

STC 2024 CONFERENCE SCHEDULE

All sessions are open to all conference attendees unless otherwise specified

MONDAY, JUNE 3, 2024: PRE-CONFERENCE

Time	Session/Event Information
1:00–5:30 PM	Pre-Conference Golf Event Location: Whiteface Club and Resort
2:00–6:00 PM	Curling Tournament Location: USA Rink
3:00–5:00 PM	Ziplining Location: Lake Placid Olympic Ski Jumping Complex
Anytime	Kayak, Canoe, Paddle Boarding Location: Mirror Lake Boat Rental Buy one hour, get one hour free! STC badge ID required.
4:30–6:30 PM	Registration Open Location: Edelweiss
7:00–9:00 PM	Welcome Reception Location: Roamers Cafe , Miracle Plaza, Olympic Center

TUESDAY, JUNE 4, 2024: CONFERENCE DAY #1

Time	Session/Event Information
6:30–9:00 AM	Breakfast Location: Lussi Ballroom
7:00 AM–4:00 PM	Registration Open Location: Edelweiss
8:00–10:00 AM	Professional Development: Being Together, Working Together: Mentoring and Leadership Location: Lussi Ballroom A and B

Time	Session/Event Information
8:00–10:00 AM	<p data-bbox="560 149 1256 176">Professional Development: Team Pursuit Workshop</p> <p data-bbox="560 201 878 226">Location: Lussi Ballroom C</p>
8:00–10:00 AM	<p data-bbox="560 268 849 296">ITEC Board Meeting</p> <p data-bbox="560 317 883 344">Location: Board Room</p> <p data-bbox="560 373 721 401">Closed session</p> <p data-bbox="639 457 902 485" style="text-align: center;">Mike Notarius, ITEC</p>
10:00–10:30 AM	<p data-bbox="560 527 761 554">Morning Break</p> <p data-bbox="560 579 802 604">Location: Edelweiss</p>
10:15–11:00 AM	<p data-bbox="560 646 878 674">COA General Meeting</p> <p data-bbox="560 695 833 722">Location: Intervale</p> <p data-bbox="560 751 899 779">Open to SUNY employees only</p> <p data-bbox="639 835 1114 913" style="text-align: center;">Dr. T. John McCune, SUNY Fredonia Krystal Perlman, SUNY Fredonia</p> <p data-bbox="639 961 1479 1297">Bringing SUNY Technology Professionals Together. The Computing Officer’s Association (COA) is comprised of technology professionals within the State University of New York. The representative areas include those who implement, support, and manage the technology systems on the 64 campuses as well as administrative and support organizations throughout SUNY.</p> <p data-bbox="639 1346 1479 1625">COA’s purpose is to promote professional development and collaboration of all members. COA does this by facilitating the sharing of information between its members. COA also coordinates statewide as well as regional conferences and forums that provide information and training to the membership.</p> <p data-bbox="639 1675 1308 1703" style="text-align: center;">All SUNY attendees are welcome to this meeting.</p>
10:15 AM–12:00 PM	<p data-bbox="560 1745 886 1772">CCIO General Meeting</p> <p data-bbox="560 1793 859 1820">Location: North Elba</p> <p data-bbox="560 1850 899 1877">Open to SUNY employees only</p> <p data-bbox="639 1934 1235 1961" style="text-align: center;">Mary Hand, Adirondack Community College</p>

Time**Session/Event Information**

General Meeting of the SUNY Council of CIOs (CCIO). This meeting will be using two time slots since there will be no CCIO sector meetings at STC this year.

11:15 AM–12:00 PM**TOA General Business Meeting**

Location: Gore

Open to SUNY employees only

Brett Southard, Farmingdale State College

Come and meet fellow SUNY colleagues!

SUNY TOA focuses on Communication and Collaboration Services, Wiring and Infrastructure, Networking, Cable TV, Emergency Notifications, and Cell Services

All SUNY attendees are welcome to this meeting.

Membership is drawn from State-Operated Campuses and Community Colleges, CUNY, SUNY System Administration, State University Construction Fund, SUNY Research Foundation, DASNY, and various NY Private Colleges.

EdTOA General Business Meeting

Location: Whiteface

Open to SUNY employees only

Christopher Taverna, Fredonia

The Educational Technology Officers Association will hold its annual General Business meeting for its membership. All SUNY professionals working in the AV / IT field are welcome to join. Discussions on upcoming training, edtech campus events, and executive position votes.

12:15–1:15 PM**Lunch**

Location: Lussi Ballroom

Plated lunch, served at your table. Let your server know if you have food allergies or require a non-chicken option.

Time**Session/Event Information**

1:15–1:30 PM

STC 2024 Official Opening and Welcome

Location: Lussi Ballroom

1:30–2:30 PM

[Keynote: Lori Bajorek, President Nat. Esports Ascn.](#)

Location: Lussi Ballroom

2:30–7:00 PM

Technology Exhibition Grand Opening

Location: 1932 Jack Shea Arena

3:00–3:45 PM

Navigate the multi-ecosystem approach to multicloud with Dell Technologies & Microsoft | Dell Technologies

Location: Van Hoevenberg

Mr. Ilan Kabilan, Dell Technologies**Rich Mcbrine**, Microsoft

With the changing IT landscape, how prepared is your organization to embrace an ecosystem transition to support your current and/or future business needs?

Experts from Dell and Microsoft will highlight services and solutions to showcase the flexibility and power of Microsoft Azure, such as Azure VMware Solution (AVS), Azure Stack HCI and Azure Arc, to bring the true multi-ecosystem cloud experience to IT organizations.

- Eliminating the ecosystem lock-in with platform independence
- Having the freedom to manage IT-delivered services across any multicloud environment.
- Reducing the risk of rising technology costs and technical debt

Esports in Education Opportunities | ViewSonic

Location: Intervale

Daniel Ordway, ViewSonic

ViewSonic believes deeply in esports in education and supports all aspects of growth. Our session is designed to take you through a journey of ideas and opportunities to help you

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start a successful esports program at your institution. We will talk about success stories and ideas that have worked in real programs. The objective of this speaking session is to give you different paths to figure out how to start your esports program or take it to the next level.

Taming the tiger: Generative AI in Higher Education | Amazon Web Services

Location: Gore

Kristi Wellington-Baker, Amazon Web Services

Craig Jordan, Amazon Web Services

College and University leaders continue to feel significant disruption from the Generative AI impact across their institutions, as the landscape evolves. While solutions can simplify and automate processes like transcript reviews or more quickly analyze large quantities of data to identify systemic barriers impacting students, the concerns about data privacy, academic integrity, and scholarship remain.

Join this session to learn how AWS has partnered with Educause to develop a generative AI assessment that supports higher education leaders to deliver on their mission and prepare their students (and teams) for the world that has arrived with generative AI!

Shine a Light: Bridging the Gap to Network Visibility and Security in Education | Armis

Location: Whiteface

Hunter Ely, Armis

The ever-growing number of connected devices in classrooms, dorms, traditional OT systems, and research labs creates a complex network landscape for educational institutions. Traditional cybersecurity and asset management approaches often struggle with achieving complete visibility into these networks, hindering effective security measures and creating blindspots. Join Armis as we explore how

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achieving full asset visibility across all device types can significantly improve security strategies in support of the teaching, community, and research missions of education. By illuminating your network, you'll gain the power to manage risk more effectively, ensure compliance across the institution, and build a comprehensive security strategy that safeguards your educational ecosystem.

