Blackboard is Moving to the Cloud

From the plumbing to paint, Blackboard is getting a major renovation. In late December 2018 USD’s instance of Bb will move to cloud hosting which will give all users increased performance, streamlined workflows and a modern look. Visit sandiego.edu/ultra for the tentative migration plan and learn how you can experience your course in Learn Ultra today!

KnowBe4

In July 2017 a series of phishing attacks were launched by criminals against higher education email accounts. USD’s antispam detection system was able to block thousands of these emails, but 118 were delivered to USD faculty and staff. In response to this attack and the ongoing concern about phishing emails received by our community, USD implemented the KnowBe4 cyber-security training system. KnowBe4 provides a portfolio of tools to help educate users and increase awareness of cyber security issues, including phishing emails and how to differentiate between a legitimate and malicious email. Read more at http://bit.ly/knowbe4

iPad Project 2.0

Your Course with Millennium Twist

For Fall ’18, join our growing community of mobile teaching and learning experts in the enhanced iPad Project. During the semester-long pilot, you will have an opportunity to integrate the iPad and innovative apps in your lectures, assessments and group activities. Learn more and apply at sandiego.edu/ipadproject.

USDNow: A New ITS Help Desk Service portal

We’re excited to announce the launch of our new ITS Help Desk Portal USDNow!

For more than 10 years, ITS has relied on the BMC Footprints platform for creating and managing trouble tickets. Footprints was very limited in functionality, but it did allow us to record and track your requests. USDNow is running on the industry leading ServiceNow platform and has the ability to completely transform the way we provide services to the organization. Try USDNow today at www.sandiego.edu/usdnow

To learn more about USDNow, go to http://bit.ly/usdnow2018
** KNOW BEFORE YOU GO! **

**SUMMER 2018 CLASSROOM REFRESH IN**

Serra Hall 156a, 156b, 155, 101b, 104b, 102, 128, 215, 214 Hahn 106 | Olin 325 | Loma Hall 04 307
Sci Tech 471 261

New podium, projector, monitor, speakers, 4 port USB hub, Blu-ray player & control system

For Training or assistance please send an email to ims@sandiego.edu or submit a ticket to www.sandiego.edu/itsnow

For a full list of upgrades as well as quick start guide, visit www.sandiego.edu/its/media/classrooms/classroom-upgrades.php

**ITS performs updates and upgrades to computers in labs and classrooms across campus every summer. For Summer 2018, we are planning to update the following applications:**

- Adobe CC Suite (2018)
- ArcGIS (10.5)
- Endnote (X8)
- Maple (16)
- Mathematica (11.3)
- Matlab (2018a)
- Minitab (18)
- SPSS (v25)
- STATA (15)
- Wordperfect (X8)

If you have any of these applications installed on your USD provided computer, and wish to have them updated to the same version as our labs and classrooms, please contact the ITS Help Desk and we’ll make sure your computer is updated as well.

**PARTNER WITH US**

ATS supports teaching and learning and research through innovative technical solutions. Our portfolio of services includes classroom and lab technology, desktop and helpdesk, digital media, computer hardware/software as well as professional online course design, development and administration. No matter your level of expertise, we can help you integrate technology into your courses. If you want to flip your classroom, use Blackboard or simply pilot and experiment with new instructional technologies we can help.

Contact us to explore and learn about our current initiatives and get started integrating technology into your class today.

**Happy Summer from all of us at ATS**

**HAVE A QUESTION? CONTACT EXT. 7900 or helpdesk@sandiego.edu**