

## **USAC Web Submissions** - November 14, 2023

### **Idea/Question #1:**

Amid the larger challenges we're navigating in our day-to-day, I recognize this request feels quite trivial, but I will ask nonetheless. Is it possible to ensure our EMS events management system can leverage single sign-on? It currently uses guest access, making it difficult for administrators to easily log in with saved passwords. Given the extent that this system needs to be used (even for scheduling a simple meeting in a conference room), this technicality can be frustrating. I'm coming to USAC because I'm concerned that submitting a simple Help Desk ticket will not be received with the same weight. (This raises larger concerns that it can be hard to know how to advocate for our larger systems-level technology needs as students/staff/faculty, as the current dynamic can sometimes feel like "we get what we get"; however, I wish there was more opportunity for dialogue between people who made systems-level technology decisions and staff/faculty/students. I've appreciated the overall collaboration and openness to various ideas from time to time by IS - they work very hard and take good care of so many people on campus - but we don't have a lot of formal channels, like an annual survey, to express our needs.)

### **Rationale/Reason:**

See above

### **Response:**

This is under review, particularly given changes in many university business practices and vendor adjustments to how features relate to different authentications. EMS is integral to many systems and operations across campus. EMS currently authenticates with LDAP and uses Active Directory groups to give people access to different templates based on different criteria. University credentials are often an option for access. Native EMS integrations, EMS integrations to and from other systems, and new systems like Workday can impact EMS access. After we have a better understanding of the impact of current projects, we hope we can further explore the issue of single sign-on to our EMS system. Faculty, staff, and students who are having log-in issues can reach out to [urevents@richmond.edu](mailto:urevents@richmond.edu) for troubleshooting. All feedback and questions can be sent to [urevents@richmond.edu](mailto:urevents@richmond.edu) or by submitting a form here: <https://events.richmond.edu/ems/question.html>.

### **Idea/question #2 :**

Can we please make an effort to limit after-hours emails? Last night, I received emails at 11:55 p.m. and 1:05 a.m. reminding me to complete training for HR. I understand this is probably automated by a third party. I also understand all of this can be scheduled to land in our inbox during a reasonable working hour.

### **Rationale/reason:**

It's hard to feel like mental health & work-life balance are taken seriously at Richmond when this occurs.

**Response:**

After speaking with senior administrators about this issue, they agree that work-life balance is important and suggest that people schedule emails to be sent during normal business hours if possible. Please note that some system-generated emails are designed to be sent after hours to accommodate data loads and system availability/resources.