glandler, Susan Tomboly and Celes Dreyer.

The nominator states, "This system touches all areas of the university and the team should be recognized for their efforts. Lots of planning, testing and support went into this upgrade. They were able to implement with minimal issues, thanks to their testing and problem solving abilities. Celes jumped in to help test when the upgrade hit production and we appreciate her willingness to help."

Great job, Duane, Frank, Susan and Celes!

July 2015

The featured achievement for July goes to Karen Doyle.

The person who nominated Karen states, "Karen makes time to answer any and all questions and she does so without missing a beat. Her knowledge and experience allows her to improve upon requests. For example, when asked for a department without real employee data to be used for an online training, Karen was able to make a suggestion and then knew to include an additional security role for SAP GUI—even when it wasn’t included in the request. Karen is a great team player and a true asset to the campus community." Great job, Karen!
The featured achievement for June is the migration of the portal sandbox environment of myNKU to new hardware and operating system by Jill Diesman.

Jill completed not only the basic work, but the portal as well, which involved significant testing of such important functions as: Student Self-Service, Financial Aid, Academic Advising, and Student Schedule of Classes (just to name a few; there were many more). Jill was nominated for the “great job [she did] on this project.” Congratulations Jill!

The featured achievement for May is the work on inventory performed by Jon Erion.

Jon volunteered to take a more involved role in this year’s inventory process. Jon is part of the smart classrooms team and also handles the equipment for media and special event deliveries (totaling 3,500 pieces). His attention to detail combined with his personal tenacity has “put some fear in this monster we call inventory.” He efficiently combined this quest with his other daily responsibilities and volunteered for some unpleasant tasks including crawling on floors, standing on ladders and even searching dark closets and dusty rack installations for bar code stickers. The end result included not only a detailed physical count of the equipment, but also provided data for a more focused picture of the cost needed for the support and refreshing of classroom technology at NKU.

The featured achievement for April is the integration of a new software package, EAB, performed by Gary Wehrle.

This software, which will help with reporting, tracking or recruitment, was purchased in April with a very aggressive timeline for implementation; the expectation was that the first phase be completed by May 1. Gary not only created the 14 integration files between EAB and SAP ahead of schedule, he also created a standard that allows the users to verify these files before transmitting them in the future. Gary’s “hard work, overtime and his commitment to the university” make this achievement shine!

The featured achievement for March is the database for tracking time of consultations for Academic Technology staff created by Tim Rieskamp.

Tim Rieskamp, training developer in the Academic Technology Group, was nominated for his contributions to the creation of a user-friendly Consultations Database. ATG staff members use the database to track the time spent, software supported, and issues resolved during meetings, calls, and emails with faculty and staff across campus. A wide variety of users contact ATG looking for answers to questions regarding both academic (Blackboard, Teqtile, etc.) and administrative (myNKU, Microsoft Office, etc.) software.

The Consultations Database allows the management team to keep track of and report on the demand for ATG services. Tim, whose primary job responsibilities are developing and delivering trainings, learned new skills (including a bit of Visual Basic), responded well to team feedback and was quick to squash a couple pesky bugs which presented themselves during the initial testing and roll-out. He went above and beyond his normal duties by taking management’s requirements for the project and turning them into a fully functional tool we use every day.
February 2015

The featured achievement for February is the quick fix of a production issue in myNKU by Kasilingam Vimalan.

Kasilingam Vimalan, from the Enterprise Systems Group, was called upon at 10 p.m. on a weekend night during a vacation period to fix a serious production issue that impacted the records of many current students. Vimalan spent the next 2-3 hours writing a custom program to correct the problem and test it before turning it over to the SLCM team for additional testing. Vimalan’s program and efforts – along with the efforts of others – resulted in the problem being corrected during the early morning hours so that the students and administrative offices were presented with accurate ERP data when they arrived the next day.

We received another nomination for February:

Eileen Baker, from CITE, is always ready and willing to help out whomever asks. She has been a tremendous asset to IT, especially assisting others with myNKU and Adobe Pro. When it comes to completing intricate myNKU forms, she has been very helpful to meet with and has gone as far as to offer to produce custom documentation for specific circumstances. It is great to have such a phenomenal and patient trainer!

January 2015

The featured achievement for January is the implementation of the Crestron RoomView Fusion RV Remote Asset Management Software by Jeff Butler.

