PANTHER TECH
CITE NEWSLETTER

CITE | PVAMU PRAIRIE VIEW A&M UNIVERSITY

DECEMBER 20th

BANNER 9 SELF-SERVICE

WWW.PVAMU.EDU/CITE/BANNER9

INSIDE THIS ISSUE

- Banner 9 Self-Service UPDATE
- AV Classroom Upgrades
- New Hires - LaKeem Duporte & Mario Burton
- Beware of Holiday Phishing
- CITE Support At-A-Glance

Banner® 9 Self-Service by Ellucian is a major modernization to the university's primary administrative information systems. It delivers a fresh user experience, many new tools, and significantly improved capabilities across all Banner components, and eliminates the existing web browser restrictions to allow access via mobile devices. We are pleased to announce that we are on track for a successful go-live on December 20th, 2023. This launch marks a significant milestone in our commitment to delivering exceptional student services. We can't wait to explore the many ways that Banner 9 will benefit Prairie View A&M University, improving our ability to support our students and faculty effectively. Visit **www.pvamu.edu/cite/banner9** for more updates as we prepare to unveil this exciting enhancement to our university's technology.

Upcoming Events

- Winter Break - Dec. 25 & Jan. 1

CITE
CENTER FOR INFORMATION TECHNOLOGY EXCELLENCE

ANNOUNCEMENTS

Audio/Visual
Classroom Upgrades

This semester, CITE successfully completed emergency classroom upgrades at E.E. O'Banion A101 & AG/BUS 127 Auditorium. Those two rooms are only the beginning of CITE's effort to modernize a total of 30 designated rooms with audio-visual technology. We have an additional 17 locations, including classrooms and auditoriums, scheduled to occur while the students begin their winter break. Areas targeted are AG/BUS, College of Nursing, Woolfolk, Hobart-Taylor, S.R. Collins, Juvenile Justice/Psyche, and Architecture. Our commitment remains strong to provide modern, easy-to-use educational technologies for our students and faculty. Virtual or face-to-face training is provided to assist with using these new technologies.
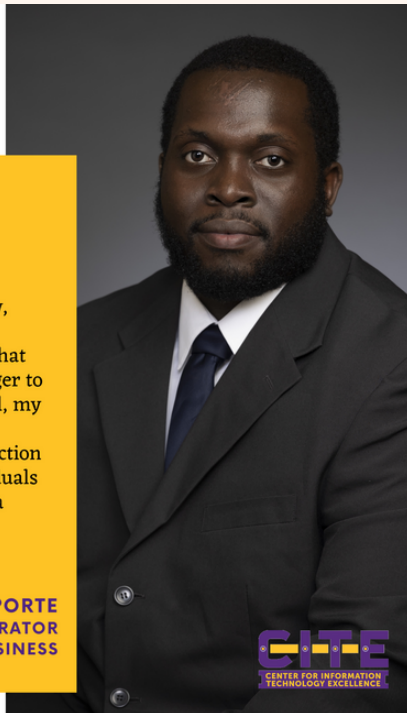
New Hires

Welcome to the Team

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Adapting to the PV environment has been an incredible journey. Initially, stepping into significant responsibilities felt somewhat intimidating, but I was eager to embrace the role. Above all, my goal is to streamline the communication and interaction challenges between individuals and technology, ensuring a smoother experience for everyone involved.

LAKEEM DUPORTE
SYSTEM ADMINISTRATOR
COLLEGE OF BUSINESS

Welcome to the Team

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It has been an invigorating experience thus far working for PV, as this is my first affiliation with an HBCU. The feedback I have already received from many of the end users I support at PV's College of Education and School of Public & Allied Health have felt like I "fit right in" and so for that I am very humbled and excited as well to be working here at PVAMU!

MARIO BURTON
SYSTEM ADMINISTRATOR
COLLEGE OF EDUCATION

Beware of Holiday Phishing

'Tis the season for gathering and getting sweet deals. Make sure you and your family don't fall victim to cyberattacks this holiday season.

HOLIDAY DISCOUNTS
Scammers will surely take advantage of the holiday sale noise by sneaking in phishing emails to masquerade as merchants offering blowout deals.

CHARITY PHISHING
Unfortunately, attackers take advantage of charities receiving a high volume of donations in December. Please keep in mind that there may be spoofed emails from notable charities.

HOLIDAY e-CARDS
Who doesn't love to receive a friendly holiday greeting? But is that link to an e-card actually from your coworker, manager, HR, family member, etc., or is it something sinister? Disguising a phishing email as a holiday greeting card is a simple and effective annual attack.

OFFICE PARTY INVITATIONS
Many companies plan an office holiday party and send invitations over email. Attackers can spoof invitations and craft compelling holiday-themed phishing emails. Be sure to verify the sender before clicking any links.

TRAVEL NOTIFICATIONS
Travel-related emails need to be viewed with suspicion. An email warning of flight itinerary changes will undoubtedly grab the attention of an employee eager to get home for the holidays.

PACKAGE DELIVERY
An email warning of problems with a package delivery attempts to play on the recipient's emotions and makes for an incredibly effective phishing email during the holiday season.

You are the first line of defense against phishing.
If you receive a suspicious email, report it immediately to
<u>informationsecurity@pvamu.edu</u>

SUPPORT AT-A-GLANCE

Faculty/Staff

Students

Training Catalog

Contact Us

Helpdesk & Support Services
Provide technical support and manage incoming incident and service requests.

Email: servicedesk@pvamu.edu
Website: www.pvamu.edu/helpdesk
Phone: (936) 261-2525

Information Security
Provides users and system administrators with the tools and information they need to secure their systems and assistance with suspicious email links and attachments, or unusual pop-ups and activity on your computer.

Email: informationsecurity@pvamu.edu
Website: www.pvamu.edu/cite/informationsecurity
Phone: 936-261-9374

Network
For assistance with the PVAMU Wired and Wireless Network
Email: network_admin@pvamu.edu

Server
If you need assistance creating a server, Sharepoint - sites and access, OneDrive - Groups, Access, and data recovery, File Share - files recovery, Enterprise App for Azure SSO, Exchange - Shared mailboxes and calendar, mail recovery, display name changes, and needing a server created
Email: server_admin@pvamu.edu

CITE Training
To sign up or request group training for CITE resource tools

Email: techtraining@pvamu.edu
Website: www.pvamu.edu/CITE/TRAINING

Enterprise Services
For assistance with Ellucian Banner, Argos, PV Place, Panther Tracks, Degree Works, Laserfiche & Dynamic Forms and other Digital Applications

Email: ERPservices@pvamu.edu
Website: www.pvamu.edu/cite/digital-applications-solutions

Project Management
Serves as a guide in project selection, planning work, providing oversight, and reporting to executives related to information resource projects.

Email: pmo@pvamu.edu
Website: www.pvamu.edu/itgc/project-management
Phone: 936-261-9360

Audio Visual
For assistance with Classroom, Conference Room, and Digital Signage technology

Email: avsupport@pvamu.edu
Phone: 936-261-9379

www.pvamu.edu/cite