



Operating System Updates

Windows 11

We continue to test Windows 11 and anticipate upgrading most classrooms this summer. To assist with testing, we will be upgrading the TechCentral classroom (MWA102) to Windows 11 in April. Once this is done, we will advertise to campus times when you can test and provide feedback. Some improvements we are planning with Windows 11 include:

- Microsoft Edge as a default browser, with Chrome available on all computers.
- Adobe Acrobat DC as the default PDF reader.

Apple macOS Ventura

We continue to test macOS Ventura and anticipate upgrading most classrooms this summer. To assist with testing, we will be upgrading a section of Macs in TechCentral to macOS Ventura in April. Once this is done, we will advertise to campus times when you can test and provide feedback.

Faculty/Staff Office Computers

Please 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>



AirMedia to Replace Doceri

Since the Fall of 2021, we have been slowly integrating new technology in the classroom. The Liberty Ring connects via HDMI and includes several adapters (USB-C, lightning, etc.) to allow other devices to connect to the projector. Our newest technology, [Air Media](#), allows devices to connect without wires. We encourage you to try this new technology with your laptop and/or mobile device in a classroom. Willard/Diloreto, Henry Barnard and the Applied Innovation Hub are all equipped with Air Media, as are the first three floors of Bassett Hall (EDB). We plan to install this technology on the 4th floor of EDB and in RVAC this summer. Once RVAC is complete, we plan to sunset Doceri which is a precursor to Air Media as Doceri uses JAVA and is prone to security vulnerabilities.

Network Upgrades

There will be ongoing network upgrades over the course of the next year. We are replacing all network switches and wireless access points on campus. Our plan is to put up a web page to outline details and outages.

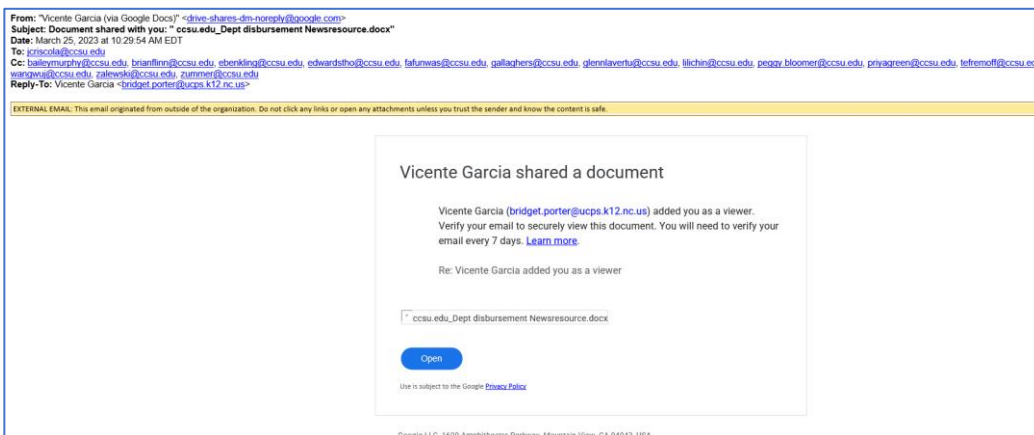
ITC Updates Now Online

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.



Google Drive Phishing Attempts

There has been an increase in phishing attempts where it appears that a CCSU faculty or staff member has share a document via Google, prompting the recipient to open the shared Google Drive link. The link leads to an actual Google file, with further instructions related to the phishing attempt. IT would like to put rules in place that would identify emails with Google Drive links and move them automatically to the Junk Mail folder in Outlook.





ITC Updates

Support Statistics

As of 2:30PM 3/30/23

Tickets by Source	Jan23	Feb23	Mar23
Phone	1165	803	809
E-Mail	479	331	325
Walk-in	45	53	48
Service Request	739	588	437
Chat/VM	17	11	12
Internal	131	64	92
BB Help Desk	12	13	10
Total	2588	1863	1733

Top Incident Services	Jan23	Feb23	Mar23
Systems	910	598	576
Desktop	368	284	269
Other	270	184	227
Facility	170	134	101
Network	43	34	27

Top Incident Categories	Jan23	Feb23	Mar23
BlueNet	437	248	245
Computer	290	213	206
General Question	140	102	133