Jeff Butler, from Team 4 Classroom Support, successfully integrated the Crestron RoomView/Fusion RV Remote Asset Management Software into 100+ classrooms over the past 18 months. This software allows us to view the room status, track maintenance on devices, schedule end-of-day shutdowns, provide remote help desk assistance, schedule rooms, and report on equipment usage – all from the web-based interface. By using the end-of-day shutdown schedule, expensive lamp light hours are no longer wasted due to being left on when not in use. Also, lamp usage is reported in real time and we can more efficiently budget for and purchase lamp lights. Jeff spent countless hours on the phone with Crestron Support and the NKU network team testing and coordinating the successful deployment of the ever-changing software.

We received two additional nominations for January:

Martie Wheeler and Velinda Van de Geer keep the main IT office organized and operating efficiently. On any given work day, you will find Martie and Velinda juggling calls, ordering/receiving supplies and responding to a multitude of requests – all while making it look effortless. One area where they excel is the process they go through to ensure all biweekly and monthly payroll information has been submitted and approved. This includes reviewing reports, sending reminders and working with the supervisors to verify the information is ready for submission. We are extremely fortunate to have them taking care of these important functions for our department!

Christopher Rankin, from the IT Help Desk, does outstanding work. Not only has Chris gone above and beyond helping customers, but due to very high turnover, Chris has trained 5 new full-time staff and 1 student on the help desk phones. He has a wealth of knowledge that he shares with a pleasant demeanor no matter how busy he may be. Chris also tracks the work-at-home software for faculty/staff and notifies them when the requested software is ready. If they have a problem with installing it, he is very patient in helping them. And Chris also provides a weekly report of the Infras submitted for the department and the status of each. To top it off, he has gradually been learning the duties of Operations since the merge.

December 2014

The featured achievement for December is the successful implementation of the myNKU Overview Page attributed to the work of Brandi Neal and Joseph Terino.

This project was a myNKU enhancement to redesign how the overview pages work on the portal. The implementation resulted in a more user friendly and modern look-and-feel. This achievement was special because of all the work that took place after the project was implemented. Shortly after launch, an issue with Internet Explorer was identified which contributed to extra work while they both were also working on debugging other myNKU upgrade issues. Their efforts in creation and troubleshooting are much appreciated.
October 2014

The featured achievement for October is the myNKU enhancement to restrict viewing of SSN, DOB, gender, marital status and other personal data to only those with a work-related need to access such information. This effort by Karen Doyle and Jeannette Hrynewich was significant not only in the amount of work, but in the reduction of risk for a possible data breach at NKU. This project required a high level of knowledge, security and a tremendous amount of testing as it impacted multiple security roles. Great work Karen and Jeannette!

September 2014

The featured achievement for September is the myNKU National Student Clearing House Project work performed by Mary Dawn, Dave Hampton, Mark Washick, Nick Pearson, Brad Thomas, and Kasilingam Vimalan.

Due to changing legislation, the National Student Clearing House requested changes to the two file types we provide containing enrollment and degree production information, including adding nine new fields. This team worked diligently to modify the files while enduring staffing changes due to PK Singh’s departure and in collaboration with the Registrar’s office, which also faced stretched resources. The project was completed in adherence with the earlier of two possible deadlines, eliminating the need to retroactively report data, a difficult situation many other universities are now facing. Congratulations, team!

We received two additional nominations for September. Michael Schuler, at the request of the Provost, retrofitted the well-received Chairs Operational Reporting application to provide similar, relevant information to the Deans. His strong BW skills, detailed understanding of NKU data and incredible perseverance led to completion of the complex application with a very quick turnaround. Jane Moore and Brigitte Evans completed requirements gathering and testing which were also vital to the success of this project.

Sandy Fromeyer played a leading role in CITE’s move from Griffin Hall to Steely Library. She worked tirelessly to clean out cabinets left full by previous employees and departments. She coordinated getting the chairs cleaned, carpets shampooed, etc. During the same time, she was also learning to administer the faculty/staff laptop and tablet loan program, for which she has assumed responsibility. She quickly learned to manage the checkout system as well as how to use a variety of tablets. Her contributions have been invaluable.

August 2014

The featured achievement for August is the “Networking Mania” that was done all over campus by the team of Peter Holloway, Chris Johnson, Bryan Workman, Bob Weber, and David Foppie, of the Infrastructure & Operations group.