A Higher Degree: How Universities Can Elevate Customer Experience Through a Microsoft Teams Contact Center | AudioCodes

Location: North Elba

Taylor Anderson, AudioCodes

Witness the power of consolidating Microsoft Teams and contact center for elevating CX. Join Taylor Anderson, Director of AudioCodes Channel Sales as he dives into why a Microsoft Teams contact center like Voca CIC is perfect for universities looking to elevate their CX for faculty, students, and customers across multiple departments. Taylor will discuss the recent deployment of VOCA by the University of Central Florida, the second-largest university in the United States with 40 contact centers and an annual volume of 800,000 calls and over 400 agents.

Empowering Higher Education with Mist AI: Your Journey to an AI-Enabled Campus | Juniper Networks

Location: Legacy

David Durant, Juniper Networks

Ken Lawson, Juniper Networks

We bring together cutting-edge insights in AI applications for education and network management while exploring the intersection of artificial intelligence in educational settings, focusing on personalized learning, operational efficiency, and talent development. Additionally, gain valuable insights into the latest advancements in network management software,

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emphasizing predictability, programmability, automation, and user experience.

What will I learn?

- The transformative impact of AI in education, covering areas such as personalized learning, operational efficiency, and talent development.
- Best practices derived from diverse industries, offering a comprehensive understanding of AI applications.
- Cutting-edge innovations in network management software.
- Strategies to integrate AI seamlessly into educational and network management practices.

4:00–4:45 PM

The Future is Now: Discover the Power of XDR | Barracuda Networks

Location: Van Hoevenberg

Adam Khan, Barracuda

In today's rapidly evolving cybersecurity landscape, organizations face increasingly sophisticated and frequent cyber threats. This presentation, aimed at IT leaders across various SUNY schools and MSPs, delves into the progression of cybersecurity strategies to combat these challenges. We will explore the evolution of adversarial tactics and the diversity of attacks compromising our digital ecosystems. Central to our discussion is Extended Detection and Response (XDR) technology, particularly Barracuda XDR, which integrates advanced AI and ML to enhance detection and streamline responses. This session will also highlight how Threat Intelligence and Automation are crucial in shaping proactive defenses, all powered by a 24x7x365 Mature Security Operations Center (SOC) that provides continuous monitoring and rapid incident response. Attendees will gain critical insights into fortifying cybersecurity measures, leveraging cutting-edge technologies to protect against a dynamic array of cyber threats. This comprehensive approach

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ensures IT leaders are well-equipped to lead their organizations into a secure digital future, truly embodying the notion that 'The Future is Now'.

Zero Trust Principles: Understanding and Implementing | Fortinet

Location: Intervale

David Traill, Fortinet

Vendors and independent research organizations are stressing the importance of implementing zero trust strategies, but what does this really mean? Please join us for a discussion around terms, principles, and strategies. Learn how to begin implementing zero trust with the equipment you already have and learn about tools that can complement your strategy.

Quick Wins with CIS Controls IG1: The Best Bang For Your Cybersecurity Buck | Nomic Networks, Inc.

Location: Gore

Ted Gruenloh, Nomic Networks, Inc.

It's way too easy to be distracted by all the cybersecurity buzzwords being thrown your way, and miss the important stuff that's right in front of you. Luckily, Implementation Group 1 (IG1) of the CIS Controls has got your back.

We'll use our managed security experience to walk you through the cyber hygiene basics, using CIS Controls IG1 as our guide. It's all there for you: Practical advice that offers quick wins with minimal cost and effort. Some of these solutions aren't sexy, but they get the job done.

Balancing Act: Achieving Harmony Between Governance and Security for Optimal Microsoft 365 Management | CoreView

Location: Whiteface

Siam Rochanavichit, CoreView

Joe Lally, CoreView

Dive into the digital transformation world for higher education, where governance and security in Microsoft 365 are more crucial and intertwined than ever. This session will clear up the roles and connections between governance – the decision-making framework for data management, and security – the tools and practices keeping data safe. Discover how these two pillars of a strong Microsoft 365 ecosystem can work together, boosting your institution’s resilience, compliance, and efficiency. With real-world examples and best practices, including governance and resource utilization of Microsoft 365 Education storage, higher education IT pros will walk away ready to create a governance and security strategy that aligns with their institution’s goals and meets regulatory needs.

Storing the Future: Harnessing emergence and data storage for AI educational excellence | Pure Storage

Location: North Elba

Richard Barlow, Pure Storage

As AI reshapes education, the backbone supporting it demands attention. Dive deep into the pivotal role of emergence and data storage in ensuring that AI in education is not just useful but revolutionary.

We will broadly discuss:

1. A short history of AI from the 1950s to today
2. The role of emergence in complex biological and technical systems
3. What do we mean by “large” datasets?
4. How do large data sets and emergence intertwine to create the AI revolution?
5. What can you do in education to accelerate and harness this trend?

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This presentation is suitable for both technical and non-technical audiences – come on in, you might learn something interesting!

Automate, Integrate and Engage. How SUNY campuses are doing more with less using TDX iPaaS. | TeamDynamix

Location: Legacy

Matt Deakyne, TeamDynamix

This presentation provides an in-depth exploration of the TeamDyanmix iPaaS automation and integration platform, and its transformative potential in higher education. We will focus on examples of how SUNY partners are automating administrative tasks, improving data accuracy, and increasing overall efficiency using Flows, Connectors and Forms. By leveraging iPaaS, institutions are doing more with less, enhancing collaboration through seamless data exchange, reducing costs by streamlining processes, and improving student experiences through faster and more efficient service delivery.

5:00–6:00 PM

Technology Appreciation Reception

Location: 1932 Jack Shea Arena

7:00–9:00 PM

Conference Dinner

Location: Lussi Ballroom

New this year: Join us Tuesday night for our dinner station soiree. Mix and mingle with your conference colleagues at the carving stations, wok station, and be sure to enjoy a piece of banana bread french toast for dessert! Vegetarian options available at the various stations.

9:15–10:45 PM

STC Game Night

Location: Golden Arrow, Four Seasons Room

Mr. Paul Chauvet, Information Technology Services

[Directions to Golden Arrow](#)

Time**Session/Event Information**

With how successful it was in 2023 – I’m hoping to run STC Game Night again. As with last year, we would need a room large enough to accommodate the attendees along enough tables for people to play the various games. Note: the room in Golden Arrow last year was perfect.

We will be having a board game night for all STC attendees interested in joining us. Come and relax, have fun, and get to you know your fellow SUNY folks in one of the quieter settings of the week. No experience with the games is necessary. The host will provide games, however feel free to bring some of your favorites!

What kinds of games: anything that you won’t get in trouble with HR for playing. Some examples of the games include: Apples to Apples, Sushi Go, King of Tokyo, Munchkin, Pandemic, and more!

WEDNESDAY, JUNE 5, 2024: CONFERENCE DAY #2**Time****Session/Event Information****7:00–8:30 AM****Breakfast**

Location: Lussi Ballroom D

7:00 AM–4:00 PM**Registration Open**

Location: Edelweiss

8:00–8:45 AM**SUNY Security Operations Center (SOC) Update**

Location: Van Hoevenberg

Tishawn Smith, SUNY System Administration**Alec Sauerbrei**, SUNY System Administration**Sophia Vieni**, SUNY System Administration

I will use this presentation to update the SUNY community on the progress that the SUNY Security Operations Center(SOC) has made.

