

umTECH NEWSLETTER

ITS SERVICE DESK
Volume 6 Issue 5



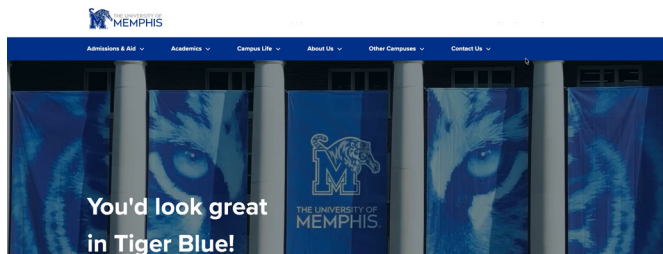
ITS SECURITY

SUMMER 2026

Cybersecurity requires constant vigilance as cybercrime and phishing attacks continue to rise nationwide. The ITS Security team leads the University's efforts to protect against cyberattacks, digital fraud, and unauthorized access through enterprise protections, system monitoring, security policies, and ongoing education for faculty, staff, and students.



To strengthen phishing awareness, the team has implemented regular phishing simulations and reinforcement training that provide real-world examples of scam tactics. Since the program began, faculty and staff phishing failure rates have been reduced by half, helping build a stronger culture of cybersecurity awareness across campus.



WEB AND MOBILE SERVICES

So far this year, Web and Mobile Services has supported several major initiatives to strengthen the University's digital presence and modernize web services. A key focus has been supporting Marketing and Communications with the ongoing redesign of memphis.edu through template updates, accessibility improvements, CMS support, search enhancements, and post-launch refinements to ensure pages remain user-friendly and aligned with University standards.

The team has also led a large-scale website cleanup initiative to improve the quality and sustainability of the University's web content. Using analytics, CMS data, and accessibility reporting, Web and Mobile Services has worked with site owners to identify outdated or low-engagement content for review and removal, with plans to reduce the site footprint by approximately 15–20% while continuing to enhance accessibility and navigation across the website.



3D PRINTING IMPROVES CLASSROOMS, REDUCES COSTS

The Audio-Visual (AV) Services team recently began using 3D printing to create components for new classroom lecterns, saving the University more than \$10,000 while streamlining production and reducing reliance on outside manufacturing. The savings were reinvested into additional AV upgrades, helping expand classroom improvements across campus and enhance the teaching and learning environment.

RESEARCH COMPUTING 2026

Thursday September 3rd, 8:30 AM – 1:00 PM
PMUniversity Center (UC 300)

Join us for a campus showcase of computational research featuring faculty and student presentations, networking, live demos, and tips from Research Computing staff on enhancing your projects with high-performance computing resources. Undergraduate students are encouraged to attend to explore potential graduate research opportunities across science, engineering, finance, and more. Morning coffee service will be provided, and additional event details will be shared in upcoming Research Computing newsletters.



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