



Welcome to the January, 2014
issue of the IT@Sam Newsletter!



The Director's Cut

In this month's Director's Cut, Stephanie Fors talks about the New Year and reminds us of a few things about the Service Desk.

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Tech Resolutions for the New Year

2014 is here and that usually means time to make resolutions. Typical resolutions involve health or family. However, you might want to consider these tech-related resolutions.

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Tips Blocks



Tech Tip: Need a New Word?

Do you use the same word over and over again when you write?
Are you looking to integrate some new words in your vocabulary?
Use Microsoft Word to help with your lexis.

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Security Tip: Cyber Hygiene with the Top 20 Critical Security Controls

Are you protecting yourself online thoroughly? Regardless of your answer you should check out this month's security tip. Keep clean when you are online by following a few simple tips.

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January Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. Sign up for the trainings in Talent Management.

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"The Director's Cut"

According to the well-informed Wikipedia post, *January is the first month of the year in the Julian and Gregorian calendars and one of seven months with the length of 31 days...Named after Janus, the [Roman] god of the doorway...Romans began each year by making promises to the god Janus, for whom the month of January is named.* The first day of the month is known as New Year's Day, and people around the world continue the ancient Roman tradition of creating a new resolution for the new year. In this issue, we have some resolutions for your consideration of a slightly technical nature, some of which may assist you in personal and professional organization or development.

And, consider not only organizational or cleaning-type resolutions. Maybe your professional or personal development goals for the year include developing or learning skills, or taking time to focus on a particular area (or the opposite - becoming more generalized). Check out our IT training opportunities for the rest of the month [here](#). Have an idea for a new training session? [Email our IT trainers with your idea or suggestion](#). And don't forget about the multitude of training opportunities that Human Resources is rolling out as part of their employee development initiative for staff at all levels.


As we head into the 2014 spring semester, please note again that the physical entrance to the IT@Sam Service Desk is now accessible through the interior hallway of Academic Building I, in Room 145. While we're still awaiting additional furniture and will be putting final touches on the décor, we are officially up and running in our new space and will host an open house early this semester. Be on the lookout for the notice and stop by our new space.

Looking forward to the New Year and all it brings!

Service Desk Hours of Operation

- Walkins (Main Campus)
 - Monday - Friday (7:30 am - 6:00 pm)
- Walkins (TWC)
 - Monday – Thursday (8:00 am-10:00 pm)
 - Friday - Saturday (8:00 am-5:00 pm)
- Phones and Remote Support:
 - Monday - Thursday (7:30 am - 10:00 pm)
 - Friday (7:30 am - 6:00 pm)
 - Saturday (8:00 am - 5:00 pm)

Stephanie Fors
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Tech Resolutions for the New Year

The new year has come, and many of us have made New Year’s resolutions. While we may strive to better our health or find a better balance of family life and work, you might want to consider some of these tech-focused resolutions for 2014.

Clean Your Keyboard.

It is safe to assume that, at some point in 2013, you ate at your desk, removed staples or even used a hole punch. When it comes to debris at your desk, your keyboard acts almost as a magnet for any and all particulates that approach it. Use a duster or compressed air to eliminate any nasty particles and buildup in your keyboard to make it look like new again.

Digitize Your Photos.

Do you still have that old shoebox filled with your family photos? Why not resolve to transfer these to your computer? Save your photos to multiple places (i.e. USB or a Cloud Server) to keep your photos safe in the event of a home disaster. You can always print the photos out later to make a photo album.

Go Through Your E-mails.

Yeah, we’ve all been meaning to do that. Sometimes we sign up for countless alerts and RSS feeds or are constantly copied on superfluous emails. Make a promise to yourself to take some time out each day to delete old emails. Dedicating even five minutes each day will yield results.

Clean Up Your Digital Trail.

If you have any online presence, make sure that your content is appropriate whether it is a blog or your LinkedIn account. If you no longer use a particular account you should deactivate it.

Delete Apps You're Not Using.

If you have a smart phone you should delete any old apps that you are not actively using. These apps take up space on your phone which you might be able to use for other things.

