

**Question Time**

At 8:45PM on Saturday of the weekend before the start of spring semester, faculty and staff received notification that they would need to use VPN to get to certain university resources, including Brightspace and go.pfw.edu. IT Services would not reopen until Monday morning. Instructions that we received did not appear to work for everyone. By Monday, in addition to faculty struggling with this new policy, students discovered the problem as well, and many faculty, many of whom were still trying to figure this out, were flooded with panicked emails from students about access to their online classes, etc.

The policy's roll out brought chaos and stress and has negatively impacted many people's ability to do their jobs. I can not even imagine how much stress all this in turn placed on people who still work at IT services at PFW, who, as I understand it, had no say in the policy but got to bear the brunt of the aftermath.

Even those of us who eventually were able to get things to work properly have discovered that problems can crop up unexpectedly. As I am typing this question on Thursday evening, after being able to use VPN for 8 days, I discovered that it no longer works. I have emails from students that need to be answered that require me to go into their records, something that I assumed I would be able to do (since I could this morning) but am not able to do, and won't be able to get fixed until tomorrow when IT reopens.

When I described what happened on our campus to people who work in cyber security in the private sector, they were utterly horrified by the way the roll out happened.

It would be helpful to have an explanation for why the policy had to be implemented so abruptly without warning or adequate preparation. What made it necessary to make so many people's working environments so stressful and challenging? What are the plans for ensuring that students, especially students who only take online classes, are able to access the materials they need?

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