Presentation Breakdown:

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1. SOC Goal
2. SOC Values
3. Meet The Team
4. SOC Services
5. SOC by the numbers
6. SOC discovered Issues (1)
7. SOC discovered Issues (2)
8. SOC discovered Issues (3)
9. Future Services
10. Contact Us
11. Questions

Our Experience Using Microsoft FastTrack To Launch A SharePoint Portal For Students And Employees

Location: Intervale

Joshua Hollenbeck, Jefferson Community College

Angel Lafountain, Jefferson Community College

This presentation illustrates our experience creating an internal portal using Microsoft SharePoint, leveraging Microsoft FastTrack with Forsythe I.T.

What's With All These "OA"s and How Can They Help Me

Location: Gore

Open to SUNY employees only

Kris Lynch, SUNY Center For Professional Development

Deborah McClenon, SUNY Oneonta

Krystal Perlman, SUNY Brockport

Christopher Taverna, SUNY Fredonia

Maria Garrity, Buffalo State University

Holly Heller-Ross, SUNY Plattsburgh

In the rapidly evolving landscape of technology, staying in touch with your counterparts at other SUNY campuses is paramount to success. The SUNY "OA"s (COA, EdTOA, TOA and

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WIT) offer a unique platform for SUNY professionals to collaborate, learn, and contribute to the collective advancement of technology. This presentation will give you an introduction to each of these organizations and the audiences that they serve.

Join us to discover how aligning with a SUNY technical organization can be a transformative step in your professional journey, fostering opportunities for innovation, leadership, and career advancement.

Online Course Innovations: A State-of-the-Art Recording Studio for Engaging Video Content Creation

Location: Whiteface

Amy Moore, SUNY Buffalo

Jayson Skiba, SUNY Buffalo

Justin Zelli, SUNY Buffalo

In the ever-evolving landscape of higher education, the demand for high-quality online courses that effectively engage students when delivering complex content is paramount.

UBs School of Engineering and Applied Sciences Online (SEAS-Online) team developed a state-of-the-art studio equipped with advanced recording technology to facilitate the creation of engaging video content by capturing multiple recording feeds and enabling faculty to present material in a manner akin to traditional classroom instruction. Moreover, the team has devised templates and shared resources tailored to specific program offerings to promote best practices along with consistency and coherence.

Our technically diverse SEAS-Online team combines expertise to support faculty in developing online courses that maintain educational rigor and enhance student engagement. We work closely with faculty and aim to make highly technical content more accessible through the creation of highly engaging

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video materials. As a result of our efforts, we consistently deliver original, high-quality online curriculum, thereby ensuring a cohesive and enriching student experience across various disciplines.

Lessons for New Leaders; Earning the Trust of your Team

Location: North Elba

Open to SUNY employees only

Shady Azzam-Gomez, Information Technology Services

When you step into a new leadership role it is important to build strong relationships with your team. In this session, new leaders will discover the essential principles and practical strategies for establishing trust, fostering open communication, and inspiring confidence among team members. Whether you're transitioning into a leadership role for the first time or looking to enhance your leadership skills, this session will help you learn, grow, and succeed as a trusted leader.

Software Upgrade Efficiency: Leveraging Video Platforms for Enhanced Support and User Engagement

Location: Legacy

Sara Dickey, Upstate Medical University

This presentation highlights a pioneering approach to support seamless software upgrades across an entire organization, providing 1:1 support, real-time solutions and accessibility.

Leveraging a dedicated video platform, our team implemented a structured support system that operated from 7 am to 6 pm over three critical days of a software go-live. The platform facilitated access for staff across more than 60 locations, allowing them to join virtual meetings through one provided link (Actually there were two, one for mac users and one for PC).

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A designated moderator efficiently directed users to personalized break-out rooms for one-on-one interactions with skilled trainers. This innovative strategy not only ensured widespread accessibility but also fostered an effective and personalized experience. Join us to explore the successful implementation of this virtual support model, shedding light on its efficiency, user engagement, and overall impact on a smooth software upgrade within an organization with over 13,0000 users.

* The content generated with the assistance of ChatGPT, a language model developed by OpenAI.

9:00–9:45 AM**Bird of a Feather – Microsoft Copilot and M365 Copilot****Location: North Elba****Shawn Maher**, BITS**Kris Lynch**, SUNY Center for Professional Development

In this Birds of a Feather session the scope of discussion will be Microsoft's AI offerings, focusing on Microsoft Copilot and M365 Copilot.

Enhancing Efficiency with MS Power Automate**Location: Legacy****Lindsay LaBella**, Genesee Community College

Leveraging Microsoft's powerful automation tool to streamline staff workflows within higher education. This presentation will provide an overview of how MS Power Automate can be employed to automate repetitive tasks, manage data efficiently, and enhance collaboration among staff.

9:00–10:00 AM**SUNY System Administration Update****Location: Lussi Ballroom A & B****Open to SUNY employees only****Kevin Stillman**, System Administration**Brian Digman**, System Administration

Time**Session/Event Information**

Kim Scalzo, System Administration

Update from System Administration leads on projects and initiatives across the System.

9:45–10:15 AM

Morning Break

Location: Edelweiss and Lookout Gallery

10:15–11:00 AM

ITEC Update

Location: Van Hoevenberg

Open to SUNY employees only

Mike Notarius, SUNY ITEC

Joe Hoot, SUNY ITEC

Don Erwin, SUNY ITEC

Bill Kramp, SUNY ITEC

Fion MacCrea, SUNY ITEC

IT is ever evolving. Come to this session to understand how all the happenings within SUNY and the IT industry, are and will be affecting ITEC services. In this session we will present what ITEC has been doing, is doing and will be doing from a strategic as well as technical perspective to be best assist your campus on your IT journey.

Physical vs Virtual Labs – The Showdown

Location: Intervale

Phillip Valenta, Binghamton University

Ethan Wright, Binghamton University

The Watson College at Binghamton University as been deploying virtual desktops for over 14 years, initially this was to expand access to software to enhance their distance learning program. In the last 12 years Watson has steadily progressed to replacing their physical lab systems with thin clients at the desk. While there have been many challenges, both technological and personnel, in most deployments these have been overcome towards the progress of consolidating compute back to the data center. We will go over our

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successes, failures and challenges in deploying virtual labs along with why sometimes, you just don't.

SUNY Teams Calling with Audiocodes

Location: Gore

Open to SUNY employees only

Kevin Stillman, System Administration

Join us for an overview of the SUNY Teams Calling Service, designed to revolutionize communication across SUNY institutions. Learn about cost coverage, redundant infrastructure, scalability, seamless integration, managed implementation, ongoing support, and accessing the service. Discover how SUNY Teams Calling can transform communication while optimizing costs and enhancing accessibility.

The no name, no budget, know nothing approach to Esports; the SEQUEL!

Location: Whiteface

Keith Edwards, SUNY Onondaga

Now that you've started building an esports program, what are the next steps to take? What do you do to keep your students invested in your program? What can you do to prevent your arena from becoming a gaming arcade?

We will take a look at programs for the students, rules and guidelines for arena operation, and discuss other ways to recruit and keep students on board.