Go Paperless.

Instead of waiting for the mailman to deliver paper statements each month, try and pay your bills online. Most companies offer the option of paperless statements. If you own a laptop or tablet, you are already well-equipped to receive paperless statements. Give it a try this year. At the very least, you will help the environment.

Get Outside.

We all love our gadgets. Fresh air and human interaction can do the body wonders though. Pull yourself away from the phone or computer for just a little bit and see what it can do for you.

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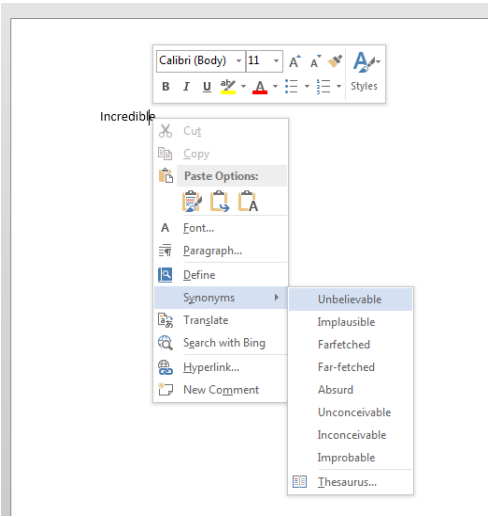
Tech Tip: Need a New Word?

Do you use the same word over and over again when you write or speak? Let Microsoft Word help you out.

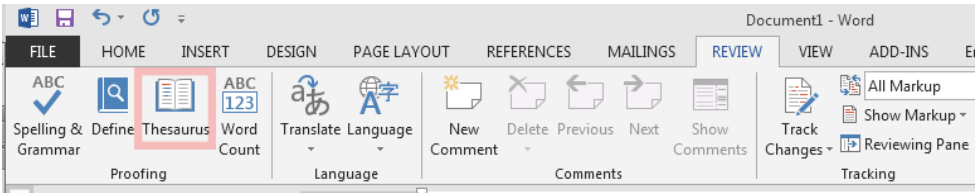
Example: Let's say that you always use the word "incredible" when typing or speaking. In an effort to not sound redundant, you would like to use another word that carries the same definition.

Follow these steps:

- Type the word in Microsoft Word
- Right click the word and select "Synonyms"
- Pick from the suggested synonyms provided by Microsoft Word



You can also browse the built-in thesaurus feature in Microsoft Word.



You can type your word here and get even more synonyms. Microsoft Word will provide opposites or "antonyms" to your word. Antonyms are labeled.

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Thesaurus

incredible

unbelievable (adj.)

unbelievable

implausible

far-fetched

far-fetched

absurd

unconceivable

inconceivable

improbable

hard to believe (Dictionary)

barely credible (Dictionary)

credible (Antonym)

believable (Antonym)

astonishing (adj.)

astonishing

amazing

extraordinary

staggering

mind-blowing

mindboggling

mind-boggling

unbelievable

fantastic

remarkable

unremarkable (Antonym)

unbelievable (adj.)

unbelievable

tremendous

prodigious

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Security Tip: Cyber Hygiene with the Top 20 Critical Security Controls

In this digital age, we rely on our computers and devices for so many aspects of our lives that the need to be proactive and vigilant to protect against cyber threats has never been greater. However, in order to be as secure as possible, we need to use good cyber hygiene – that is, making sure we are protecting and maintaining systems and devices appropriately and using cyber security best practices.

Many key best practices are outlined in the Top 20 Critical Security Controls, managed by the [Council on CyberSecurity](#). These Controls assist in mitigating the most prevalent vulnerabilities that often result in many of today's cyber security intrusions and incidents. The Center for Internet Security (CIS) provides [free, PDF-formatted configuration guides \(Benchmarks\)](#) that can be used to implement the Controls and improve cyber security.

Below are several best practice strategies for strengthening defenses, noting the related Control and the CIS Benchmark. View the [CIS Mitigation Strategies Crosswalk](#) for the complete mapping of the Controls to Benchmarks.

