

# TECH 2015 DAYS

June 4 – 5, 2015

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# What is Technology Days?

Technology Days gives UNM's faculty, staff, and students an opportunity to learn about technologies on campus and participate in discussions of the current state of technology and future innovations at UNM.

## *Value to the University Community*

- Provides cost effective training to the University community.
- Brings University of New Mexico community together to share knowledge and experience with technologies UNM uses and what UNM is considering.
- Provides opportunity for informal getting to know your environment and builds trust across the community.
- Provides opportunity for UNM community to hear from vendors about current and future technology portfolio.
- Helps align entire technology ecosystem to a common vision.
- Provides community stewardship with various partners associated with the University.

## Keynote Speakers



**Gil Gonzales** *PhD, CIO*

Gil Gonzales joined UNM as Chief Information Officer (CIO) in August 2008. To date in his tenure, he has established direction to strengthen core services and broaden IT collaboration institution-wide and regionally, benefitting the entire State of New Mexico.

In 2010, Gil was elected Vice Chair of National Lambda Rail on behalf of UNM and the State of New Mexico. Since 2009, Gil has served as Chair of the Western Regional Network.

Prior to joining UNM, Gil was CIO at California State University, Monterey Bay (CSUMB), where he provided administrative leadership and strategic direction for the planning and implementation of information systems and technology starting in 2002. He was also an associate professor at the CSUMB School of Information Technology, Communication and Design in 2006.

Gil has a Ph.D. in History from Arizona State University, Tempe and a Master's in Library Science degree from the University of Arizona, Tucson.



**Mark Peceny** *PhD, Dean of Arts and Sciences*

Political Science Professor Mark Peceny was appointed dean of the College of Arts and Sciences. Peceny has a record for creating one of the most diverse faculties in the nation among departments of political science at similar institutions and is interested in building on last year's successes in shared governance. He also has the goal to enhance teaching and research by developing a sustainable strategy for hiring and retaining tenure track faculty. Peceny joined UNM in 1992 and has served as chair of the Department of Political Science.



**James Lockman** *Principal Solutions Consultant at Adobe*

James Lockman is a Principal Solutions Consultant at Adobe, supporting Digital Publishing Suite, Creative Cloud and Marketing Cloud. He is an Adobe Certified Instructor and Adobe Certified Expert, with online courses available at [lynda.com](http://lynda.com) and [totaltraining.com](http://totaltraining.com). You can also find him doing play by play announcing at FIRST Robotics events. He lives in Maine with his wife and three sons, with whom he makes maple syrup every spring.



**Chris Heath** *Dell Wyse Cloud Client Computing Field Sales Specialist*

Focused on communicating benefits of VDI and Cloud Client Computing through standardization, centralized management, security and Wyse end computing devices. Thorough understanding of IT industry, business needs, and how to increase user and management experiences.



**Andy Ng**

Over 14 years of hands-on technical experience in Virtualization technologies such as: Data Center Virtualization, End User Computing, and Application Virtualization. Experience in virtualization infrastructure architecture, End User Computing optimization and design, x86 application virtualization, data center resource management, disaster recovery strategies.

# Presentations

- **Acrobat XI Hands On**

*Scott Trudeau*

Adobe just rolled out a new version of Acrobat: Acrobat XI. This session will give a basic introduction of Adobe Acrobat XI.

- **Banner XE at UNM**

*Stirling Crow & Lori Tafoya*

IT Applications, IT Platforms, and Human Resources will be collaborating to roll out the first Banner XE modules later this year. Initial XE modules will include Employee Profile, Student Catalog, Student Schedule, and Faculty Grade Entry. This presentation will cover where we are today, what the plans are for this year, and what you can expect to see in the next couple of years as Ellucian transitions from our current Banner systems to the new XE frontier.

- **Beam Me Up, Scotty! Connecting Department Data Back to the Enterprise**

*Gil Garduño*

Many departments rely on standalone databases which would greatly benefit from connecting to UNM enterprise databases and processes. Hear how UNM IT is working with two departments to get the best from both worlds.