Igniting Imagination: Techniques for Unlocking Creativity in Teams

Location: North Elba

Denise Burbey, Corning Community College

Marc Brown

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Creativity in information technology is a driving force in how we innovate, develop new systems, and improve our current processes. Fostering creativity is essential for problem-solving, adaptability, and continuous improvement, all of which contribute to the long-term success of a team and an organization. Learn some ways you can get the creative juices flowing with your team.

SUNY Electronic and Information Technology (EIT) Accessibility Initiatives and Updates

Location: Legacy

Lauren Rodriguez, SUNY System Administration

Kim Scalzo, SUNY System Administration

Electronic and Information Technology (EIT) Accessibility continues to be a high priority for SUNY. Two years ago, SUNY launched a series of meetings and work groups around the Digital Learning Environment (DLE) implementation – EIT Accessibility has been one of those workgroups with a focus on how we ensure EIT Accessibility compliance for all the tools being integrated into the DLE. In the last year, SUNY System Administration also formed an EIT Accessibility Committee at the system level and has re-engaged with campuses across the System to support campus-wide EIT Accessibility initiatives. Attend this session for an update on the current state of EIT Accessibility across SUNY and for the DLE. Bring your questions for the SUNY EIT Accessibility committee to address.

11:15 AM–12:00 PM

IT Strategic Planning

Location: Van Hoevenberg

Open to SUNY employees only

Don Erwin, SUNY ITEC

Joe Hoot, SUNY ITEC

You're walking down the hall, and your campus president crosses your path. She asks, "How's our IT organization doing?"

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What will your response be? “Good”? “Meh”? “I don’t know”? Learn how you and anyone in your IT organization can answer that question in a way that builds confidence in your team’s efforts to meet campus strategic goals.

Building on ITEC’s culture for security, standards, and procedures, ITEC is using a process to help define our priority objectives, measurable goals, and projects we are working on to meet those goals. We use this to convey our plans, the justification for those plans, and the state of projects to internal and external audiences.

We will describe the processes and tools we use as well as some challenges and success stories we have experienced to date.

Building a More Effective Team Through Empowerment and Trust

Location: Intervale

David Ecker, Stony Brook University

Building effective teams is critical to the success of any organization, particularly in higher education institutions where collaboration and innovation are essential. This presentation will explore the key elements required to build effective teams (especially across departments and disciplines and with varied abilities and skill sets) that can work towards a common purpose. Specifically, we will examine how empowerment, trust, and a common purpose are crucial to the success of an IT team and how having strong bonds can help overcome challenges and lead to positive outcomes.

Transitioning 911 Calls to an Off-Campus PSAP

Location: Gore

Open to [SUNY employees only](#)

Lesley Bidwell, SUNY Oneonta

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Representatives from SUNY Oneonta will be joined remotely by Michael Geiss from SUNY Cortland to discuss transitioning 911 calls to an off-campus PSAP. We'll discuss why we made this change, the challenges we encountered during the process, and the lessons we learned along the way.

Classroom Accessibility, Now and Tomorrow

Location: Whiteface

Andrew Tucci, Binghamton University

This session explores classroom accessibility from policy (SUNY & ADA) to practical solutions. We'll discuss legal vs. ethical considerations, technology's role, and upcoming trends in accessible learning environments.

Cultivating Growth: Unveiling the COA Mentoring Program for Professional Development

Location: North Elba

Open to [SUNY employees only](#)

Kris Lynch, SUNY Center For Professional Development

Deborah McClenon, SUNY Oneonta

Krystal Perlman, SUNY Brockport

In the rapidly evolving landscape of technology, continuous learning and knowledge sharing have become pivotal for personal and professional growth. The new COA mentoring program is designed to foster an environment between SUNY campuses where experience meets innovation, and wisdom is transferred seamlessly between individuals.

Why Be a Mentor? Being a mentor is not just about imparting knowledge; it's about shaping the future of SUNY's campuses and technical professionals. The COA mentoring program is not just for those in leadership positions, we are looking to foster peer-to-peer mentoring between campus professionals as well.

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Why Be a Mentee? Embarking on the journey as a mentee opens a world of possibilities such as accelerating your learning curve by tapping into the wealth of your mentor's experience and building a robust professional network through others at SUNY.

Come find out how you can be part of the inaugural COA Mentoring Program in 2024 and discover the opportunity to connect with other SUNY professionals and develop skills together with our COA members that will help you succeed in your career. Don't miss out on this chance to invest in your future!

SUNY System-wide Technology Contracts and Procurement Initiatives Update

Location: Legacy

[Open to SUNY employees only](#)

Glenn Massey, SUNY System Administration

Corey Vein, SUNY System Administration

Annabella Clark, SUNY System Administration

Attend this session for an overview of the current University-wide Technology Agreements and an update on current contract activity and procurement initiatives.

12:00–1:00 PM

Lunch

Location: Lussi Ballroom

Mexican burrito buffet station with soups.

1:00–4:00 PM

Technology Exhibition Open

Location: 1932 Jack Shea Arena

Gold and Platinum Giveaways schedule:

2:30 – Armis

2:35 – AudioCodes

2:40 – AWS

2:45 – Barracuda

2:50 – CloudFlare

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2:55 – Coreview
3:00 – Fortinet
3:05 – Juniper
3:10 – Nomic
3:15 – PureStorage
3:20 – Team Dynamix
3:25 – Veeam
3:30 – Viewsonic
3:35 – Dell

1:00-1:45 PM**SUNY Online: Updates and Next Steps**

Location: Van Hoevenberg

Dan Feinberg, SUNY System Administration

SUNY Online has had a busy year supporting campuses with their online learning initiatives. From the implementation of the DLE, to the help desk, campus partnerships, and student and faculty supports, SUNY Online has worked with campuses across the state to further their online learning goals. This presentation will focus on reviewing the progress made, plus discussing new initiatives, while saving time for questions.

Best Practices for Creating Accessible Presentations

Location: Intervale

Daniel Laird, SUNY Oswego

Have you ever been in a presentation where the text was a color that made it difficult and even uncomfortable to try to read? Maybe the presenter tried to fit as much text as possible in a slide, which made it like taking off your glasses and trying to read an eye chart at the DMV? And then there is everyone's favorite; the graph with the tiny text labels that the author will always present with the caveat "I know this is hard to read, but..." Even with the recent attention to accessibility best practices and the focus on making accessible digital resources, we are still seeing many people not adhering to the most basic of principles when attempting

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to create an easy-to-read and digestible slide deck. This presentation will show you the details you need to know to create an accessible and more engaging session for your audience.

Implementing a Fortigate as a Campus Network Core with Full IPS Capability

Location: Gore

Enrico Coloccia, SUNY Geneseo

Unlike Dr. Seuss's Zax, which only go north and south, SUNY Geneseo has deployed an additional Fortinet Fortigate as our layer 3 network core. This has allowed us to easily segregate networks and implement full east-west IPS protections. This session will explore our journey through design and implementation as well as some of the implications and challenges we have needed to manage along the way.

CHARTED (Coffee Hour A Round Table EdTOA Discussion)

Location: Whiteface

[Open to SUNY employees only](#)

Christopher Taverna, Fredonia

Edward Brunet, Stony Brook

Join your SUNY EdTOA colleagues in a open discussion on various topics of interest. This will be similar to our virtual monthly meetings except that we get to meet each other in person.

