

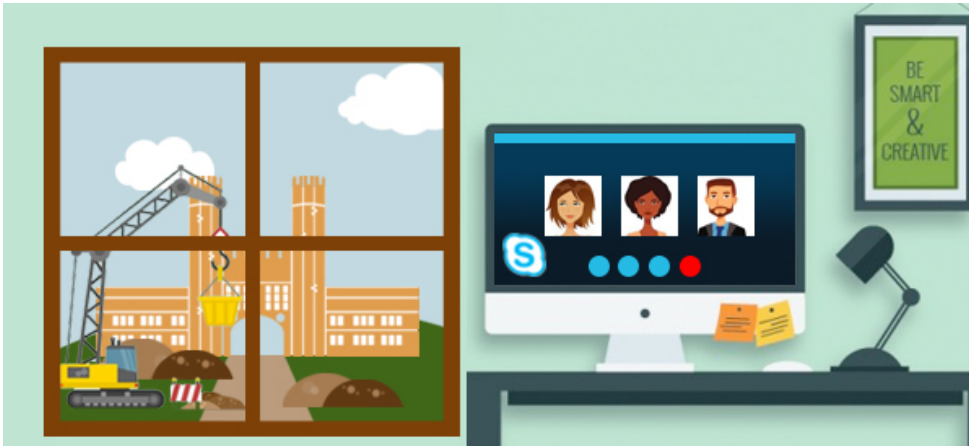
# CONNECTED

••••• Washington University Technology Digest •••••

We deliver an integrated, responsive and secure technology environment that advances and supports exceptional learning, research, innovation and patient care.

Washington  
University in St. Louis  
OFFICE OF THE  
CHIEF INFORMATION OFFICER

SEPTEMBER 2017



## Welcome to Connected, the WashU technology digest!

Connected is a news, events and announcements digest from the Office of the Chief Information Officer.

### Events

#### Email Request Process QA

every Wednesday in September  
11:00 a.m. – 12:00 p.m.

[Click to join meeting](#)

## Skype for Business Eases Meeting Challenges Posed by Construction

Construction projects near the Danforth and Medical campuses are expected to inhibit ease of transport across campuses. WashU IT offers collaboration solutions that eliminate the need to travel and improve work efficiency. Leveraging Skype for Business and Adobe Connect can increase productivity.

Teleconferencing capabilities offered through Skype for Business and Adobe Connect enable users to host meetings and invite attendees in real-time. Click [here](#) to learn more about Skype for Business. Click [here](#) to learn more about Adobe Connect.

### Tech Tips

Want to get started with Skype for Business? Get some 'how-to' information [here](#).

### In Case You Missed It

Missed the spring Tech Town Hall? You can review the slide presentation and video anytime! Click [here](#).

### Open Positions

See open Washington University IT positions [here](#).

### Let's Stay Connected

We'll send this bimonthly digest to keep you in the loop.

Got IT news? Tweet @WUSTL\_CIO or email us at [cio@wustl.edu](mailto:cio@wustl.edu).

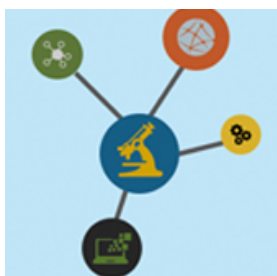
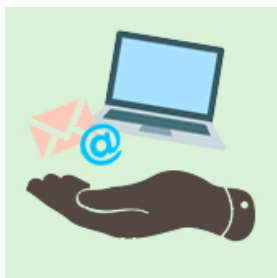
## New IT Service Request Workflow Streamlines Service Delivery

In an effort to improve IT service delivery, WashU IT has updated several commonly used online forms for requesting email services and hardware. The ServiceNow forms enable a new approval workflow that includes an approval requirement for requests. The new process will streamline delivery of email services using a new approval workflow.

[Continue reading>>>](#)

## WashU IT Joins with MGI to Develop Services for Researchers

On June 23, Dr. Susan Dutcher, acting Director of the McDonnell Genome Institute (MGI), Dr. Jenny Lodge, Vice Chancellor for Research, and John Gohsman, Vice Chancellor for Information Technology and Chief Information Officer announced the formation of an IT services organization focused on providing IT infrastructure and services to the university's research community.



The new Research Infrastructure Services (RIS) organization complements and supports services from the Institute for Informatics, led by Dr. Philip Payne, and will build Washington University's common research IT service capabilities. RIS will continue to provide services to MGI while leveraging the infrastructure and team expertise to expand services to the rest of the university. Additional investments by the university and faculty, like the WashU Research Network (WURN), storage for researchers and cloud provider arrangements, will provide new services to support our researchers and improve their ability to compete for grants.

[Continue reading>>>](#)



## ONE Helps WashU Search, Click, and Get Things Done – Fast!

In March, WashU IT launched ONE, a discovery tool that's helping users find university systems quickly and with ease.

ONE, at [one.wustl.edu](http://one.wustl.edu), is a single-sign-on 'portal' providing quick access to common systems that users access often. The system aggregates key services and applications across the WashU landscape into one web portal, presenting information as icons with direct links to the desired functionality. This direct access eliminates the need to

remember or bookmark dozens of website URLs while also saving users the hassle of multiple clicks to get to the desired action. Single-sign-on also eliminates the need for multiple WUSTL Key logins throughout the day.

Learn more about ONE [here](#) and [visit the site](#) now to create your personalized dashboard of 'favorites'.

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