



Wednesday, August 21, 2002

IT News Brief improves communication

By **Jeff Samoray**, *OU Web Writer*

To help improve IT services and communication with Oakland University faculty and staff, OU's **Office of Information Technology** is producing a redesigned newsletter titled "IT News Brief." The newsletter is accessible from the Office of Information Technology Web site and distributed through campus mail.

"We like to use the newsletter to inform faculty and staff about things such as upcoming systems changes or events, provide assistance with lab and software requests, and create another outlet for communication," said Andrea Tanner Zsigo, IT Helpdesk manager. "We're producing the newsletter as needed. We'd like to do at least one every other month."

The IT Office began producing six- to seven-page newsletters in 1998. The office changed the format last fall to a two-page newsletter that provides more "quick hit" articles on IT issues.

"We changed the look and feel to give readers a more quick glimpse at what we're working on," Tanner Zsigo said. "Staff in IT and our Helpdesk staff write the articles. Our readers are responding and telling us that they like the new layout and the shorter articles."

The **August 2002 IT News Brief** contains articles on safe computing, login and printing changes, departmental cost cutting, math and statistics software retirement, new ID tags for technology employees, the discontinuation of support for the AppleTalk network protocol, and an update on the HR Report system. The newsletter also contains call priority information and IT Helpdesk contact information.

To provide comments and suggestions, or to request topics or articles, contact newsletter editor Karen Kahn at (248) 370-4357 or kahn@oakland.edu.

SUMMARY

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