ViewSonic TeamJoin – The Easiest Way to Create Collaboration Spaces and Conference Rooms | ViewSonic

Location: North Elba

Jason Webster, ViewSonic

ViewSonic's TeamJoin is a software solution designed to streamline video conferencing and collaboration, particularly in Microsoft Teams Rooms. It simplifies the meeting setup

process, allowing for instant and intuitive collaboration, which is crucial for higher education institutions aiming to enhance communication. With features like one-touch meeting starts, enterprise-grade security, and immersive audio/visual experiences, TeamJoin makes it easier for educational institutions to adapt to modern, flexible teaching methods and connect remote participants effectively.

Dell Technologies APEX: Take Advantage of Multicloud by Design | Dell Technologies

Location: Legacy

Jackson Spellman, Dell Technologies

Charles Kovalsky, Dell Technologies

Welcome to a transformative journey through Dell APEX, tailored to meet the evolving needs of today's universities. In this dynamic 45-minute session, we'll explore how Dell APEX serves as a catalyst for overcoming common IT challenges faced by educational institutions. With a focus on agility, scalability, and cost-effectiveness, APEX empowers universities to thrive in the digital age while addressing key pain points head-on.

Key Points of Discussion:

- **Agility:** Flexibility is paramount in the fast-paced world of academia. APEX enables universities to adapt rapidly to changing demands, ensuring seamless transitions between on-premise, hybrid, and multi-cloud environments.
- **Scalability:** As student populations fluctuate and academic programs diversify, scalability becomes a pressing concern. APEX provides elastic scalability, allowing IT infrastructures to expand effortlessly to accommodate evolving needs without compromising performance or reliability.
- **Cost Optimization:** Budget constraints often hinder innovation in educational IT. APEX offers a consumption-

Time

Session/Event Information

based model, eliminating upfront costs and aligning expenses with actual usage. This pay-as-you-go approach maximizes financial efficiency while unlocking resources for strategic initiatives.

- **Enhanced Security:** Safeguarding sensitive data and intellectual property is paramount for universities. APEX integrates robust security features, including threat detection, encryption, and access controls, to fortify defenses and mitigate risks in an ever-changing threat landscape.
- **Simplified Management:** Complexity is the enemy of efficiency. APEX streamlines IT management with centralized control, automation, and self-service capabilities, empowering university IT teams to focus on innovation rather than mundane tasks. Focus on higher-level tasks with Dell APEX Infrastructure as a Service and other service augmentation options.

2:00-2:45 PM

ITEC Security Update

Location: Van Hoevenberg

Open to SUNY employees only

William Kramp, ITEC

Tom Pearson, ITEC

In this session ITEC will describe the current and future security initiatives for both the “Internal Security” and “External Security” service. We will explain how ITEC is undergoing a SOC 2 Type gap analysis and deploying Cloudflare ZTNA for Banner access. You will also learn how ITEC has been able to translate our security program into something you can use on your campus. We’re able to assist with important campus needs, ranging from using tools like Purple Knight to assess and mitigate IOE’s in Active Directory and Entra ID, to discussing policy-level requirements from GLBA and SUNY.

Time

Session/Event Information

Landing Your Dream Job

Location: Intervale

Maria Garrity, SUNY Buffalo State

Holly Heller-Ross, SUNY Plattsburgh

Dr. Amitra Wall, PhD, C.A.S., SUNY Buffalo State

Denise Burbey, SUNY ITEC

Kris Lynch, SUNY Center for Professional Development

Wonder how your IT leader ended up in their role? What combination of skills, experience, connections, or timing paved their way? IT fields vary, paths to leadership differ, and higher education technology staffing needs more diversity. Join your SUNY colleagues as they delve into their career paths, sharing pivotal moments and offering invaluable advice to guide you on your own professional journey. Additionally, you'll have the chance to connect with outstanding colleagues who can expand and enrich your professional network.

Ensure you're equipped to secure the job you desire! This session is your chance to gain valuable insights and forge meaningful connections.

Taking Flight: Exploring Microsoft Cloud Storage for Effective Collaboration in Higher Ed

Location: Gore

Michael Grosshandler, University at Albany

Odette Fung, University at Albany

Effective collaboration is critical in higher education today more than ever. Traditional network shares, once the mainstay of file sharing and collaboration, are challenged by the rise of cloud storage solutions. This "birds of a feather" session will explore using Microsoft 365's cloud storage tools (SharePoint Online, Teams, M365 Groups, and OneDrive) for file sharing and teamwork instead of traditional network shares.

Time

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Join us as we navigate the skies of cloud collaboration, sharing insights, best practices, identified risks, and learned lessons. Through this interactive session, we aim to foster a vibrant discussion around:

- Potential benefits of embracing cloud storage
- Implementation challenges
- Suitability of cloud storage for institution's unique needs
- Migration and adoption strategies
- Governance and compliance considerations

Together, we'll explore the potential of cloud collaboration to enhance how students, faculty, and staff work together, regardless of location or device.

Classroom Support Models in the Digital Era

Location: Whiteface

Robert Kucharek, Binghamton University

Tim Hawco, Binghamton University

This session will discuss AV support for classrooms at Binghamton University, including phone support, web resources, and media.

How do you support classroom audio visual emergencies?

What digital resources do you have at your school to support classrooms?

What kind of online database do you have for classrooms?

Come with your questions and answers. We will be discussing classroom support at all of your schools.

Fortress Your Inbox: How Cloudflare Email Security Supercharges Microsoft O365 Defenses Against Phishing | Cloudflare

Location: North Elba

Todd Murray, Cloudflare

In today's threat landscape, even the most robust email security systems struggle to keep pace with sophisticated phishing attacks. While Microsoft O365 offers a strong foundation, attackers constantly evolve their tactics. This session explores how Cloudflare Email Security complements your existing O365 defenses, providing a layered and targeted approach to stop phishing attempts in their tracks.

Here's what you'll learn:

- The limitations of traditional email security: We'll delve into why spam filters and basic authentication fall short against modern phishing campaigns.
- Cloudflare's layered defense advantage: Discover how Cloudflare proactively hunts down phishing threats and utilizes contextual analysis to identify even the most cunning attempts.
- Seamless integration with O365: See how Cloudflare seamlessly complements your existing O365 infrastructure, providing a holistic security posture.
- Combating Business Email Compromise (BEC) and other targeted attacks: Learn how Cloudflare's advanced threat detection helps safeguard your organization from financial losses and data breaches.

Don't let your inbox be the chink in your security armor. Join this session and discover how Cloudflare Email Security empowers you to build a fortress against phishing attacks.

Cover Your Assets: Veeam Backup for M365 | Veeam Software

Location: Legacy

Christian Latoja, Veeam Software

Christian Latoja will discuss data protection of your Exchange, SharePoint, OneDrive, and Teams data.

Time**3:00–4:00 PM****Session/Event Information****Afternoon Break**

Location: 1932 Jack Shea Arena

4:00-4:45 PM**SICAS- More than just a FAFSA update**

Location: Van Hoevenberg

[Open to SUNY employees only](#)**Bill Grau, SICAS Center**

Bill Grau, Executive Director of the SICAS Center, will give an update on the SICAS program including work done, work in progress and how we can help you Empower Education Through Technology.

Information Security Policy: Management Tool or Menace?