- **Campus App Store**

*Tuan Bui*

If you have a smart phone, then you are more than familiar with Google Play or Apple's App Store, where you go to find mobile apps, books, magazines, music, and other "stuff" to use on your device. Our Campus App Store will not only provide apps for iOS and Android devices, but also web apps for web-enabled devices as an added bonus. It will also integrate with other web-enabled services at UNM to provide an online one-stop service shop to our students, staff, and faculty.

- **Campus Safety Applications**

*Linda Johansen, Byron Piatt, Mark Reynolds & Tim Stump*

Campus safety is a priority at UNM, and the University provides a number of tools and systems that enhance personal safety, including LoboAlerts, LoboGuardian, emergency contact information, anonymous tip submission, and others. This session will provide an overview of UNM's multi-faceted campus safety approach. Come learn about the applications, information, and training available to enhance your safety on campus and the safety of those around you.

- **Confluence: A Private, Enterprise Wiki That Will Make Your Work Life Better and Easier**

*Stirling Crow*

This presentation will give an overview of how IT Applications has benefited from using this private wiki (with enterprise features) to document institutional knowledge. It will also cover the differences between Confluence and other knowledge-management tools such as MediaWiki and Sharepoint.

- **DAS 101: UNM Challenges**

*Mark Reynolds*

This presentation will cover the challenges and opportunities with Cellular, WiFi and the integration with both technologies, as students, staff and faculty expect capacity and ubiquitous coverage.

- **Defining Your Services**

*Ryan Cooper*

The presentation will cover the complete lifecycle from strategy to design of an IT service. The presentation will cover the touch points of service development and key players and processes needed to fully develop the final product.

- **Dell Client Virtualization & Industry Trends**

*Chris Heath & Andy Ng*

A presentation focusing on the experience of the end-user. Please join Dell as we discuss current trends and offerings in Client Virtualization and how it can benefit you and your end users.

- **DNN Evoq Content Management System**

*Toby Ngo*

This presentation will cover the professional edition of DNN, which was built equally for Developers, Designers, and End Users. Demonstration will include a focus on DNN's capability for flexible content layout and editing, responsiveness, web analytics, and availability of various modules to enable customized features.

- **Enterprise Digital Signage**

*Greg Blackwell & Josh Saiz*

UNM has implemented an enterprise wide digital signage system. Come and learn how you can use this system for your college, department or program. This session will cover the process, costs, licensing, and content creation for getting your digital sign up and running.

- **The Faculty Experience**

*Moira Gerety*

The intent of this session is to open up a dialogue between people who use technology and those who provide technology. Technology folks need to hear from our faculty customers about the overall experience they have with technology at UNM and how it might be improved. A facilitator will mediate a discussion between a panel of faculty and the audience. Discussion will be documented and used for IT planning and then a report back to faculty.

- **From Handshake to Formal SLA**

*Kirsten Martinez & Ann Swancer*

Many of us have experienced the fallout from agreements that consist of a handshake or notes on a cocktail napkin. What happens when the people ‘negotiating’ the agreement move on? How are resources allocated to agreements/services lacking definition and expectations? Learn how UNM IT started to minimize the confusion, better manage customer expectations, provide consistency in billing/rate setting with the surprising outcome of services that are better defined and easier to support.

- **HR Talent Management**

*Michele Brown & Jeff O’Keefe*

Come find out about UNM’s interest in the world of talent management as we walk through the system and process capabilities that we have found to support our institution in managing our most important investment - our people. The presentation will include an overview of how Talent Management assists in attracting, recruiting, developing, rewarding and retaining top-quality employees, along with a demonstration and discussion of Talent Management tools and technologies.

