1-Help Integration of Helpdesks

This past summer, AHC-IS and 1-Help support centers started coordinating phone support to enhance services offered to AHC customers. This integration provides 24/7 access to basic service requests like password changes and admin rights requests and enables AHC-IS to focus on the more complex and unique needs of the AHC. AHC-IS and 1-Help support centers continue to tune services and escalation points to provide effective and efficient service. We would like to hear more about how we can improve service for our customers, please email ahc-is@umn.edu with any suggestions or feedback.

Operating System Updates

Mac OS Sierra

We are currently testing compliance and security with the new Apple macOS Sierra to meet HIPAA standards. Sierra will be available on newly purchased AHC-IS supported computers in early November. Even though you may receive notifications to update to Sierra, you should wait until AHC-IS initiates the upgrade. Updates to AHC-IS supported computers are expected in early November.
Windows 7 End of Life

Windows 7 will no longer be loaded on new machines beginning January 1, 2017 due to incompatibilities with new devices. Machines currently running Windows 7 will be able to upgrade to Windows 10 soon; a communication on this process is forthcoming. If you are running equipment that requires Windows 7, you should either consult with your vendors on compatibility with Windows 10, or contact our helpdesk so that we can assist in the process.

Box Secure Storage

The new storage and collaboration solution, Box Secure Storage, hit a milestone of 1,000 enrolled users this month. We continue to encourage anyone working with PHI or sensitive information to use Box for secure storage. If you are new to Box you can find more information or enroll at http://box.umn.edu.

Visualization Update

We now have 44 sites and 1,900 users throughout the University using or exploring the use of Tableau. If you think Tableau and AHC-IS service might work for you, visit z.umn.edu/ahcta for more information.

Upcoming Academic Technology (AHCAT) Meetings:

Friday, November 11

- Canvas v. Moodle Comparison & Discussion with Erik Epp & Chris Scruton, OIT
- 1:30-3pm, Mayo D-325

Friday, December 2:

- Active Learning Experience with Erin Malone, DVM
  - 12:30-2:30, 104 Animal Science/Veterinary Medicine (AS/VM) Active Learning Lab (St. Paul campus).

Join us in welcoming Brian Gorski to our team of application developers and analysts! Brian started in October and will be working on various projects, mostly with the Medical School.

Emily Melcher transferred to our team as a project manager for the Outcomes Center/Data Integration project within the Medical School. In addition, Emily is the new service manager for the AHC Tableau Server.
Our mailing address is:
Mayo Mail Code 210
420 Delaware St SE
Minneapolis MN 55455

Our Physical Address is:
AHC-IS
426 Church St SE
Minneapolis, MN 55455

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