Location: Intervale

James Onley, SUNY Brockport

You must have an Information Security Policy. Nobody wants to write it. Nobody wants to publish it. Nobody wants to follow it. Nobody wants to maintain it. Nobody wants anything to do with it. Maybe a consultant can write it and then we can never look at it again.

It can often seem like there are better ways to spend our limited amount of time. I have been writing and trying to publish security policies for three years. To be honest it's as popular as a dentist office scheduling root canals.

In this presentation I will talk about how an information security policy establishes a security program, and benefits both technical and non-technical managers. Cybersecurity tools alone can make the organizational security problem worse. Why? Because who can understand them? Tools are the domain of specialists far beyond management and governance. They whirl away in the shadows where nobody can see them.

Policies are often the most visible parts of institutional information security. They are what managers must engage

Time

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with. It's what staffing and budgets should be based on. Far from a waste of time, for many organizations it's the critical missing piece. The fight to create and publish real security policies, when done right, should be a cultural journey for the organization.

Please join me as I walk through the anatomy of an information security policy and hopefully demonstrate why they are real and critical for having effective information security in an organization.

Cutting the Coax: Transforming Campus Entertainment with Wi-Fi and Streaming Services

Location: Gore

Zachary Jones, Binghamton University

Brett Southard, Farmingdale State College

Enrico Coloccia

Roundtable discussion on revolutionizing campus connectivity and entertainment experiences. Learn about initiatives to enhance Wi-Fi infrastructure at SUNY campuses, including offering successes at Binghamton, Farmingdale, and Geneseo. Discover how partnerships with entertainment providers like Swank are bringing cutting-edge streaming services to campuses, along with the development of gaming suites. Explore the impact of these advancements on students and staff.

Remote AV Support Deep Dive

Location: Whiteface

Christopher Weber, SUNY Buffalo State

A more detailed look at remote AV support, focusing on network-based tools and concepts. Beginners will get food for thought on areas of focus, while more intermediate technicians will gain knowledge of some advanced Crestron system techniques and network-related platform-independent soft skills.

Time

Session/Event Information

Supporting your Digital Learning Environment (DLE)... SUNY Online's process in Supporting this grand endeavor.

Location: Legacy

Open to SUNY employees only

Matt Casalnuovo, System Administration\SUNY Online

Presenting on how SUNY Online Support Services works with the office of System Administration, SUNY Campuses and vendors to give holistic support of the SUNY DLE (Digital Learning Environment) and Brightspace.

SUNY Online Support Services coordinates between working with D2L (Brightspace), all the SUNY Campuses in the DLE , other offices of the System Administration and Third Party Vendors to fully support the DLE.

We will show how we track tickets, workflow processes with the other Offices of System Administration, and build out the SUNY Online Knowledge base for Brightspace.

5:30-10:00 PM

Conference Event – Oktoberfest at STC

Location: Olympic Jumping Complex

Pick up and arrival

- **5:15 PM:** Bus pick up begins in front of hotels (**Cambria, Crowne Plaza, and Golden Arrow**) and conference center. Buses will run until all people are at the event.
- **5:30-5:45 PM:** Arrive at Olympic Jumping Complex
- **6:00 PM:** Drinks and Olympic demonstrations
- **6:30 PM:** Ski lift opens, zip lining, German bands. Food service begins.
- **6:30-7:00 PM:** Alpine Horn Society of Western NY
- **6:30-9:45 PM:** Fritz's polka band – Classic German music and contemporary hits
- **8:00 PM:** Early bus returns begin. Buses will return to hotels when enough people have boarded.

Time

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- **8:30 PM:**
STC prize
giveaway
at the
Lodge
(Must be
present
to win!!).
Dinner
service
ends.



- **9:00 PM:**
Dessert
service
ends.
- **9:30 PM:**
Drink
stations
close.
Buses for
return
trip to
hotels.



- **10:00 PM:** Final buses leave

THURSDAY, JUNE 6, 2024: CONFERENCE DAY #3

Time

Session/Event Information

7:00–8:30 AM

Breakfast

Location: Lussi Ballroom D

Time

7:30–10:00 AM

Session/Event Information**Registration Open**

Location: Edelweiss

8:00–8:45 AM

Managing Project Resource Allocation in TDX

Location: Van Hoevenberg

Open to SUNY employees only

Jason Poch, SUNY ITEC**Phil Vecchione**, SUNY ITEC

Do we have enough team members to work on this upcoming project? We have a project that will require a six-month commitment. Who currently has the capacity to take on some extra work? An expedited request just came up. Who from our team is available to help with completing it in a timely manner? When it comes to executing projects and project requests, organizations manage team members' workloads differently. In this session, ITEC will lead you through how their PMO manages project resource allocation. Highlights of this session will include: how project resource allocation was managed prior to TDX; how TDX was setup to manage resources; how TDX is now used to manage project requests and projects; as well as future planning and reporting.

Managing and Protecting Microsoft 365 Data with Native Tools

Location: Intervale

Deborah McClenon, SUNY Oneonta**Steven Maniscalco**, SUNY Oneonta

Data in Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft Teams is mission critical data. We performed a deep review to determine if our methodology provides the level of data recovery, retention, and risk tolerance the campus needs. Additionally, new compliance standards for "immutable backups" needs to be considered in our existing solutions. Join us as we talk about the tools that are native in M365 and Entra ID that we use to manage, protect, and restore our M365 Data.

Time

Session/Event Information

Navigating the AI Landscape: Understanding the Differences and Prompt Strategies.

Location: Intervale

David Ecker, Stony Brook University

This session will explore the differences between three AI language models: ChatGPT, Copilot, and Bard. Each of these presents the user with different information. Some display sources while others don't, and the value of the prompt provided to the model is often the key to getting complete information. We will demonstrate the differences we have seen that would affect faculty, staff, and students' usage of these tools for their needs. As well as discuss how these tools will affect us in IT.

Prompt Engineering has been the cornerstone of using any of these models; in this session, I plan to show a specific method I have developed that will show the audience how to make a better prompt to gain better results. Our focus is on the freely available tools that everyone has access.

The data tells us that AI usage in the last year has drastically increased among those between the ages of 25 and 34 around the world. It is estimated that 100 million users use an AI model in their daily lives.

Our students are learning this information at an unbelievably fast rate, and we have to work together as colleagues to share the details we have learned across the SUNY institutions so that we can keep up with the challenges these AI models will present to us each semester. As such this is an interactive session where participants will be able to share their experience with others attendees.

Event Streaming on a Budget: Production of sports during COVID19

Location: Whiteface

Eric Adler, Binghamton University

Time

Session/Event Information

An overview of the needs of sports video production and streaming in the season after the COVID 19 shutdowns, with sports from fall and spring competing simultaneously, including one weekend with 10 events in two days. Discussion of solutions utilized ranging from an existing \$0.5M control room all the way to extreme budget solutions. Followed by a look at available software and equipment to stream events on your campus.

The kids are (going to be) alright- Building teams of students after a global pandemic

Location: North Elba

Ryan Swan, SUNY Oneonta

After the global pandemic we are seeing a different type of student on our campuses. The question of how their experience of trauma has shaped them, and how they can fit into an effective team is one we are all trying to answer. We will explore the psychology of these students holistically, and how we as supervisors and advisors can leverage our roles to lead them to success by teaching them skills for the rest of their lives.

