

## President's Staff meeting 9-19-2022

### Information Services:

- Zendesk /OKTA - Enrollment Services and The Center will have access to OKTA and Zendesk so they can work through the majority of incoming student ticket requests about passwords, accounts, tuition, etc.,
- OKTA MFA – this major project is 95% completed and now the focus turns to use of the product (password and MFA reset/troubleshooting) and maintenance for the Production and Test environments. Also, begin training for Enrollment Services and The Center to be able to do a majority of the student password/MFA resets.
- Phone System upgrade – Phone system upgrade for all campuses. Employees will receive new phones, but the majority of features will remain the same.