FROM THE CIO…

Welcome to 2023!
According to a recent Time magazine article, 80% of individuals who make New Year’s resolutions fail before February begins. In the article, we’re told that adopting “situational change” is best for achieving one’s goals – taking matters into our own hands and leveraging the power of the people around us to create a situation where change is both advantageous and a benefit for all involved. By leveraging the power of the group, we accomplish goals together by constantly re-evaluating and prioritizing for the betterment of ourselves and each other collectively.

I mention this article because of the great force for change set in motion even before our successful WorkdayHR implementation at the start of 2023. Most employees at UofL don’t realize the depth of commitment given by our functional, technical and project management teams, our partners in Human Resources, Operations Support Services, and Payroll, and all of the selected Ambassadors for change from units and departments across Belknap and HSC campuses. Two years of planning, testing and programming for a system replacement brought us together and set the momentum for the university’s cultural and behavioral change.

As we close out the second month of UofL employees active within WorkdayHR – checking and submitting personal information, logging hours or leave, setting pay approvals and much, much more – users are seeing how the system environment reimagines the structure of our workforce and emphasizes how we benefit from increased employee engagement. The situational change, however, isn’t simply moving out of an outdated, 24-year-old software that housed personnel data. Our situational change continues in how the UofL community embraces the technology and all of its benefits, by learning a new way of doing our everyday, and how we utilize the success of working together to propel us to new heights of transformation.

In ITS, we must look ahead and cannot focus on only one system, software platform or technology service. We benefit from continuous and shared innovation for and with you, our customers. We will draw upon everything gained with WorkdayHR to carry the momentum forward to our next enterprise-wide implementation, Workday Finance. More to come in 2023…
Project Updates

Workday @UofL
WorkdayHR, the replacement for PeopleSoft human resources and payroll management enterprise system, opened to all users on January 9, 2023. Among its many features, Workday delivers modern self-service capability and mobile options allowing all employees to manage their personal data, leave, benefits and more. Since going live, over 2500 WorkdayHR dedicated hypercare support tickets have been addressed. And users have accessed training materials more than 36,000 times (quick reference guides, videos and other information) via the dedicated Workday website and SharePoint site. For questions, email workdayhr@louisville.edu.

Web Improvement Project
Our implementation partner, Mighty Citizen, has been very active with numerous on-campus and virtual sessions for information gathering as part of the process to provide content strategy and design for the project. With input from the Strategic Advisory group, various analysts have been leading initial sessions with work groups from Student Support Services (academic/non-academic), Research & Innovation, Alumni & Donor Engagement, and Faculty & Staff Support Services. Additionally, our technical team has been working with Acquia and Mighty Citizen to begin the framework for the Drupal system. For more information on the project, see OCM’s webpage.

Campus Voice Services
This spring, UofL will be requesting proposals from vendors to provide telephone options and improved telecom services for the university. As part of the effort, ITS is looking at how the phone system can better support faculty and staff needs while considering how, over the past few years, we have changed the manner in which we communicate and collaborate. Hybrid and remote work have greatly increased and virtual meetings using Teams or Zoom have replaced traditional phone handsets for many. We welcome your input, suggestions and feedback by email.

Network Update
ITS continues to upgrade hardware to maintain the performance and security of the campus network. The latest generation of wireless equipment is about 90% deployed on campus and most building uplink switches have been replaced in the past two years. Additional upgrades will increase the network backbone speed from 40Gbps to 200Gbps. A project to replace access switches that provide network endpoints in buildings is also beginning. These new switches, with improved performance, can support high-speed connections for devices that are capable of data transfers faster than 1 Gbps.
GET TO KNOW ITS

(Image) Panoramic photo of six UofL students on the deck of the Miller IT Center. The pan shows five of them a second time but within the same frame.


(On right side)
(Image) Photo of Ethan Yehud. Head and shoulders view of man in business attire.

Welcome Ethan Yehud, our new Chief Information Security Officer (CISO)!

In this edition, we want to give Ethan our warmest welcome and give you an inside scoop on one of the newest members of our ITS family.

Mr. Yehud comes to UofL with a track record of working in highly regulated industries like healthcare and higher ed. Ethan’s career expands from being an IT auditor, information systems manager, information security consultant, director of information security services, all the way to being a CISO. His experience with implementing security frameworks like NIST will help UofL advance our research compliance goals. Fun fact: Ethan is a licensed commercial pilot.

What do you think your experience brings to the position?
“I have built my career over the past 20 years with an enthusiastic dedication to constant learning. I have worked across multiple sectors and bring a diverse set of skills to the position. I plan to use these to help the university solidify its reputation as a world class educational institution.”

What are you most excited about?
“Working at a respected university has been a long-term goal for me. I’m excited to serve and to be in an environment where the exchange of ideas is encouraged and people come together to grow and innovate.”

