



Welcome to the 2015 Continuous Improvement in Technology Conference at Illinois State University!

8:00a to 8:30a **Pre-Conference Social Breakfast:**
Light Menu and Refreshments Available
Atrium Lower Level

Track Sessions

- IT SECURITY & SYSTEM MANAGEMENT
- COLLABORATION & PRODUCTIVITY
- WEB TECHNOLOGIES
- ENTERPRISE SERVICES
- TECHNOLOGY & EDUCATION

Session 1

8:30a to 9:30a

Managing Small Projects

Presenter: Dean Plumadore
Audience: Anyone
Type: Informational/Interactive Presentation
Track: Collaboration & Productivity

We all manage projects, we don't need to be a "PM" to do that. Let's talk about how we can better manage small projects. You know, those little efforts that happen frequently enough you wish you could "remember what you did last time." What can the project management discipline teach us to incorporate into those small projects we do every day? We'll talk about planning, budget-time-scope relationships, risks and "Plan B," and lessons learned...as well as any ideas folks may have to make these efforts easier and more predictable.

SFHB 147

Defense in Depth: Using Microsoft Technologies to Improve Desktop Security

Presenter: Kevin McCrone
Audience: IT Staff
Type: Informational/Interactive Presentation
Track: IT Security & System Management

Are you finding that anti-virus protection and restriction of administrative privileges is not enough to keep malware in check? What else can you do? Introduction to Applocker application white-listing and software restriction, Bitlocker Disk Encryption, and Enhanced Mitigation Experience Toolkit and methods to deploy those technologies in an organization without impacting business operations.

SFHB 148

The New Illinois State University Mobile App

Presenters: Zach Parcell & Jacob DeGeal
Audience: Anyone
Type: Project Update/Announcement
Track: Web Technologies

Hear about the new Illinois State mobile app and how it will be used for current students, prospective students, alumni, and more. We'll discuss how the app became a reality and why we went with the chosen platform. From iOS and Android to a mobile web view, the new mobile app for the University is here.

SFHB 149

The Case for IT Service Management

Presenter: Carla Birckelbaw
Audience: IT Staff
Type: Informational/Interactive Presentation
Track: Enterprise Services

Why you should care about IT Service Management as a process and how an investment in time and effort in the current ITSM tool implementation will pay dividends for you, the ISU IT community, and ultimately, our users. Updates and artifacts from the ITSM project will be shared, in addition to real-world examples of where IT Service Management can save time and improve services.

CAT 139

Session 2

9:45a to 10:45a

Performance and Budget Management for IT Leaders

Presenters: Andee Radliff, Sandy Cavi & Sarah Starr
Audience: IT Staff
Type: Informational/Interactive Presentation
Track: Collaboration & Productivity

Performance Management aligns University goals with employees' skills, core competencies, and professional development plans. Thoughtful and effective performance management produces an increase in employee engagement, retention, and job satisfaction. This session will provide a framework for setting clear performance objectives, providing continuous feedback throughout the performance cycle, completing relevant and beneficial performance evaluations, and defining clear development plans. Also included in this session will be an overview of the ISU budgeting process, presented by the Budget Office.

SFHB 147

The Story Behind Stories

Presenter: Jordan Thompson & Kevin McMahon
Audience: Anyone
Type: Informational/Interactive Presentation
Track: Web Technologies

Stories.Illinoisstate.edu is based on the WordPress framework as a means of centralizing University news. Since its inception, it grew steadily as additional departments and units also started contributing to the content. Eventually, the infrastructure supporting the site was unable to handle the traffic it was receiving, causing poor response time and crashing. To rectify the issues, its infrastructure was completely recreated using Amazon Web Services, Nginx, PHP-FPM, and other technologies. This presentation will walk through the process of the exploration and utilization of new technologies to improve performance, and what room there is for further developments.

