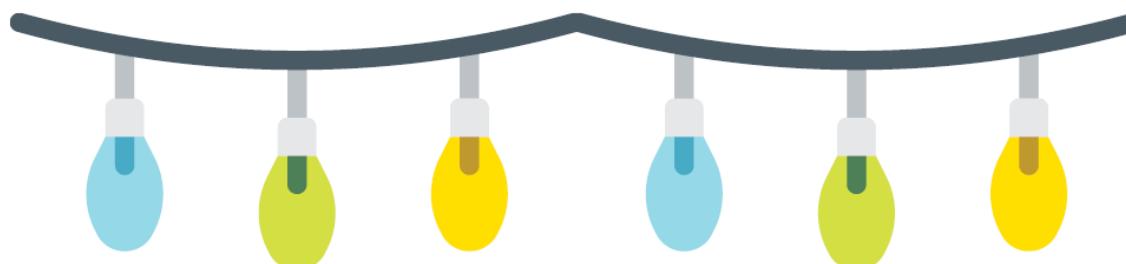


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## December 2019 McMaster Connectivity Newsletter

*For the IT community, by the IT community.*

### Holiday On Call Support: Dec. 24 – Jan. 2

*A reminder that during the holiday season, University Technology Services (UTS) will monitor critical systems:*

- Email Gateways
- Data Centres
- Data Network and Voice Systems
- University Website

**Holiday Support Start:** Tuesday, December 24, 2018 at 2:00 p.m.

**Holiday Support End:** Thursday, January 2, 2020 at 8:30 a.m.

**Regular Support continues:** Thursday, January 2, 2020 at 8:30 a.m.

All production applications supported by UTS, such as Mosaic (Student Administration, Finance and HR), will continue to be available during the holiday closure. There will be no support for Mac ID or Account Management. In the event of any critical systems issues, UTS will attempt to restore as quickly as possible, however response times may be longer than normal.

Users encountering any problems during this period should visit our [self-serve page on the UTS website](#) or can submit a JIRA Service Desk ticket and it will be addressed when we return in the New Year.

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## **IT Security Notice: Stay Safe Over the Holidays and Protect Your Credentials**

The IT Security team would like to wish everyone a joyful and restful holiday season. It is important to remember that although we will all be enjoying some well-deserved time off, cybercrime does not take a holiday. We thank you, the IT community, for your support as we remind our colleagues to be vigilant in protecting personal information and the information for which we are responsible at McMaster. [Please share the latest IT Security Notice with your colleagues](#) — it contains tips for staying safe online over the holiday break.

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## **McMaster IT: Projects of Interest**

*Thanks to all of you who attended the December 11th IT community gathering. Please find information about some of the projects featured at this year-end event below. We look forward to an exciting 2020!*

### **Virtual Reality**



The Office of the AVP & CTO is partnering with the Education Program in Anatomy to create a proof of concept VR interactive development project. Josh Mitchell and Dr. Bruce Wainman (Anatomy) are developing 3D videos for the nuclear reactor and campus hot spots to test the ability of VR to enhance international student recruitment and learning experiences. Stay tuned for more information about the VR and AR community of practice on campus.

If you are interested in future engagement sessions, please contact:  
[itgovernance@mcmaster.ca](mailto:itgovernance@mcmaster.ca).

### **Mosaic Rapid Releases**

Increased Mosaic efficiency and improved workflow is the goal of Mosaic Rapid Release. Human Resources, Finance and Campus Solutions are working in partnership with University Technology Services (UTS) to make your Mosaic experience the best it can possibly be. Rapid is right there in the name, because this team is looking to deliver one to two updates per month that will increase efficiency and improve Mosaic workflow. [Check out what's in the latest release here.](#)

### **Technology Roundtable (TRT)**



The TRT committee has evolved into a Community of Practice which encourages the sharing of ideas and experiences across the McMaster technology community.

*Membership is now open to the entire McMaster IT community.*

Email [TRTChair@McMaster.CA](mailto:TRTChair@McMaster.CA) to be added to the mailing list and to be informed of upcoming meetings.

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### **Multi-Factor Authentication (MFA) Pilot**

[This pilot project](#) is exploring the use of MFA as an alternative to VPN to access secure components of Mosaic when off campus. The pilot involves 100 - 200 staff and faculty members to test the communication and support required to successfully launch this initiative in the future. In order to participate, users must have access to a smartphone and have downloaded the DUO mobile application.

Interested in participating? Email project manager Janice Tsang at [jtsang@mcmaster.ca](mailto:jtsang@mcmaster.ca).

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*2019, McMaster IT*

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