In the month of August, several university construction projects were reaching completion, requiring major efforts from the networking team. Projects included renovations to the new Northern Terrace residence hall, Norse Commons, Norse residence hall, Callahan residence hall, the Campus Recreation Center, and a number of smaller remodels. The team worked to ensure that networking requirements were met for these projects, with a particular focus on ensuring that there were no complications on move-in day for students. In addition, the network upgrades achieved during these projects have created a strong foundation which NKU can expand upon to increase network services for the campus as future growth demands.
May 2014

The featured achievement for May is the EdTech Institute coordinated by Casey Lundberg, of the Academic Technology group.

The EdTech Institute is a three-day mini-conference comprising 36 sessions which allow faculty and staff to share best practices, tips & tricks, and ways to enhance teaching and learning with academic technologies. The 2014 edition of the institute reached 110 attendees, including full and part-time faculty, library faculty and staff, and other university staff members. In addition to coordinating the logistics and schedule for the event, including 13 presenters from outside OIT, Casey also participated in planning and presenting 7 sessions! The event was a huge success, and would not have been possible without her hard work and dedication.

April 2014

The featured achievement for April is the New Listserv Policy Implementation for which Duane Cottle, of the Infrastructure & Operations group, created, configured, and tested four new listservs which will enhance university-wide communications.

Following revision of the University Listserv Policy, NKU is replacing the NKUALL and NKUSTUDENTSALL listservs with four new, more specifically-defined listservs to help improve campus-wide communication. As listserv administrator, Duane was responsible for the initial creation and configuration of the four listservs, as well as a fifth for testing and training purposes. His work involved creating or revising scripts to refresh the lists with employee and student data from myNKU on the schedule set forth in the policy, and testing to ensure that those refreshes happen accurately. Duane also worked with the special projects team on further testing and configuration adjustments which ensured successful training of the folks in the Executive Team offices who will be moderating the lists. This is a high-impact project that has been in process since late last summer, and it could not be ready for implementation without Duane’s work – look for the results of his effort next month when you begin to receive NKUFLASH and NKUNews emails!

March 2014

The featured achievement for March is the Academic Innovation Implementation Team Town Hall Meeting, for which Joe Wendeln and Russ Taylor, of the Infrastructure & Operations group, provided outstanding technical support.

Joe and Russ set up an unprecedented five real-time signals, plus a Twitter feed, all displayed on the screen of the Griffin Hall Digitron during this forum on March 20 for one of the teams of the Fuel the Flame strategic plan. As faculty and staff moved among the five stations in the room or sent tweets with the #innovateNKU hashtag, input was recorded and shown on screen for all in the room to view. Their effort was recognized not only by IT coworkers, but also by Provost Ott Rowlands, who thanked Joe and Russ for helping to make the forum a “high-energy, creative environment for faculty and staff.”
February's featured achievement is the newly updated NKU Mobile App, created by the team of Curtis McCartney, Lora Anneken, Thom Barker and Nancy Cisneros in the Enterprise Systems group.

The group worked for several months to update the app for our students, faculty, and staff, which was released to the NKU community in iOS and Android versions on February 11. Version 3.0 sports a brand new design, is iOS 7 compliant, and includes new features like retina display graphics, emergency call button, Nissie Alert sign-up, and the addition of Pinterest to social media features. The new app has been well-received, thanks to the hard work of this entire project team!

January's featured achievement is the recently added Tele-Interviewing service provided by Travis Downing in the Academic Technology group.

Travis’s work has made the interview process smoother for several departments on campus, allowing interviews to be conducted via Skype or WebEx. The virtual interview process gives the search committees the advantage of seeing and hearing the top candidates for open positions in advance of bringing them to campus for final interviews, allowing them to more effectively narrow their fields to select the very best new faculty and staff for NKU.

Over 25 tele-interviews have taken place since mid-November, and Travis’s nomination noted feedback from one department during its chair search process: “Travis reserved meeting space for 10 Skype interviews over the course of two days and helped to keep us on schedule throughout the process. He knew that we were meeting to discuss the interviews the day after the final session, so he quickly uploaded the recorded videos to our committee’s blackboard site. This was a tremendous help in our work.” Another search committee member commented on how helpful the recording process is, especially when not every member of a committee can be present. “Having Travis record the interviews has been invaluable because members of the committee have the opportunity to revisit responses to questions.” The same person also praised the ease of the process, thanks to Travis’s coordination of the details: “He also takes care of room reservations, test calls to check connections, etc. It’s been a HUGE asset.”