- **An Implementation of a Schedule of Classes Web Service**

*Greg Gomez*

Based on the XML Schedule of Classes, this web service responds to pre-built queries with JSON (and perhaps XML and HTML). I.e., given an instructor’s NetID and an optional semester code, all sections that instructor is teaching (as the primary instructor or otherwise), will be returned. This service is intended to assist with building web applications that display information about UNM’s class schedule. Learn about its features and limitations and provide input for future growth and direction.

- **Information Security and Privacy Program**

*Jeff Gassaway*

Staff from the Information Security, Privacy, and Assurance Office will give an overview of Information Security Management Systems (ISMS) and their core elements: Governance and Policy; Standards and Specifications; UNM Roadmap.

- **Information Technology’s Implementation of Software Defined Networking (SDN) to Improve the Security of LoboCloud, Datacenter Networking, and the Science DMZ**

*Brian Pietrewicz, David Jones, & Chad Vanpelt*

UNM IT provides Infrastructure as a Service (IaaS) via (LoboCloud) a self-service portal to the UNM community. Servers, storage, backups, and datacenter services are provisioned in minutes through automation. However, network provisioning and configuration is still manual. IT intends to solve this problem with SDN. Please join us to learn more about IT’s SDN solution and what it means for UNM IT systems, LoboCloud customers and its potential use for securing the science DMZ/research networks.

- **Introduction to Skype for Business**

*Scott Parker*

Learn the basics of using Skype for Business (formerly Lync), for instant messaging, Outlook integration, and PC-to-PC meetings before GroupWise Instant Messenger is gone for good.

- **IT Project and Portfolio Management**

*David McGuire*

This session gives an overview of the challenges all organizations face in managing successful projects and how UNM IT has laid out a methodology to increase our rate of success. We will cover project phases from initiation to lessons learned, project structure and artifacts, and how we are starting to manage programs, pilot and proof of concepts to scale up or down the management effort. Additionally, we will cover our emerging approach to our project portfolio to ensure the right projects are launched at the right time.

- **Leveraging SharePoint & Free Tools for Your Department**

*Eugene Rooney, Josh Saiz, & Jon Beard*

This session will show how one department has adopted components of the Microsoft “stack” to improve efficiency. ASM will show how they have used Sharepoint as a foundational tool for departmental information and made it manageable by leveraging Active Directory and other components. MS will then acquaint us with additional free tools that can be leveraged within the stack, or stand-alone.

- **Managed Workstations with Remote Tools**

*C. Lucas Gutierrez*

The computing workstation has become the centerpiece of working, teaching and learning. IT Professionals are challenged to stay current in an ever-changing technological arena. Join UNM IT Workstation Management to learn about mastering deployments in UNM’s unique hybrid computing environment. Learn about the latest tools and technologies being used to deploy and manage Windows and OS X systems. Keep ahead of the curve by leveraging current best practices and building an enterprise-grade toolkit.

- **Managing Your Smartphone with LoboMail**

*C. Lucas Gutierrez & Andrea Rogers*

Overview and demonstration of Active Sync for mobile devices. Common messages and issues that may be encountered during setup. How to use the LoboMail interface to manage and remotely wipe devices.

- **New and Improved UNM A-Z Directory**

*Torran Kahleck*

UNM A-Z Directory has been updated to be more navigable and easier to update. Search functionality has been added to the page as has the ability to find department locations (if the department has made their location available). In addition to other cosmetic changes, the site now offers self-service, giving departments the ability to update information themselves, which improves the update process as a whole.

## • **New Features and Functions in Office 365**

*Scott Parker & Sean Smock*

Microsoft has added many enhancements to Office 365. We'll tour the upgraded interface and investigate new features like Delve and Clutter.

## • **OS X Yosemite**

*Stephen Pendergraft*

Please join us for a discussion and demonstration of the new features of OS X Yosemite. We'll focus on some of the great new tools within OS X Yosemite that can help you stay connected and productive on and off campus.

