

# INFORMATION TECHNOLOGY SYSTEMS

## LaunchPad

LaunchPad (<http://launchpad.dunwoody.edu>) is your starting point to access all of Dunwoody's systems. Your constituency (e.g., student, faculty, staff) determines which icons get displayed on your LaunchPad page. LaunchPad is accessible on and off-campus and from any device. There is a mobile application called Classlink available in the iOS App Store and the Google Play Store.

## IT Resources in LaunchPad for Staff, Faculty, and Students

For information about technology resources at Dunwoody, including training and documentation, visit LaunchPad and click on the Student, Staff, or Faculty IT Resources link. This page has guides and resources regarding common technology access and protocols, such as setting up a Microsoft Team, setting up email on your phone, printing at Dunwoody, and VPN access to college systems.

## ServiceNow Ticketing System

The IT Department uses ServiceNow, available through Launchpad, to manage and track incident and requests incoming to IT. This system tracks all work orders to IT with associated levels of priority and service level agreements tied to each priority level. The system is also used by IT to document knowledge, and to share knowledgebase articles with customers for self-help and faster service resolution.

This system is also used to track performance, and report key indicators aligned to ITIL (Information Technology Infrastructure Library, a set of common workflows and standards for IT support) and IT Service Management.

## KnowBe4 Security Awareness Training

Dunwoody College requires that each employee go through FERPA and Security Awareness training at Dunwoody, per compliance with the Department of Education and GLBA. Dunwoody IT runs separate training campaigns in both security awareness and phishing on an annual basis. You are automatically enrolled in this training, and will be randomly tested for phishing as part of the campaign year round.

If you receive phishing emails that could be a threat to the college information security or systems, you are required to report that to the IT Department using the KnowBe4 "Phish Alert Button" or PAB within Outlook.

## Canvas & My.Dunwoody

Dunwoody's official learning management system (LMS) is Canvas, and you can access it through LaunchPad. Canvas is your primary classroom tool for your instructor to publish course curriculum and required electronic documents.

My.Dunwoody is an online portal of student information and resources. Available through LaunchPad, the portal provides links to check grades, schedule/registration, financial aid and account balance information, enrollment verifications to a variety of resources, opportunities, and notifications.

Students use My.Dunwoody to register for classes, pay their bill, and view information such as grades, attendance, academic plans, and unofficial transcripts.

## Microsoft 365

Through our campus agreement with Microsoft, Dunwoody provides Microsoft 365 licenses for all students and employees, available through LaunchPad. This automatically updatable, subscription-based software ensures students and employees always have the latest version of Word, Excel, PowerPoint, OneNote, and more for as long as you are a student or employee and the program continues. At no additional cost, benefits of the software include:

- Install on up to five compatible PCs and Macs, plus five tablets
- 1TB of storage with OneDrive for automatic device syncing
- Create, organize, and collaborate anytime, on your computer, tablet, or phone
- Enjoy access to the latest versions of Office applications, features, and services
- Use the same programs across all of your personal devices to ensure full file fidelity

## On-Campus Printing

Dunwoody provides a secure and convenient way to print called Dunwoody Pharos. This printing system allows you to use your ID badge to authenticate to print devices and release jobs for printing. You will be able to print to any device that is available for general use, and at this time, there is no direct charge for printing.

IT is responsible for maintaining this system and monitors the printers for errors. Contact the IT Service Desk if you have problems retrieving print jobs. If a printer is malfunctioning, you should notify the IT Service Desk and use another printer on campus.

## Staff.Dunwoody SharePoint Online

Dunwoody's employee SharePoint site, Staff.Dunwoody, is where you will find information about the College and where you go to share documents. You can access it through Launchpad. Staff.Dunwoody assistance is available at the IT Service Desk.

SharePoint Online, available through Launchpad and Microsoft 365, is a cloud-based resource that can be used to setup sites to share documents, collaborate over a project, or share content across the organization.

## Business Systems Reporting

Centralized reporting for key business systems is available in SharePoint through access granted by the office of Institutional Research and Effectiveness. If you require data reporting of any kind, you can contact the office of Institutional Research and Effectiveness, and they will be able to provide it for one-time, or on an ongoing basis.

The IT Department maintains a system for reporting known as IIS Reporting that is available through Launchpad. This system will be phased out by central reporting through the office of Institution Research and Effectiveness.