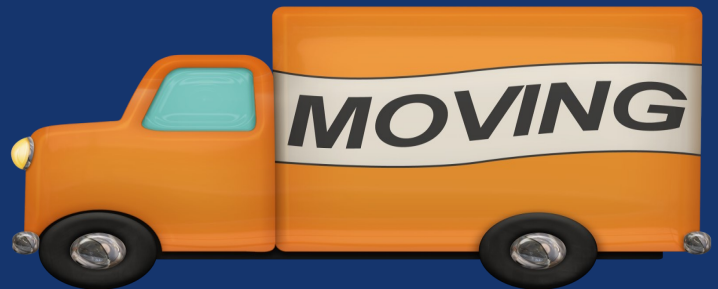


Welcome to the first edition of the IT Stay Connected newsletter. Changes in technology keep everyone on their toes and we hope to periodically inform you with not only updates in software and hardware but IT services, personnel, and projects.

### We're Moving

The helpdesk team is continuing our move to the Information Commons (IC) in the Library. Recently we completed our redesign of the IC computer lab space which we hope will be more accommodating for our students as it now provides computer access in a pod design for groups to work together while also providing an array of seating options to help students feel comfortable while they study. IC is a beautiful space with large windows that provides a unique study environment. In the near future, we'll be constructing office spaces in LI 117, which is adjacent to IC, where the helpdesk team will call home. This move allows the entire university campus helpdesk team to be centrally located increasing our efficiency, collaboration, and work sharing. Visit the newly redesigned Information Commons today!



### New and Familiar Faces



Steven "Charlie" Reger



Darrel Williams



Skyler Kincaid

We've had a couple team members come and go over the last year. **Steven "Charlie" Reger** was hired in April to replace Dennis Lordemann as our Database Administrator/Programmer. Additionally, Dennis used to be a part of the Institutional Research department but this position is now joining IT. **Darrel Williams** recently changed roles from the Systems Administrator to our new Helpdesk Supervisor position. Darrel's new responsibilities include overseeing the helpdesk team and all things helpdesk (tickets, inventory, disposal, etc.). Darrel's office can be found in Library 158, located next to the Information Commons. To fill our Systems Administrator position a familiar face has returned. **Skyler Kincaid** was our Systems Administrator from 2015-2017 and has returned to once again provide server, application, and integration support.

## Introducing Panopto



The IT department is pleased to announce that the University is providing Panopto to each student, staff, and faculty member on campus. Panopto is a video management platform that provides video recording, editing, streaming, sharing, and D2L integration. Videos can be recorded for classroom lectures, how-to and training videos, employee onboarding, or campus announcements while utilizing powerful search and captioning capabilities. Additionally, videos you already have can be uploaded into Panopto to gain access to the features of the platform. Panopto also provides powerful analytics and reporting so you can determine if someone has watched your video, how many times, and for how long. Panopto will eventually replace TechSmith Relay.

- **Video Management** - Securely centralize and stream your videos, create playlists, optimize playback, and measure viewer engagement.
- **Recording Video** - Capture video feeds from any camera and any screen — even multiple feeds simultaneously.
- **Live Video** – Broadcast professional-grade live streaming to ten viewers or ten thousand with one-click.
- **Video Search and Discovery** - Search across your entire video library and inside videos for any word spoken or shown.
- **Mobile Video** - Native apps and automatic device detection put your entire video library in your pocket.

Our new Panopto web site is ready to use at <https://msub.hosted.panopto.com/Panopto/Pages/Home.aspx>. Log in with your MSUB email address and password.

For more Panopto information visit:

<https://www.msubillings.edu/it/software/panopto/>

## KnowBe4

Be on the lookout for an announcement about KnowBe4, which provides security awareness training to help keep us all stay cyber-safe!

### Did you Know?

IT is not Institutional Research and is not eLearning? Two and a half years ago, each group became their own independent department.

Institutional Research provides the following core services:

- Required internal and external institutional reporting
- Student course evaluation administration
- Tableau desktop and Tableau server application development and maintenance
- Institutional data edits and data validation
- Qualtrics administration and general survey support
- Support from Institutional Research can be requested via emailing [irdata@msubillings.edu](mailto:irdata@msubillings.edu)

eLearning is a part of the (upcoming) Center for Teaching and Learning (CTL). While the scope of the CTL is extensive, the eLearning branch specifically covers:

- Technical support for D2L and those services integrated with D2L
- Education and training for online and hybrid courses

For more information, please visit the D2L login page at <https://www.msubillings.edu/elearning/> and request support by emailing [msubonline@msubillings.edu](mailto:msubonline@msubillings.edu).

[Help Desk Portal](https://helpdesk.msubillings.edu)—<https://helpdesk.msubillings.edu>

Email: [helpdesk@msubillings.edu](mailto:helpdesk@msubillings.edu)

Student Help Desk: 406-247-5755

Staff/Faculty Help Desk: 406-247-5700

Visit the Information Commons on the 1st Floor of the Library