We also received three other nominations for January:

Gary Wohler, in the Infrastructure and Operations group, works closely with the myNKU HR team and the payroll office by supporting the BSI tax software and upgrades during the year, and went out of his way to insure the appropriate tables were updated in a timely manner, even making himself available during the holiday break. His spirit of teamwork and support is much appreciated.

Steve McGuire, an instructional designer in the Academic Technology group, is a great team player. He is always willing to help out on projects and lend a helping hand. His training sessions are very beneficial for our faculty and staff.

The IT Service Center staff, including Alex Fitz, Chris Rankin, Dave Lauer, John Burden, Melody Snow, and Tiesha Smalls, and the myNKU training team, including Mary Beth Dawson and Eileen Baker, were nominated for their outstanding support during and after the go-live of the Employee Self-Service Time Entry project and the ESS Annual enrollment process. They have been “a tremendous support to myNKU HR team as well as the payroll office,” and “a large part of the success of ESS Time is to the excellent documentation and training” they provided.
October 2013

This month, we highlight two staff members whose achievements are significant in both October and on a daily basis: Terry Chauvin in the Infrastructure and Operations group, and Mary Beth Dawson in the Academic Technology group.

Terry’s October achievement is the migration of the myNKU systems to a new storage array. The colleague who nominated him noted that “this task requires a keen eye for detail, patience, and also working hours when the systems are not in use. Terry has been coming in a couple hours early each day this month so his work would not impact others working in myNKU. His work is also helping improve the performance of the myNKU systems which will be noticed by the entire campus when the migration is complete.” In addition to this work, Terry’s expertise has been critical to the creation of several automated feeds from myNKU third-party companies, saving a lot of manual labor. Terry also maintains the Sigma Financial Aid system, and has installed a new release and many program changes during the month. Terry is “a true infrastructure guy,” and we’re grateful for all he does to keep our core business systems running smoothly.

Mary Beth worked extensively with the payroll and human resources teams in October, in preparation for the go-live of the new Employee Self-Service/Manager Self-Service Time Entry project at the end of the month. This process will affect nearly every employee on campus, and Mary Beth has worked tirelessly to create reference cards and video tutorials for both employees who will now enter their time into myNKU, and time administrators who will manage the process for their departments. Mary Beth and the other members of the project team also coordinated two Town Hall meetings and offered over 15 training workshops for time administrators before the go-live date, as well as several competency centers for both time administrators and individuals after go-live. Mary Beth’s nomination notes that “her ongoing collaborative spirit and work ethic makes her an asset not only to OIT, but to the entire NKU campus.”

We also received one other recognition for the month of October:

Bryan Workman and Matt Campbell in the Infrastructure and Operations group were nominated for their efforts in getting the five Norse Tech Bar printers back online in October. “This was a major issue because Norse Tech Bar gets major traffic from students printing, and we were in the midst of midterms,” wrote the colleague who nominated them. Bryan and Matt worked together to determine the cause and put a more permanent solution in place relatively quickly, ensuring the Tech Bar’s ability to continue its printing services for students.
With six nominations again this month, the IT staff continues to prove how much of a difference we make every day. The two staff members highlighted for September have both shown a "tireless" dedication to their work, both overnight and over two years working on the same project. The featured achievements for this month are the Extreme Help Desk work of Tiesha Smalls in the Infrastructure and Operations group, and the Data Quality Project managed by Jennifer Zornes in the Enterprise Systems group.

In two separate instances, Tiesha proved that she is "willing to do whatever is necessary to provide excellent customer service to our campus community." When an overnight employee ended up in the hospital unexpectedly, Tiesha came in to cover the hours, meaning that she worked all day, overnight, and then again the following day, preventing an interruption of service in our 24x7 help desk hours. On a separate occasion, Tiesha covered the help desk from 9pm – 12am when a student worker was unable to connect to the phone system until the telecommunications team resolved a technical issue. Her nomination also cited Tiesha's great attitude, work ethic, and follow-up.

Jennifer has been the project manager for the extremely complex and challenging Data Quality project over the past two years – a long term for any project. According to her nomination, it is "due to her persistence, organization, patience and ability to research and understand the detail underlying complex problems that significant progress and improvement has been made" in two particular sub-projects – the R3 to BW Data Validation, and Performance Index Issues, with recent fixes and testing during September that have helped these projects deliver "noteworthy data quality improvements that benefit the entire university."

