



THE UNIVERSITY OF
MEMPHIS

umTECH NEWSLETTER

ITS SERVICE DESK
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BUILDING AI READINESS THROUGH STRUCTURED COPILOT TRAINING



This summer, the University will deliver five structured training sessions focused on Microsoft Copilot, in partnership with its Microsoft licensing provider. These sessions are designed to help faculty and staff apply AI tools in practical academic and administrative workflows, supporting improved efficiency while reinforcing responsible use.

The training effort is part of a broader institutional approach to AI adoption that emphasizes secure, guided use rather than informal or unregulated activity. Microsoft Copilot Chat serves as the University's primary, institutionally supported AI platform, providing a managed environment aligned with data protection and governance standards.

You are invited to join the University of Memphis Copilot Learning Series to discover how Microsoft Copilot can help you work more efficiently, communicate more effectively, and make better use of information across your daily responsibilities. This five-part series progresses from foundational concepts to practical applications, providing opportunities for faculty and staff to explore AI in a secure, university-supported environment. All sessions are open to anyone with a University of Memphis login. No previous AI experience is required. [Learn more about our trainings here.](#)

ITS SECURITY

Cybersecurity requires constant vigilance as cyber threats continue to grow. Phishing remains one of the most common threats, so faculty and staff should expect periodic phishing simulations as part of the University's security awareness program. Regular training and simulations have reduced phishing failure rates by half, strengthening the University's overall security posture. Individuals who repeatedly fall for phishing attempts or simulations may be required to complete additional cybersecurity training.



WELCOME

Join us in welcoming Vicki Rogers to the University of Memphis Information Technology Services team. Vicki brings 20 years of service, with expertise in IT service management, process improvement, change management, and leadership. Prior to joining the University of Memphis, she served as Director of Service Management at Georgia Institute of Technology, where she led key ITSM practices and worked to improve service delivery and strengthen governance.



Vicki Rogers
Deputy CIO
Information Technology Services

Vicki holds degrees in business and organizational leadership and is currently pursuing a Doctor of Education in Higher Education Leadership at Georgia Southern University, focusing on women leaders in higher education technology. She is passionate about mentoring, improving the user experience, and developing future IT leaders. Outside of work, she enjoys reading, traveling, and spending time with her family and spoiled schnauzer.

WEB AND MOBILE SERVICES

Web and Mobile Services continues to modernize campus technology through initiatives such as replacing Kiteworks with a custom Secure Upload application that leverages existing Microsoft resources. The team has expanded integrations supporting Oracle Fusion, Canvas, EMS, TOPdesk, and other business processes while advancing major Onspring projects and developing a custom myMemphis portal proof of concept as a potential replacement for CampusM. The team is also exploring AI-assisted development to improve efficiency and maintainability, supporting the University's ongoing focus on modernization and sustainable digital infrastructure.



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