## • **Outlook Tips & Tricks**

*Jon Beard*

This is an encore performance of last year's popular session. A Microsoft expert will go over useful features that can make your life easier. Learn now to work better with folders, how to manage email overload, calendaring tricks, and making it all work together. Find out how to publish and subscribe to various calendars, delegate and track tasks and much more.

## • **Overview of Creative Cloud**

*Scott Trudeau*

An overview of the applications and services offered by Adobe's Creative Suite applications and Creative Cloud service.

## • **PCI Compliance**

*Jeff Gassaway, Lucas Walker & Eric Woods*

Staff from the Information Security, Privacy, and Assurance Office will review the scope and progress to-date of the PCI initiative, a comprehensive program to mitigate institutional and consumer risks for credit card transactions using standard approved solutions. We will cover standard solutions, exceptions, and scope of the initiative.

## • **Privacy & Personalization (Moderated)**

*Moira Gerety*

This panel discussion will bring together experts to discuss methods used to personalize experiences with technology and how these methods rely on data some might consider private. UNM does very little personalization although there are many promising use cases. How might we balance a desire for targeted messages to our constituency while respecting private data? To what degree should UNM utilize student data to personal experiences, if at all? Panel members to be announced.

## • **Progress in Institutional Reporting**

*Anthony Ballo, Paige Briggs, Elizabeth Garcia, Christie Herman, Val Martinez, Amie Ortiz, Barbara Pfaff, Kyle Roth & Kevin Warne*

UNM has made great strides in the development of reporting applications to assist the campus community in day-to-day operations. Come find out about the current capabilities and learn about upcoming initiatives. The presentation will incorporate initiatives in institutional reporting.

- **Prototyping a High Quality Student Employee**

*Cameron Goble*

Students play a critical role in the effective function of UNM IT. More than simply temporary labor, student employees greatly benefit UNM when they receive high quality support from their department. The challenges are great, and the rewards are high for everyone. In this presentation, you will see how EOD prototyped an IT training process just for student employees. They gain work competencies and desirable professional skills. This project fits UNM 2020 Vision goals for Lobo success.

- **Provider Bridging Design for UNM Campus**

*Edward May*

Provider bridging allows us to tag traffic within our distribution network to be passed through the network to another tagged location. This allows us to provision circuits through campus facility without using direct fiber patching, allowing us to recover fiber facility that is over-used for Ethernet services.

- **Science DMZ: A High-Speed Research Network for UNM**

*Steve Perry*

Providing high bandwidth/low latency network links is an absolute must to transfer the large datasets our researchers collect/crunch. Transmitting/receiving large payloads on production networks can be troublesome to normal traffic, and can cause significant slowdowns for large datasets transfers. ScienceDMZ designed research networks focus in on near wire speed 10Gb transfer rates, with zero packet drops to minimize the degrading effects of TCP global synchronization.

- **Search.UNM Map is Evolving!**

*Randall Johnson*

Search.UNM Map is UNM's online interactive campus map. It is designed to make it easy for students, staff, faculty, and visitors to find places of interest on campus. Over the years, Search.UNM Map has grown to include a variety of new and improved features such as location search and geo layers. Today, Search.UNM Map is about to take the next big leap with path-finding and indoor mapping. Sign up, attend, and get a glimpse of the future!

- **Security & Privacy: Safeguarding Apple Devices**

*Nina Kominiak*

The presentation will focus on security and privacy solutions implemented in OS X and iOS. The topics covered include user privacy technologies, best practices for securing the Apple platforms and their integration to the enterprise environment. Lastly, a few minutes will be used to discuss the security features of the newest developer tools such as ResearchKit, WatchKit and HealthKit.

## • **SharePoint: Today and What's Next?**

*Luke Abeling & Steve Spence*

We would like to showcase our success story sites in our current 2010 farms and provide overview of the new features that come with SharePoint Online and go over the migration roadmap. Some of the new features: SharePoint 2013 Workflows SharePoint 2013 Access Database Service & Access 2013 Templates SharePoint 2013 Site Mailboxes SharePoint 2013 Resource limits SharePoint 2013 Sharing with External Users SharePoint 2013 SharePoint Apps SharePoint 2013 Office Web Apps.

