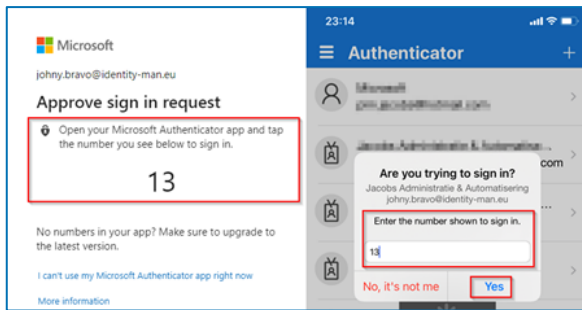




Microsoft Authenticator App Update



On Monday March 13, 2023 the Microsoft Authenticator app will be updated to use number matching in place of the approve/deny pop-up for access to your Office 365 account. With number matching, the Microsoft Authenticator app requires you to type a number displayed on the screen to complete the authentication process. This the feature helps to prevent an accidental approval to access your Office 365 account and provides protection against malicious attacks against your account. This update will not impact those who use a phone call or text message to access your Office 365 account instead of the Microsoft Authenticator app.

Cylance Anti-Virus for Home to be Discontinued

During the COVID pandemic, IT purchased licensing to Cylance Anti-Virus for home/personal use due to the number of people using personal equipment. The COVID funds used to purchase this level of licensing have expired, therefore ending our ability to offer it after June 1st. If you have Cylance installed on your personally-owned computer, it may continue to work but will no longer receive updates after this date.

ITC Updates Now Online

To help facilitate sharing with your department, we are now posting these ITC Update documents on our IT web site. Visit <https://www.ccsu.edu/it> and click the ITC Updates link from the menu on the left to access the current and previous documents.



Operating System (OS) Versions

We are in the process of testing Windows 11 and Apple macOS Ventura. We anticipate upgrading most classrooms to the new versions of the respective OS this summer.

We are asking that you refrain from updating the OS on your CCSU-owned equipment in your offices until we have completed testing. If you update and run into problems, our only current solution will be to reimage your computer back to a supported operating system.

Information about the new versions:

<https://www.apple.com/macOS/ventura/>

<https://www.microsoft.com/en-us/windows/windows-11?r=1>

Security Awareness Training

Security awareness training is being coordinated by the System Office using “KnowBe4”, which is an online security awareness training program. This training will be made available in February/March. The first module is 30 minutes, and you will have 3 weeks to complete it. There will then be monthly mini modules lasting less than 10 minutes each. All employees (faculty, staff, full-time, part-time including student workers) will be required to take this training. Further details will be coming soon.





ITC Updates

Support Statistics

Tickets by Source	Dec22	Jan23	Feb23
Phone	665	1165	803
E-Mail	333	479	331
Walk-in	18	45	53
Service Request	389	739	588
Chat/VM	9	17	11
Internal	139	131	64
BB Help Desk	13	12	13
Total	1566	2588	1863

Top Incident Services	Dec22	Jan23	Feb23
Systems	618	910	598
Desktop	249	368	284
Other	174	270	184
Facility	43	170	134
Network	17	43	34

Top Incident Categories	Dec22	Jan23	Feb23
BlueNet	242	437	248
Computer	185	290	213
General Question	95	140	102
LMS	119	104	74