This presentation gives a foundational overview of a typical higher-ed student, and also gives examples of how this insight was able to shift our approach at SUNY Oneonta of how we not only build our student employee teams, but also allows more effective communication with the campus' population.

SUNYNet STC Update 2024

Location: Legacy

Tishawn Smith, SUNYNet

Marc Marrone

Rio DiGennaro

We will use this time to provide the SUNY community with an update on SUNYNet services.

Time**Session/Event Information**

Presentation Breakdown:

1. SUNYNet Goal
2. SUNYNet Values
3. Meet The Team
4. SUNYNet Services
5. Managed Firewall Service
6. Managed DNS
7. Private Networking
8. Future Services
9. Contact Us
10. Questions

9:00–9:45 AM

SUNY High Speed Data Rail (MuleSoft) – Live Demo – Campus admissions data integration

Location: Van Hoevenberg

Jason Maloney, System Admin

Paul Lienhard, System Admin

SUNY Campuses are faced with an increasing demand for consistent, accurate, effective, and efficient data integration between internal and external applications that facilitate seamless systems integrations. This session will demonstrate an API-led data integration using the SUNY High-speed Data Rail (MuleSoft) and the leading admissions and recruiting application, Slate. We will take a closer look at the platform's capabilities specific to data transformation, routing, validation, re-usability, and monitoring.

IT Assessment and Asset Management using Team Dynamix at SUNY Buffalo State University

Location: Intervale

Kari D'Amico, SUNY Buffalo State University

Jason Overholt, SUNY Buffalo State University

Roland Rachinger, SUNY Buffalo State University

Jeffrey Sick, SUNY Buffalo State University

Time

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IT software and hardware assessment and asset management are continually changing, complicated aspects of IT that involve many critical elements, perspectives, and policies. Members of SUNY Buffalo State University's IT department will share their success story of centralized IT deliberately evolving to meet the challenging and shifting demands of internal and external factors related to software and hardware assessments and asset management.

Since 2017, with a foundation of ITIL and the implementation of ITSM software, Team Dynamix (TDX), the Buffalo State IT assessment team built a process based on a common methodology to fill a critical role in working toward compliance, transparency, efficiencies, and cost savings. This session will focus on the development and challenges of the process and how it relates to roles and responsibilities, compliance, leveraging expertise, asset management, and reporting. In fiscally challenging times, this framework has been an essential structure to support data-driven decision-making and streamlining a collaborative effort to ensure all aspects of new and ongoing technology are reviewed, stakeholders are involved prior to contract execution and to also provide the foundation for IT PMO project implementations.

The Software Assessment Team at Buffalo State is truly a collaborative team that is highly consultative, transparent and supports informed decision-making through this mature and improving process. From department-specific to campus-wide software agreements and contracts, the process addresses it all and continues to evolve to meet new challenges.

VoIP Cloud Migration Pitfalls

Location: Gore

Gail Levy, Stony Brook University

Robert Mackay, Stony Brook University

Behzad Barzideh, Stony Brook University

Time

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Moving your Telephone/UC system into the Cloud, or at least considering it? Stony Brook University has recently walked this path with its migration to Cisco Webex Calling. There are additional details to consider, including Ray Baum, Carrier porting, and existing equipment. This is an excellent opportunity to discuss expectations and possible pitfalls.

Student Employment and Development

Location: Whiteface

Edward Brunet, Stony Brook University

As a functional team within DoIT (Division of Information Technology) at Stony Brook University, we are a four year school that heavily relies on our student employees to help maintain our technical equipment for over 200 registrar controlled classrooms across 3 campuses.

In my presentation I will introduce how we manage, expect and give back to our student employees while they are working for us. The idea of employment with us, for them, is being able to learn a new skill/trade as a second option of employment after graduation.

Strategic planning – Who, What, Where, and When of involving your institution.

Location: North Elba

Stephen Cook, Information & Technology Services

This presentation will have a panel of IT Leaders that have been involved with the process of implementing an IT Strategic Plan for their campus. This presentation will use the Rutgers, Center for Organizational Development and Leadership, Strategic Planning in Higher Education: A Guide for Leaders as the basis for questions the panelists address. The following questions: How did you involve the buy in of campus leadership? What tools did you use to communicate the progress of your work? Who collaborated with your organization to complete the assessment? How did you do

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your environmental scan? Did the goals of the assessment come after or before initiating the process? What was the process for creating strategies and action plans after the assessment? How was the strategic plan shared with the campus?

Powering and Protecting SUNY IT: ITEC Campus IT Services and Security Services

Location: Legacy

Open to SUNY employees only

Fion MacCrea, SUNY ITEC

Thomas Pearson, SUNY ITEC

Come learn how ITEC has been able to augment several SUNY IT teams with our Campus IT Services. We'll discuss highlights from the past year, including a full campus wireless access replacement, file sharing migrations, datacenter consolidation efforts, etc.

We'll tell the story of how responding to a campus security incident led to opportunities for both the campus and ITEC to understand and provide a more valuable IT service to the community.

We'll also discuss additional capabilities and services ITEC is hoping to provide SUNY.

9:45–10:15 AM

Morning Break

Location: Edelweiss and Lookout Gallery

10:15–11:00 AM

ITEC PMO Update

Location: Van Hoevenberg

Philip Vecchione, SUNY ITEC

Jason Poch, SUNY ITEC

The ITEC Project Management Office has been working on its second iteration. In this session, we will talk about the history of our PMO, its decentralization, our overhaul, and what lies ahead. We will look at the PMO's role and its philosophy, as

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well as talk about some of the newer features we implemented: project intake, project slack, project change, and resource allocation.

Bridging Silos: Leveraging TeamDynamix iPaaS and Building Connectors for Automation at SUNY Plattsburgh

Location: Intervale

Tyler Whitney, SUNY Plattsburgh

In the diverse ecosystem of Information Technology found in higher education, SUNY Plattsburgh leverages TeamDynamix iPaaS to bridge operational silos through integration and automation. This presentation outlines our strategic use of TeamDynamix, specifically creating connectors, to enhance efficiency across campus.

Starting with the canned connectors, we realized the need to go beyond their initial capabilities to meet our unique operational needs. We extended these connectors with custom functionality, showcasing the adaptability of TeamDynamix iPaaS. From there we ventured into developing custom connectors, tailored to SUNY Plattsburgh's specific requirements. Whether they be talking to specific REST APIs, or running commands remotely on actual hosts. This process highlighted the platform's flexibility and our innovative approach to solving integration challenges.

This talk will provide insights into the practicalities of utilizing, modifying, and creating connectors within the TeamDynamix ecosystem. We'll share our experiences with the canned connectors, the steps taken to extend their functionality, and the journey towards developing fully custom solutions. Attendees will learn from our challenges and successes, gaining actionable strategies for applying similar integration and automation techniques in their institutions.

Join us to discover how SUNY Plattsburgh is achieving a seamlessly integrated and automated campus environment,

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demonstrating the transformative potential of TeamDynamix iPaaS in higher education.

In-Building Emergency Communication Signal Distribution: New Code Requirements

Location: Gore

Brett Southard, Farmingdale State College

Updates to the 2020 NYS Fire Code now requires approved in-building radio coverage for Emergency Responders in new buildings. We will talk about some of the requirements and have an open discussion how this may affect your campus.

