

INFORMATION TECHNOLOGY DIVISION

FEBRUARY 2024 NEWSLETTER



Workday: Celebrating Success, Adapting to Change

Workday at GVSU has been live for over a month. Thank you to the Workday Project Team for their continued efforts in leading this change and supporting the university in the days following implementation.

Known Issues: As expected with a large-scale implementation, several issues arose, but thanks to the dedication of the Workday Project Team, fifteen known issues have been resolved promptly. The Team is working diligently to resolve any further outstanding [known issues](#) through the stabilization period.

Support and Going Forward: All users should be following current Workday processes as designed. If you have a question or need assistance with a Workday request, please submit [a support ticket](#) to the appropriate team. The Workday Project Team is managing a list of items to be considered during the optimization period once the stabilization period is complete.

Workday Maintenance: As a reminder, Workday regularly undergoes maintenance on Saturdays between 2 a.m. and 5 a.m. In addition, there may also be extended maintenance periods. To find out when those additional maintenance hours may occur, please visit the [Workday is Unavailable](#) webpage.

Thank you for your continued patience as we navigate Workday together!



Innovation Insights: Bridging Realities - Digital Twins in Higher Education

[IT Innovation and Research \(I+R\)](#) is focused on exploring emerging technologies that contribute to digital transformation at GVSU. Recently, I+R has focused efforts on exploring "Digital Twins", uncovering how this technology could be utilized to create more interactive, immersive, and engaging educational experiences. Additionally, the team has been experimenting with a cutting-edge volumetric video solution called [Soar](#), which leverages 8 Microsoft Kinect depth-sensing cameras with real-time capture software to generate 3D content that can be used in extended reality applications.

[Explore the Possibilities with Digital Twins](#)

Security Corner:

Enhanced Network Protection with Threater

Innovations in Information Technology have become increasingly important to combat threats posed by threat actors around the world. GVSU IT is continually looking for effective ways to ensure network safety and security. As part of this endeavor, the university has recently deployed [Threater Enforce](#). Threater gathers cyber intelligence data in real-time, at a large scale. It also eliminates known threat actors from exploiting the network. [Learn how Threater helps protect GVSU from Cyber Threats.](#)

Change in MFA Login to Benefit Faculty and Staff

IT is pleased to announce a new, faster, more efficient MFA experience for faculty and staff. Previously, users had to click an additional time on the verification button. Duo has now given the option to remove that extra click. The user experience should now be faster with fewer clicks while remaining secure. With questions, please contact it@gvsu.edu.



IT Team Member Highlight

Andrew Intartaglio, Network Engineer

Logging into your device daily, you most likely do not think about the inner workings of the GVSU wireless or wired network infrastructure or its stability. As a Network Engineer, Andrew Intartaglio is not only focused on it but also works to continuously improve and oversee its performance across the university.

In his role, Andrew designs, deploys, maintains, troubleshoots, and optimizes the wireless network and network authentication infrastructure. His other responsibilities include supporting the wired infrastructure, which consists of switches, routers, firewalls, and load balancers.

When asked what he enjoys about his work, Andrew replied, "I enjoy identifying and resolving issues at their root cause and implementing changes to prevent them from reoccurring. My goal is to make the network infrastructure more robust and resilient to improve the faculty, staff, and student experience."

Andrew has worked at GVSU since June 2022. He holds a Bachelor of Science degree in Information Technology with a Network Engineering focus from Keystone College in Pennsylvania. Outside of work, he enjoys downhill skiing, sailing, cooking, exploring new restaurants, and is an aspiring pizza chef.

Need IT Assistance?

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