What is the biggest problem you will tackle first?
“My top priority as CISO is to ensure the confidentiality, integrity, and availability of the university’s information and data. I also look forward to strengthening our security program’s alignment with the university’s strategic plan and ITS initiatives.”

Where do you see UofL going?
“I believe we have the capability to be at the forefront of technological progress in the
education space. I plan to build a cutting-edge security program here that will become a leading example among top universities in the nation.”

(On left side)

**Tech Self Help?**

DYK? there’s a wealth of info at your fingertips in the ITS Knowledge Base. Our expert teams manage how-to-guides, step-by-step answers to important tech questions, system documentation and much more.

What are your top questions? Which Wi-Fi is best to connect to? How to change your password? Our ITS Knowledge Base is a great place to start!

01/01/2023 - 02/21/2023

**Most Viewed Articles**

Accounts – [Password Management](#) (2,123 views)
Accounts – [Activate Your Account](#) (824 views)
Wireless [Configuration Guide](#) (585 views)
UserID/Password Info for [First-Time Users](#) (406 views)

**Most Popular Search Terms**

"duo" (40 searches)
"cardbox" (15 searches)
"adobe" (14 searches)
"service account" (11 searches)

(Image) A different panoramic photo of six UofL students on the deck of the Miller IT Center. The pan shows two of them a second time but within the same frame.

(Graphic of prize ribbon with GREAT JOB! on button)

Shout out to **Bob Gueltzow, Eddie LeMon, James Freeman, Pat Goodlett** and **Chris Hennessey** of the ITS Network Facilities team who recently addressed a difficult situation at the School of Public Health and Information Sciences. On Friday morning, February 17, contractors preparing the Med-Dent Apartments building for demolition cut the fiber link serving the School of Public Health building. After evaluating the situation, they devised a plan to extend a temporary fiber link to the building. The team was able to quickly pull the fiber into the building, route it to the wiring closet, terminate and test the fiber to restore service to the building by 5pm. **Thanks for the great work!**
Celebrating Linda Jenkins – Over 55 Years dedicated to UofL

Linda Jenkins has been a University of Louisville employee for over 55 years. Now, with so many years of service, she is looking forward to her retirement. Many people from the UofL community, not only ITS, came to celebrate Linda at her retirement party. Just prior, we asked Linda to provide insight about her work life and relationships, details about her experiences, and gained much advice for the future.

Linda came to UofL right out of high school, in 1961. After she had her first child, she was resolved to be a stay-at-home mom. But Mr. Albert, who had hired her, said, “You can work whenever you like, but please come back.” Linda related, she never wanted to leave anyhow, she appreciated her job, and the University for allowing her to engage stalwartly in her work life while also being able to take care of her family.

Linda described the familiar atmosphere of, “Controller, Bursar, Financials, Payroll, we were all together - all in the Administration building.” She spoke of the evolution of her time at UofL, having started on a typewriter. Seeing the plethora of new buildings, departments and people that populated the University, and the advancement in technologies. “We’ve been through some hard times, but nobody cared, we were having a good time. It’s been a good 60 years.”

Linda expressed much about her family who came through the University and her absolute love for UofL athletics. She is proud that her children all graduated from UofL, with her son being a manager for the football program. “We had good football players there. Every first down was winning the ball game. It was a program we could be proud of, and we were close with the entity that made it great.” Her daughter was also in athletics, and her daughter-in-law, Shannon Jenkins, works at the College of Business. “We are a whole family of Cards,” she proclaims.

When asking her advice for the future, Linda had some wise words: “My whole life has been tied in with the University of Louisville, I look back and what I am proud of the most is meeting the people I have. It’s the people that make the memories. I just want to have a life and be happy. If you take your work seriously, your work is a friend too.”

Linda relayed how she just wanted to have a family, loved working and appreciated that UofL allowed you to have a personal life. She stressed how it was so important to maintain the human relationships between each other at the University. “There wasn’t a professor on campus we didn’t know. We had Christmas parties, summer picnics, dances, such good times.”

When asked what was next for Linda, she described her love of painting and going to the lake. She wants to get a picture framed of Grandma Moses, an American folk artist and painter, and hang it up on the wall. “Everyone tells me that I’m busier now than I have ever been!” She quipped, “Mrs. Cook, the Bursar, she retired at 50 years, I have her beat, and so now I can retire.” She also expressed thankfulness for so many at
the University. “I had no siblings, so many at the University became my brothers and sisters… They were all my friends, I love them all, and will stay in touch.”

(Two images) Both different panoramic photo of six UofL students on the deck of the Miller IT Center. The first pan shows morphing of figures with one of them a second time but within the same frame. The second shows four a second time. Most all are holding up “L’s” and smiling.

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