**Welcome to the**

**Continuous Improvement in Technology (CIT) Conference!**

Please enjoy this day of information sharing, professional development and networking among the Illinois State IT support community. Some ideas to help you make the most of the day:

* Visit the Idea Wall in the Atrium to share ideas and pose/answer questions throughout the day
* Take advantage of the refreshment breaks to network with ISU colleagues
* Stop by the TechZone Demo Room in SFHB 149 to see Windows 8.1 and new models
* Tweet your CIT experiences using the hashtag #ISUCIT13
* Find a topic of interest to you during the Birds of a Feather groups during the afternoon refreshment break

8:30a – 9a Refreshments & Networking (*Atrium, Lower Level)*

9a - 10a Track Sessions

**State of the Web 2013** *(SFHB 148)*

Web & Interactive Communications will review implementation levels of Illinois State branding across our Web presence, conversions to our content management system, and further progress in comprehensive content management and user experience. Also presented will be Web traffic data collected from ongoing analytics tracking. – Presented by Ryan Christie, Jacob DeGeal, and Alex Skorpinski.

**Getting on the Same Page: Sharepoint for Committees** *(SFHB 22F)*

Join a panel of SharePoint veterans in a hands-on session to go through some handy tips to make your committee life easier. Some topics include: Storing minutes and agendas, shared calendar, multiple authors – one document, Moving an item from one list to another when the status changes, workflows and approval process, forms tied to a database/list, and an example applicant/choice rating process. – Presented by Sarah Walczynski, Lindsay Thompson, and Kevin Lund.

**ImageNow Demonstration** *(SFHB 132)*

ImageNow presentation, including information about the ImageNow company, the history of ImageNow usage on campus, how departments use it, systems integrated with it, concepts/terminology involved, client demonstration, and server architecture. – Presented by Rob Dwyer.

**How We Selected an ERP to Replace the Aging Mainframe** *(SFHB150)*

A discussion of the methods used in the LEAPForward initiative, from gathering requirements to selecting a solution. Learn how techniques from TOGAF, LEAN, and ITIL were utilized and how decisions were made throughout the process to maintain focus and timelines. – Presented by Dina Vaughan and Rachel Hart.

10a – 10:15a Networking Break *(Atrium, Lower Level)*

10:15a-11:30a Keynote Address *(SFHB 139 Caterpillar Auditorium)*

**The Future of Technology in Higher Education**

Presented by David Crain, Assistant Provost and Chief Information Officer, Southern Illinois University. Introduced by Andrea Ballinger and Mark Walbert.

11:30a-12:30pLunch *(Atrium, Lower Level)*

12:30p-1:30p Track Sessions

**ReggieNet Overview for IT Staff and Q&A** *(SFHB 148)*

A brief overview of ReggieNet basics will be presented, including how courses are created, basic tools, and frequently encountered problems. There will also be time for participants to ask questions and share issues that have come up for their users. – Presented by Charles Bristow.

**ITIL – A Best Practice in IT Service Management** *(SFHB 132)*

This session provides an overview of foundation concepts within the Information Technology Infrastructure Library (ITIL). Session covers roles and security issues involved in the service management lifecycle, examine the components of each of the core service management processes (service strategy, service design, service transition, service operation and continual service improvement) and covers key service management terminology. – Presented by Prasad Sunkara.

**Bringing the Pain Forward with Vagrant & Puppet** *(SFHB 150)*

Vagrant is an open source tool for interacting with Oracle's VirtualBox VM software and Puppet is an open source tool for provisioning a computer. Putting them together in a source controlled environment enables staff to create production level machines with ever- increasing ease and ever-decreasing fear. – Presented by Josh Peters.

1:30p-2:15p Refreshment Break and Birds of a Feather Discussions *(Atrium, Lower Level)*

2:15p-3:15p Track Sessions

**IT Security Policy and Compliance** *(SFHB 148)*

This presentation was originally created to train the Unit Security Liaisons (USLs), who work very closely with their IT Tech Support group. This session will introduce the 9.8 Procedures that were developed to support 9.8 Policy on Information Resource Access and Security, how to report an Incident, what you need to know about University compliance, what is PCI and FERPA. – Presented by Connie Barling, Robin Knapp, Alice Maginnis, and Jess Ray.

**Project Management at ISU** *(SFHB 132)*

The session will discuss project management methodology, project request intake processes, project lessons learned, and portfolio planning and prioritizing. – Presented by Dean Plumadore and Ed Vize.

**An ISU Evaluation of Virtual Desktop Infrastructure** *(SFHB 22F)*

This session, hosted by the HVD Working Group, will include introductions, a brief overview of the purpose of the project, a description of what has been accomplished so far, where the project is at currently, and what is left to be done. This will be followed by a question and answer session and the availability of hands-on access of the VDI test environments. – Presented by Majeed Abu-Qulbain, Pete Juvinall and Dudley Roach.

3:15p-3:45p Wrap-up Session *(SFHB 139 Caterpillar Auditorium)*

Andrea Ballinger and Mark Walbert

***No food and clear liquids only are allowed in the SFHB classrooms and labs.***