

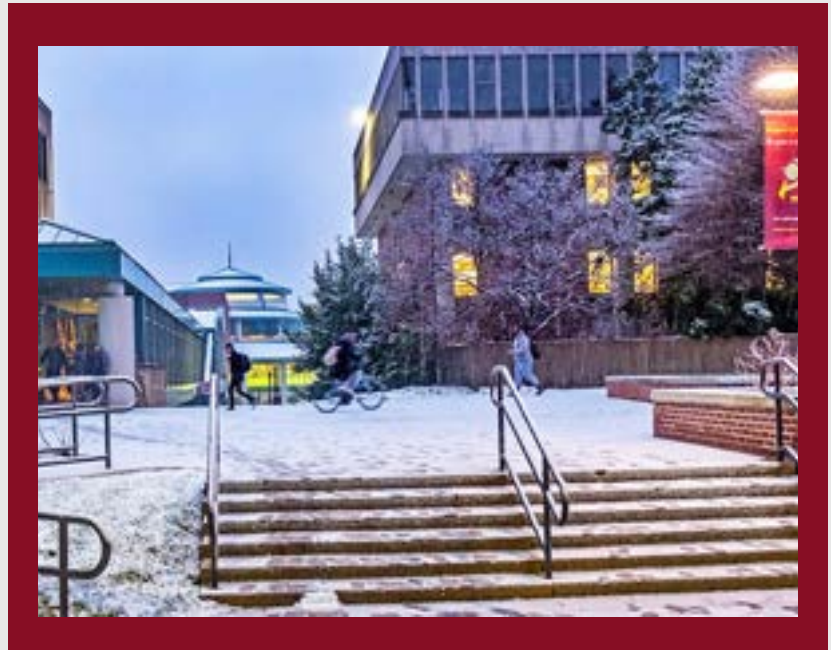
IT Insight

Information Technology Services

Dec. 2024

December Greetings

As 2025 approaches, Information Technology Services (ITS) would like to reflect and share our many accomplishments this year. We extend a heartfelt thank you for every opportunity to partner with our campus community to strengthen the pillars of teaching, learning, research, and administrative functions. This latest edition of IT Insight features ITS year-in-review achievements, news for Mac users, and more. We look forward to working with you in the new year.



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ITS Highlights for 2024

- David Gerstenecker was named the new Chief Information Officer (CIO).
- Many ITS employees were recognized for their years of service at UMSL.
- The Technology Support Center staff assisted over 100 faculty/staff moves to support the campus transformation efforts.
- The network core routers were replaced to drastically improve network bandwidth and resiliency to better support research and learning as we move into the future.
- The newly redesigned ITS website was launched.
- IT Insight was introduced as the official name for the ITS monthly newsletter.
- Wireless access points were added to new campus shared spaces including the MSC bridge.
- Additional HyFlex classrooms were built.
- A new monthly Kualī newsletter was introduced.
- Currently, 90% of faculty/staff eligible for the UMSL Computer Program (UCP) now have laptops.
- ITS improved our Microsoft Secure Score by 7%. This involved tightening up and improving cybersecurity across campus in areas of encryption, ransomware detection/prevention, account management/cleanup, hardening policies on desktops/servers, and re-evaluating firewall rules.
- ITS drastically reduced costs incurred by our phone service by reworking contracts and cleaning up legacy usage.
- Automated processes were developed in our Security Operations Center to remediate infected computers and risky user sign-ins.
- A multi-campus project was initiated to migrate SharePoint sites from on-premises servers to cloud-hosted SharePoint Online.
- The campus status/outage notification system was enhanced to provide better communication about campus and system IT outages and updates.
- The Windows update processes were improved to use newer technologies to better support and secure a remote/mobile workforce.
- ITS worked on several campus transformation projects to design future networking and wireless implementations in the newly redesigned buildings and spaces.

News for Mac Users

Apple released the macOS Sequoia operating system (OS) earlier this fall. ITS has been testing this new OS and will be releasing it to campus-owned devices by Dec. 16, 2024. Some older Apple devices will not be eligible to download the latest OS, per Apple. Apple supports the current and previous two OS releases, as well as Microsoft Office. The following devices will not support Sequoia:

- iMacs 2019 and older
- MacBook Pro's 2018 and older
- MacBook Airs 2020 and older

The update should require elevated privileges, which can be requested by contacting the Technology Support Center at <https://help.umsl.edu> or 314-516-6034.

Computer Lab Hours

For a listing of the computer lab hours for finals, holiday hours, and the start of the new year, please find the information at [computer lab hours](#).

ArcGIS Pro Login

Environmental Systems Research Institute (ESRI) has announced the move to a named user license model for ArcGIS Pro. To use ArcGIS Pro, UMSL users will need to log into ArcGIS Pro with their SSO ID and password. For detailed login instructions, please see this [ArcGIS Pro webpage](#).

Happy Holidays!



As the sun sets on 2024, ITS would like to wish you a joyous, safe, and healthy holiday season.

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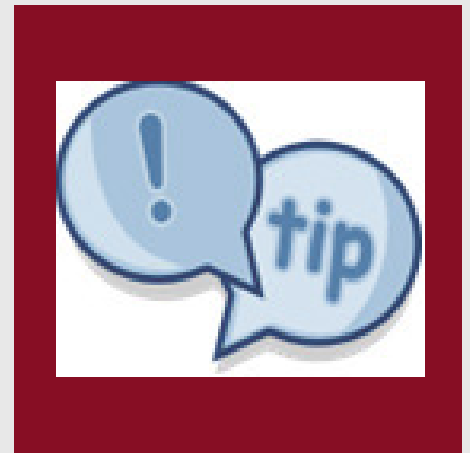
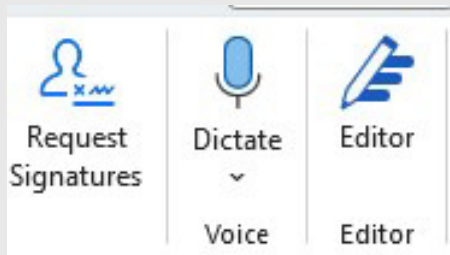
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Tip of the Month

Don't want to type your Word document?

You can dictate your words into the document instead.

1. In Microsoft Word, select **Home > Dictate**.
2. Start talking. As you talk, text appears on your screen. Insert punctuation by saying the name of the punctuation mark you want to add.
3. Select Dictate to stop the dictation.



IT Chuckle

What do you get when you cross a software feature that corrects mistakes with a cereal?

Spell Chex!