INFORMATION TECHNOLOGY SYSTEMS

LaunchPad

LaunchPad (http://launchpad.dunwoody.edu), made by Classlink, 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.

ServiceNow Ticketing System

The IT Department uses ServiceNow, available through Launchpad, to manage and track incidents 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 server 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.

ServiceNow Knowledgebase is part of the IT Service Portal and can be accessed via Launchpad. It contains helpful articles to help with commonly encountered technical issues at Dunwoody. It is constantly updated, and new articles are added every week.

KnowBe4 Security Awareness Training

Faculty, Staff, Contractors, Vendors, and Business Partners who use Dunwoody IT systems, or have physical access to areas where sensitive data is stored, will be required to:

- Complete an annual online Security Awareness Training and FERPA courses every twelve (12) months. All newly hired employees are required to complete the Security Awareness Training course within the first 30 days from date of hire or prior to receiving access to the DCT's IT systems and data.
- Additional Security Awareness Training may be required by all employees at other intervals when IT infrastructure environment changes.
- Read the "Acceptable Use Policy" and electronically sign the IT Acceptable Use Standards and User Acknowledgement Agreement" which acknowledges that they are fully aware of security best practices, their roles in protecting the college's information technology systems and data. Access to college computer technology will not be granted without this agreement.
- 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 and are available to you through the Office 365 icon on Launchpad:

- 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.