SFHB 149

Campus Solutions: Faculty Center

Presenter: Amy Lou Cassels
Audience: Faculty
Type: Demonstration
Track: Technology in Education

Get your first look at the Faculty Center inside Illinois State University's new student information system, Campus Solutions. During this session, participants will be introduced to the basics of Campus Solutions, then given a chance to use the Faculty Center. Within the Faculty Center, instructors will view their class schedule, their class rosters, their final exam schedule, assign and submit mid-term and final grades, and much more.

CAT 139



GENERAL SESSION: IT News

10:50a
to
12:00p

SFHB 139 (CAT Auditorium)

Topics Covered Include:

- Remarks from Vice President for Academic Affairs and Provost Dr. Janet Krejci
- LEAPForward
- VoIP Update (UC, WebEx)

- State of the Web
- ITSM Implementation
- HCM Upgrade
- TechZone: Software and Vendor News

- Wireless Update
- Business Intelligence
- Office 365 Update
- Formstack
- Integrations

CATERED AVANTI'S LUNCH!

12:00p
to
1:00p

Includes pasta, sandwiches, and salads.
Vegetarian options also available!



Session 3

1:00p
to
2:00p

SCCM Apps: The Dos and Don'ts of Deploying Applications

Presenter: Jason Ross
Audience: IT Staff
Type: Hands-On Demonstration or Training
Track: IT Security & System Management

This session is intended for IT Staff whose departments are currently using or wanting to utilize SCCM 2012 R2 in their IT environment. This session will show you some best practices I have found to deploying many types of software. From msi files to executables, to batch files and vbscripts, you can deploy any of these types of files to your computers using SCCM. This session will give you hands-on training on how to deploy each of these types successfully as well as how to manage maintenance windows and user expectations when it comes to software.

SFHB 22G

Social Engineering: The Art of User Manipulation

Presenter: Katie Lackermann
Audience: Anyone
Type: Informational/Interactive Presentation
Track: Technology in Education

Social engineering is the psychological manipulation of people for the purposes of information gathering, fraud, or gaining system access. This session will discuss common methods and strategies hackers use to try to manipulate you and what you can do to start protecting yourself.

SFHB 147

Cross-Departmental Collaboration: The Good, The Bad, And The Ugly

Presenters: Paul Unsbee (moderator), Parker Boyes, Chris Morgan, Rob Bailey & Dan Taube
Audience: Anyone
Type: Informational/Interactive Presentation
Track: Collaboration & Productivity

A moderator-led panel discussion on the experiences of cross-departmental collaboration on developing common solutions to IT challenges with other departments facing those same challenges. Discussion will focus on the benefits, drawbacks, potential pitfalls, lessons learned, and strategies for successful collaboration. There will also be time allowed for audience questions to the panel as well.

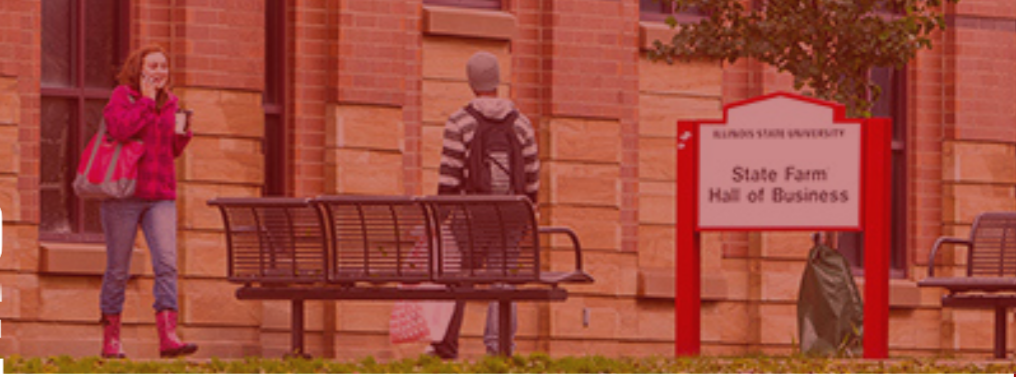
SFHB 148

Change and Release: Like Cookies & Milk

Presenters: Diane Ruch & Amy Tuttle
Audience: Anyone
Type: Informational/Interactive Presentation
Track: Enterprise Services

Administrative Technologies is implementing the change and release processes for enterprise applications. Learn why the two processes go together like cookies and milk, and the benefits to both. At a high level, we will walk you through the steps that a request for change goes through from the initial request through the release into production, why we are implementing these processes, and what you need to know.

