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

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

Defence 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

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-FFM, 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
SFHB 139 (CAT Auditorium)

Topics Covered Include:
- Remarks from Vice President for Academic Affairs and Provost Dr. Janet Krejci
- LEAP Forward
- 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

12:00p to 1:00p
CATERED AVANTI’S LUNCH!
Includes pasta, sandwiches, and salads. Vegetarian options also available!

SFHB 3
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

Remarks from Vice President for Academic Affairs and Provost Dr. Janet Krejci
LEAP Forward
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

10:50a to 12:00p
SFHB 148
 Remarks from Vice President for Academic Affairs and Provost Dr. Janet Krejci
LEAP Forward
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

12:00p to 1:00p
SFHB 139 (CAT Auditorium)
CATERED AVANTI’S LUNCH!
Includes pasta, sandwiches, and salads. Vegetarian options also available!
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.

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.

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.

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.

Administrative Technologies: Data Center, Computer Infrastructure, and Services
Presenters: Seth Brockmeyer & Kevin McMahon
Audience: IT Staff
Type: Informational/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.

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.

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.

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!