## • **The Staff Experience**

*Duane Arruti*

The intent of this session is to open up a dialogue between people who use technology and those who provide technology. Technology folks need to hear from our staff customers about the overall experience they have with technology at UNM and how it might be improved. A facilitator will mediate a discussion between a panel of staff and the audience. Discussion will be documented and used for IT planning and then a report back to staff.

## • **The Student Experience**

*Moira Gerety*

The intent of this session is to open up a dialogue between people who use technology and those who provide technology. Technology folks need to hear from our student customers about the overall experience they have with technology at UNM and how it might be improved. A facilitator will mediate a discussion between a panel of students and the audience. Discussion will be documented and used for IT planning and then a report back to students.

## • **Training and Resources for IT Professionals**

*Shirley Alexander*

This presentation covers the essentials of keeping pace with new and evolving technologies, how IT professionals can maintain and keep up with technical skills, and training opportunities and resources available for IT professionals.

## • **UNM Web Hosting (Current & Future)**

*Neil Sabol*

Web hosting needs are evolving, and UNM IT is seeking ways to improve the service, increase flexibility for website owners and developers, and improve the security of our web hosting platform in general. cPanel is an industry standard web hosting control panel that addresses these (among other) requirements. This new service offering will allow anyone at UNM to almost instantly obtain a website through a self-service portal. In addition, many other useful features have been added as well.

## • **UNM Wireless Overview**

*Adiel Sanchez*

This presentation will provide an overview of UNM wireless networks, including UNM SSIDs, how to connect to UNM wireless, and expectations for users on wireless.

- **Use Skype for Business, formerly Lync, for Your Next Meeting**

*Scott Parker & Andrew Yoder*

A beyond the basic look at how to set up, manage, present, and record meetings of up to 250 users using Microsoft Skype for Business. Sharing the desktop, an application, and a presentation will be demonstrated.

- **Using OneDrive for Business**

*Scott Parker & Tim Gutierrez*

OneDrive for Business (formerly SkyDrive Pro) is personal online storage space in the cloud, provided for you by the university as part of the LoboMail service. The presentation will show how OneDrive for Business can be used to store your work files securely across multiple devices, share files with colleagues, edit Office documents together in real time with Office Online and Sync files to and from your local computer.

- **Using Technology to Improve Government Accessibility**

*Zach Grant & Melo King*

Code for America is a national non-profit organization that lives at the intersection of technology, civic engagement, and government. Come learn about Code for America and what their local brigade of volunteers (Code4ABQ) are doing to improve civic engagement by making government services more accessible.

- **What is on the Horizon with Our Banner ERP?**

*Duane Arruti*

UNM's ERP system, Banner, is in the midst of exciting change. Come hear about the Banner product roadmap and learn about product enhancements and technology changes, and find out about UNM's ERP leadership plans for the short to mid-term. This will be an excellent overview which will give you a glimpse of things to come.

- **What's New with Distance Education at UNM?**

*Becky Adams & Elisha Allen*

Distance courses serve students at a distance as well as those that find the format works better for their schedule or learning style. This joint presentation will focus on what's new with technology facilitated courses at UNM. Technology is most useful when it is inspired with purpose. Come learn how we are combining technology tools with sound pedagogical practices to build new courses, facilitate engagement, reach new students, and expand educational opportunities.

- **Windows 10**

*Jon Beard*

This session will present highlights of the notable changes that are coming in Windows 10. It starts with the ability to write apps across devices and turn your phone into a desktop, the introduction of the new browser, Microsoft Edge and new personal assistant, Cortana. The start menu is back and you'll get updates for the life of your device. Windows 10 is the first platform to support holographic computing with APIs that enable gaze, gesture, voice, and environmental understanding on an untethered device.