AHC IS Newsletter
March 16, 2017

News & Information from the Academic Health Center Office of Information Systems

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**Q&A**

**How should I store and share data?**

The secure and AHC-IS approved ways to backup and share data that may be considered [Private-Highly Restricted or Private Restricted data](#) are:

1. [AHC-IS file servers](#) - Share data with colleagues within your department.
2. [Box](#) - Share data with other departments or collaborate with others outside the University.

**Can I use Google Drive?**

Google Drive can be used for non-private, non-sensitive or non-HIPAA related data, but as a last option for backup and data sharing. Using [AHC-IS file servers](#) or [Box](#) to backup and collaborate data is the best practice for all AHC departments.

**Can I use the same cloud storage solution that I use at home?**

The use of tools like Dropbox, NAS devices, Mozy, iCloud, etc. is not compliant with University policy. Since the University does not have business agreements with these service providers, we cannot ensure that the data is being securely stored. Again, please use [AHC-IS file servers](#) or [Box](#).

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Phone Numbers & Helpful Links

**Help Desk:**
(612) 301-4357 Tier 1 support
(612) 626-5100

**Classroom Support - Option 1**
Computer Support - Option 2  
(Directs to Tier 1 support)
Clinical App Support - Option 3

[AHC-IS Website](#)
[AHC-IS Online Forms](#)

**Hours:**
Tier 1 support:
Open 24 hours, 7 days a week
Tier 2 and Tier 3:
Computer support by AHC-IS
7:30AM - 6:00PM
Monday-Friday

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iPad Support
Device Compliance

To ensure computers within the AHC remain compliant with policies and regulations, the AHC-IS offers a list of devices that are available for purchase within our Request for Purchase form. These are devices that can be properly serviced, patched, encrypted, and maintained according to extensive research and testing.

At this time, devices obtained outside of the AHC-IS purchasing process will not be added to support while the on-boarding process is under review by AHC-IS management. AHC-IS management is actively re-working the process, but there is not a timeframe on when this will be complete. As a reminder, devices that are not on AHC-IS support should not be used on the University network, and should never be used to handle Private Highly Restricted or Private Restricted data.

Adobe Acrobat DC

In light of the announcement from Adobe that it will soon end support for Acrobat 11, the AHC-IS recently rolled out an update to all devices which added Acrobat DC, and removed Acrobat 11. This update helps to ensure that all devices are properly protected from malicious attacks.

Adobe Acrobat DC is licensed through the University of Minnesota, which means that every member of faculty and staff can use it on their work computers at no cost to their department. If you have questions about Acrobat DC, please call, chat or email 1-HELP.

ULTA update

The University Learning Technology Advisors (ULTA) is a group of appointed faculty and staff from the UMN system. The group is responsible for advising on technology-themed projects such as the decision to remain part of the Unizin consortium and to help guide the University’s future learning management system.

The following faculty represent AHC’s ULTA membership: Lisa Ahmann, Dentistry; Robert Fecik, Pharmacy; Peggy Martin, AHC CAHP; Margaret Root Kustritz, Vet Med; Dereck Salisbury, Nursing; Julian Wolfson, SPH. Non-voting members include Sara Hurley, SPH and Peg Sherven, AHC-IS. Please contact these representatives if you are interested in discussing these important matters.

The AHC-IS now offers iPad support. If you are interested in having iPads supported please submit a request for purchase, or learn more by reading the AHC-IS Apple iPad Support Policy.

AHC Academic Technology

Upcoming Meeting(s):

Thursday, March 23
10:30 a.m. - 12 noon
WDH 2-110

- ULTA/Unizin/LMS discussion
- Updates from AHC colleges and schools
- Planning of the 2017-2018 AHC Faculty Development Series

Windows 10 Updates

Windows 10 updates are now installed in the background during regular business hours by a built-in Windows update agent. Any updates which require a reboot of the device are suspended until Sunday. The updates that you receive have been tested, and should not interfere with your daily use of your device.

Mark your calendars for these local
Information Technology Feedback Survey 2017

It’s time again for the information gathering phase of the IT Governance process. We hope that you will fill out the IT Feedback Survey and join us in encouraging students, faculty, and staff to participate as well.

This is your chance to make your voice heard about issues that matter to you! Please share your experience using University technologies, and let us know if there are services that you would like to see added.

Digital Accessibility Stakeholder Group

This past fall, in conjunction with the launch of the new UMN Accessibility website, the Digital Accessibility Stakeholders Group (DASG) was formed. This is a group charged by the Provost and VP of IT/CIO to ensure that the University has a systematic approach to improving accessibility of its IT infrastructure, applications, and digital content through technology.

The group will meet four times between January and July and will have separate departmental or collegiate meetings focused on various topics. The appointed DASG AHC members include Huy Hoang, HLSCI Education; Ryan Rupprecht, Vet Med; Sara Hurley, SPH; Rebecca Graetz, Family Medicine and Community Health; Peg Sherven, AHC-IS. Please contact these representatives if you are interested in discussing these important matters.

Next Generation Network Update

The University’s $70M network infrastructure upgrade, Next Generation Network (NGN), commences in April with the St. Paul campus. AHC buildings will have access points replaced during June-July, 2017. The NGN project team is working to ensure a smooth transition, particularly for the Academic Health Center.

conference opportunities:

Thursday, May 27, 9AM - 3PM
AHC-IS is again co-sponsoring the biennial Academy of Distinguished Teachers conference. This year’s theme is, “Good Stress, Bad Stress, and the Teaching-Learning Relationship.” Visit Academy of Distinguished Teachers to register.

August 2-3, 2017
Minnesota eLearning Summit, the premiere event of the Minnesota Learning Commons and a gathering place for K-12, college, and university educators and innovators in the Midwest who are committed to effective online and blended learning, is being held at Normandale Community College. Proposals accepted through Fri, March 10. Excellence award nominations accepted through June 14.

Please contact Peg@umn.edu with questions!

Duo Two Factor helps protect your identity by adding an additional layer of security to your W2 and Direct Deposit information. Opt-in to Duo Two Factor, or contact the Technology Help service desk with questions.