SFHB 149



Session 4

2:15p to 3:15p

Information Security at ISU

Presenter: Kevin Crouse
Audience: Anyone
Type: Informational/Interactive Presentation
Track: IT Security & System Management

This session will provide attendees with an overview of the Information Security Office, current projects, and initiatives.

CAT 139

Getting More Out of What You Do

Presenter: Ryan Christie
Audience: Anyone
Type: Informational/Interactive Presentation
Track: Collaboration & Productivity

Working in technology, there seems to be no end to the tasks, projects, and problems that need to be tackled every day. Add to that the demands of Higher Ed and the all-too-frequent requirement to wear many hats, and it's a wonder that we get anything done. The practice of completing a task sufficiently and getting it off your plate is a solid strategy, but I would like to offer another strategy that counters that notion and focuses on spending more time upfront to save time in the long run. I'll discuss my current strategy for tackling projects and how that strategy has changed over the years working in technology.

SFHB 147

Cisco WebEX at ISU

Presenter: Cisco System Engineer staff
Audience: Anyone
Type: Informational/Interactive Presentation
Track: Technology in Education

In this session Cisco will walk through the various features included with Cisco WebEX in the cloud. You will learn how to differentiate between the available collaboration modules such as Training, Event, Meeting, and IT Support. An in-depth demo on how to create and operate collaborative meetings, virtual classes, and large scale events will be shown. Come see how this exciting new service at Illinois State can help you and your users enhance their collaboration and communication.

SFHB 149

Session 5

3:30p to 4:30p

ReggieNet Update: An Overview of Recent Changes

Presenter: Charles Bristow
Audience: IT Staff
Type: Informational/Interactive Presentation
Track: Technology in Education

An update of recent changes in ReggieNet will be presented. We will take a look at integration with Campus Solutions and Go.IllinoisState. We will also discuss some changes to ReggieNet tools; there are several that are being retired, and we'll identify those tools that will be available instead. We will provide an update on Clicker integration with ReggieNet as well. Finally, time will be available for participants to share issues and questions that have come up in their course of operations.

SFHB 147

Administrative Technologies: Data Center, Computer Infrastructure, and Services

Presenters: Seth Brockmeyer & Kevin McMahon
Audience: IT Staff
Type: Informative/Interactive Presentation
Track: Enterprise Services

An overview of Administrative Technologies' Data Center offerings. Topics covered will include: Networking Infrastructure Application Delivery/Load Balancing Compute Infrastructure, SAN Infrastructure, Backup and Recovery.

SFHB 148

Formstack: Building Online Forms for Higher Ed

Presenters: Adam Julian & Arturo Ramirez
Audience: Anyone
Type: Informational/Interactive Presentation
Track: Web Technologies

In Higher Ed, gathering information is a top priority. Illinois State University has been lacking a modern, robust, and secure web form solution. Enter Formstack, a fully accessible, user-friendly solution that allows you to seamlessly embed forms into websites. Creating the forms is very simple using a drag-and-drop interface. In addition, the forms are mobile-friendly and include capabilities such as conditional logic, field validation, data routing and approval workflow. These and many other features will be demonstrated during the session.

SFHB 149

Campus Solutions for Technical Support Staff

Presenters: Amy Lou Cassels
Audience: IT Staff
Type: Informational/Interactive Presentation
Track: Enterprise Services

The implementation of Campus Solutions has a significant impact on the number and types of service requests that technical support staff receive. This session will give support staff some basic knowledge of the new student information system, along with resources that can be used to help students, faculty, and staff members who are using and learning the new system. Learn about common errors that users make, new terminology, effective dating, training, and how potential problems are escalated through the technical support groups on campus.

CAT 139

THANK YOU FOR ATTENDING THE CONFERENCE!
If you're able, please join us at PUB II after the last session to participate in post-conference festivities!