We received four more great nominations for the month of September:

Andrei Grechko in the Enterprise Systems group "continues to display an enthusiasm for BI/BW work that is truly inspiring," and is known as the "the 'go-to' person for questions and concerns." His nomination notes that Andrei can be depended on to respond "day, night, vacation and holidays."

Patrick Towles in the Infrastructure and Operations group was nominated for "his consistent support of NKU systems and new IT initiatives. Patrick has taken on some of the most complicated projects in IT, in September, Patrick was instrumental in getting the appointment plus system integrated to NKU, upgrading the majority of the campus server system, and deploying the new firewall system to over 25 different servers. Patrick is also key when it comes to resolving production down situations, including his September fix of the NKU email system that required 13 hours of work. Patrick has also helped train others in IT to better understand the system and to be more productive." He is a key behind the scenes person that is always working to get the job done, and because of all his efforts, IT has been able to improve the overall student and employee system experience.

Mark Washick in the Enterprise Systems group was nominated for his work on the Student Self-Service Address Change project. Near the end of the project development, a new requirement was discovered that necessitated the development of a workflow notification for the Office of International Student Services to be advised of address changes made by our international students. "Mark had never developed a workflow in SAP before and we were nearing our deadline to deliver the project." With mentoring from a fellow developer Cheri Myers, Mark was able to not only educate himself on how to create a workflow but complete the development in a timely manner. This workflow will allow OISS to report address changes to SEVIS in the required 10 day timeframe, and Mark was even able to implement a notification that would alert staff in OISS that an address change has not been worked on if it sits idle for 5 days."


August 2013

With the return of faculty and students to campus and the start of the 2013-14 academic year, August was a very busy month for CIT, and our great work was evident in the increased number of nominations for achievement of the month. The featured achievement for August is the Student Success Center Card Swipe Deployment led by Jason Raap in the Infrastructure and Operations Group.

In nominations from two separate IT staff members, Jason was recognized as "instrumental in the introduction of new technology on campus, specifically new card reader programs being deployed across campus." The card readers are especially prevalent in the Student Success Center, allowing the offices there to track student contacts by having students sign in with their AllCards. In addition, Jason has worked tirelessly to help streamline and improve business processes for equipment inventory, checkout procedures and tracking number of students assisted in the Norse Tech Bar, without having to manually enter every encounter as an infra ticket. The data gathered through these student contacts will assist the University in making better decisions and investing in key areas on campus.

Runners Up:

Jeff Chesnut in Academic Technology was praised for his dedication to faculty this month, returning to work less than a week after having outpatient surgery to provide beyond the call of duty support for faculty as they returned to campus and prepared their Blackboard courses for the fall semester. He had to learn how to use the mouse with his left hand, but it definitely took more than two hands to count all the people who were grateful for his assistance.

Aaron Angel in Infrastructure and Operations has become the "paperless advising guru" on campus. As our resident expert for the ImageNow system, he has advanced its use at NKU further than most of ImageNow's clients. "Within the past year, Aaron has converted Norse Advising, parts of the College of Education and College of Arts and Sciences, PACE, and the College of Informatics. This has helped improve system efficiencies and student support."

Andrei Grechko in the Enterprise Systems group was cited by a coworker as "the most dedicated employee I've met while at NKU, and his work ethic is second to none. Andrei leads by example and makes everyone else around him better at their job."

Mary Dawn and Cheri Myers, both in the Enterprise Systems group, were nominated for their work on the Grade Change Workflow project. Their project manager noted that the two "displayed outstanding teamwork and dedication," and the result has been a successful implementation that has garnered praise from administrators in the registrar's office, as well as college deans and department chairs.

July 2013

The featured achievement for July 2013 is the Project Management SharePoint Application developed by Brandi Neal in the Enterprise Systems Group.

In its nomination, the project management team cited Brandi's dedication and past SharePoint development experience, which allowed her to research and develop custom code for new requirements as they were requested, figuring out how to make them happen quickly even though SharePoint's project management functionality was new to her. "We started with a very rough idea of what we wanted, and Brandi transformed our vision into a functioning site that will serve as a tool to help us manage our projects in a consistent manner, one of the goals of the FIMO initiative."

Also nominated this month for his efficient, quiet, and accurate "behind-the-scenes" work to support many functions of myNKU is Steven Jones of the Infrastructure & Operations Group.