Birds of a Feather Flock Together: Navigating Audio-Visual Challenges on a Shoestring Budget

Location: Whiteface

[Open to SUNY employees only](#)

Kelly Larrivey, SUNY OCC

Patty Van de Bogart, Tompkins Cortland Community College

Join us for an interactive discussion session tailored for professionals in audio-visual services within community colleges. In this session, we'll gather to tackle the shared challenges we face in meeting technology requirements while operating on limited budgets.

With a focus on collaboration and idea sharing, participants will have the opportunity to engage in open dialogue, sharing insights, strategies, and creative solutions for overcoming obstacles in providing audio-visual services on campus.

Whether it's sourcing affordable equipment, optimizing existing resources, or implementing innovative approaches, this session aims to foster a supportive environment where every voice is valued.

Come prepared to share your experiences, learn from fellow colleagues, and collectively explore actionable strategies to enhance audio-visual services within community college

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settings. Let's harness the collective wisdom of our community to navigate the complexities of technology provision, ensuring that our institutions thrive even within resource constraints. Join us as we prove that, indeed, birds of a feather do flock together.

Using RAMPS to Build a Culture of Access

Location: North Elba

Sean Moriarty, SUNY Oswego

A culture of digital accessibility is vital to creating a diverse, equitable, and inclusive campus where all community members feel they belong and can participate. Digital Accessibility becomes part of the culture when it is a natural part of the decision-making process, and individuals view creating access in every class, unit, department, and institution as their responsibility. Over the last decade, SUNY Oswego has utilized the RAMPS model to gradually cultivate this culture of accessibility.

By the end of the session, participants will be able to identify key stakeholders who will be allies and partners, strategize ways to engage the community to integrate accessibility throughout the institution, build a case that digital accessibility is proactive work that saves the organization time and resources; identify responsibilities and actions everyone in the organization can take to role-model digital accessibility practices; and build a focus on progress by identifying small gains that make a difference over time.

Revolutionizing Adaptive Learning: An In-depth Exploration of the Torus Project and its Impact on SUNY

Location: Legacy

Tony DeFranco, SUNY OER Services

Norman Bier, SUNY OER Services

The Torus project represents a paradigm shift in the development, delivery, and enhancement of courseware. This

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presentation aims to provide a comprehensive overview of Torus, its evolution, and its integration into SUNY's Digital Learning Environment. Attendees will gain insights into the project's foundations in learning science, its data-driven approach, and the strides made in addressing issues of cost, effectiveness, ease-of-development, and community engagement.

Key Points of Discussion:

SUNY Experience and Progress:

Explore the successful implementation of Torus at SUNY, emphasizing the progress made and lessons learned.

Discuss how Torus aligns with SUNY's specific needs, contributing to improved learning outcomes and user engagement.

Data-Driven Insights:

Highlight the role of data in Torus, showcasing how the platform leverages insights to enhance adaptive learning. Share specific examples of data-driven decision-making and its impact on pedagogy and courseware improvement.

Brightspace Integration:

Investigate the integration of Torus with Brightspace, evaluating ease-of-use and benefits for educators and learners.

Address challenges faced during integration and migration from previous learning management systems, emphasizing lessons learned and solutions implemented.

Feedback and Discussion:

Prioritize participant feedback on their experiences with Torus and other adaptive learning platforms.

Encourage open discussion on the role of Torus in meeting the needs of campus technology professionals and strategies for further improvement.

Preview of Plans:

Provide a glimpse into the future plans for Torus, including

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upcoming features, enhancements, and collaborative initiatives.

Emphasize the continuous commitment to research and development, with a focus on staying ahead of evolving educational technology trends.

11:15 AM–12:00 PM**Part-Time Intern, Full-Time Impact: Leading Projects**

Location: Van Hoevenberg

Marc Marrone, SUNYNet

I will use this presentation to talk about my personal experience of starting as an intern at SUNY, the opportunities given to me and the reasons I stayed at SUNY to become a Full-Time Network Analyst.

Presentation Breakdown:

1. Personal Background
2. Prior Work Experience (SUNY Cobleskill Helpdesk)
3. Making the decision to intern with SUNY
4. First Impressions of SUNY
5. Getting an opportunity to grow
6. My first "Big" project
7. Internship end
8. Why did I stick around?
9. Reflections
10. Questions

Solving the Course Adjustment process using forms, flows, tickets and workflows with TeamDynamix iPaaS and ITSM

Location: Intervale

Jim Lucas, SUNY Plattsburgh

Tyler Whitney, SUNY Plattsburgh

This presentation will cover an overview of the challenges associated with managing the course adjustment process and

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how we utilized TeamDynamix to provide a comprehensive solution from start to finish.

Utilizing forms and flows within TeamDynamix iPaaS, we developed a Course Adjustment form enabling students to request course additions and withdrawals after the open enrollment period concludes.

We harnessed connectors in iPaaS flows to gather information from Banner and Active Directory, which is then displayed on the form. Additionally, we utilized these connectors to perform complex date calculations determining when a withdrawal request transitions into a late withdrawal request, necessitating a distinct approval process.

Upon submission of the course adjustment request by the student, an iPaaS flow generates a ticket within TeamDynamix ITSM, containing all pertinent attributes required for decision-making.

Following ticket creation, it is assigned a workflow guiding it through the approval process, with notifications sent to each approver when their input is needed.

Furthermore, reports were generated within ITSM for the Registrar's Office, facilitating tracking of each request's status categorized by request type and approval status.

Through this presentation, we aim to showcase the potency and adaptability of utilizing TeamDynamix with iPaaS.

We are not alone

Location: Gore

[Open to SUNY employees only](#)

Brett Southard, Farmingdale State College

Do you still have questions to ask your peers? Come to this open discussion session to close out the SUNY Technology Conference. We are SUNY, We are not alone.

Time

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Technology Event Support on Campus

Location: Whiteface

Bill Meyers, SUNY Geneseo

Jon Stamp, SUNY Cortland

This will be a follow-up to last year's session about event support on campus. Last year's session was well received, and we had such a lively discussion we ran out of time. Every SUNY campus has a different policy & procedure on event support and we want many perspectives. Join Jon Stamp from SUNY Cortland and Bill Meyers from SUNY Geneseo for this panel discussion on what events you support (and which ones you won't!).

M365 Birds of a Feather

Location: North Elba

Deborah McClenon, SUNY Oneonta

Krystal Perlman, SUNY Oneonta

Tyler Billings, SUNY Oneonta

The SUNY COA M365 Collaboration Group Team invites you to join us for an M365 Birds of a Feather conversation about all things M365. We'll chat about new features, deployments, challenges and successes.

Banner again for the First Time

Location: Legacy

Mr. Nate Trost, Sicas Center

The Experience Platform is more than just a pretty face for accessing the same old Banner functionality. While it does offer support for accessing Administrative Pages and Banner 9 Self-Service applications it also offers new tools for building new experiences. SICAS initially concentrated on the SDK for building cards and pages. Now we are getting to work with the Ellucian Platform Components being used to implement the SICAS applications. This session will look at various

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Ellucian Platform Components and how they fit into Experience and work together to build what we need often without needing to use the SDK. Many SICAS exclusive Banner 8 & 9 features are now available using new platform components.

12:00-1:00 PM**Lunch**

Wraps to go! Includes drink, chips, apple, and cookie. Location: Lussi Ballroom D