Update Your Applications, Software and Operating Systems

Even though you may be diligent in keeping your software up-to-date, you are still at risk from malware infections. Malware can infect your computer from a variety of different vectors, including compromised websites, malicious attachments in email, and infected thumb drives. This is why strong malware defenses are crucial. Anti-virus and anti-spyware will scan your files to see if there's any malware in the files. It may even tell you if you're about to download a potentially malicious file. Update your anti-virus software regularly. Keeping applications, software, and operating systems patched will help keep you more secure by providing you with the most recent and secure version.

Critical Security Control(s): [2](#), [3](#), [5](#)

CIS Benchmark(s): [Desktop Software](#), [Mobile Device](#), [Network Device](#), [Operating System](#), [Server Software](#)

Securely Configure Your Systems and Devices

The "out-of-the-box" configurations of many devices and system components are default settings that are often set for ease-of-use rather than security. This often results in vulnerabilities that offer easy targets for hackers to exploit, often using automated programs that scan for holes. To mitigate risk, systems and devices should be configured according to industry-accepted system hardening standards.

Critical Security Control(s): [3](#)

CIS Benchmark(s): [All](#)

Secure Your Browser and Browser Add-ons

Cyber attackers search for programming errors and other flaws in web browsers and associated plug-ins in order to exploit them. These vulnerabilities, if successfully exploited, can give cyber criminals access -- and sometimes control over -- your computer system. To minimize these risks, keep your browser(s) updated and patched, and set to auto update. In addition, keep any programs (known as plug-ins) updated and patched as well, particularly if they work with your browser (such as multi-media programs and plug-ins used to run videos, for example), block pop-up windows, as this may help prevent malicious software from being downloaded to your computer and consider disabling JavaScript, Java, and ActiveX controls when not being used.

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Activate these features only when necessary.

Critical Security Control(s): [2](#)

CIS Benchmark(s): [Web Browser Benchmarks](#)

Back Up Your Data

Be sure to back up your important data so you can retrieve it if your computer fails. Most operating systems provide backup software designed to make the process easier. External hard drives and online backup services are two popular vehicles for backing up files. Remember to back up data at regular intervals and periodically review your backups to determine if all your data has been backed up accurately.

Critical Security Control(s): [8](#)

Secure Your Wireless Network

Before the days of wireless (Wi-Fi) home networks, it was rather easy to see who was linked into your home network; you could simply follow the wires. You wouldn't allow a stranger to connect to your network, so check to see who is connected to your wireless network. The first step is to lock down your wireless network with a strong password and encryption. This will prevent people who don't have the password from connecting to your network.

While there are fewer wires to follow, you can still follow some digital breadcrumbs to see who is connected to your network. Connect to your router (for more information refer to the manufacturer's user guide) to see who the clients (the connected devices) are. Are there more devices connected to your network than you expect? If there are some devices you don't recognize, change your security settings and passwords. Don't forget about your printers, many of which can connect to your network and are Wi-Fi enabled.

Critical Security Control(s): [7](#)

CIS Benchmark(s): [Wireless Network Devices Benchmark](#)

Protect Your Administrative Accounts

Administrator or "admin" accounts give a user more control over programs and settings for a computer than a typical user account. If an intruder accesses an admin account, he could potentially take over your computer. Non-administrator accounts, or guest accounts, can limit the ability of someone gaining unauthorized access. It is important to change the default password on your admin accounts and to always log on to your computer as a non-administrator or non-admin account.

Another aspect to protecting admin accounts is to change default passwords on your devices. Many of them are published on the Internet, so be sure to change them to something unique and strong. Default passwords are especially prevalent in routers, wireless access points and other networked devices.

Critical Security Control(s): [3](#), [12](#)

CIS Benchmark(s): [Desktop Software](#), [Mobile Device](#), [Network Device](#), [Operating System](#), [Server Software](#)

Use Firewalls

Many computer defaults are set for ease of use, which is convenient not only for us, but also for cyber criminals. Cyber criminals can use weak or unnecessary services as a first step to compromising your computer. Many computers and routers already come with a firewall built in to prevent malicious access to these services. It is recommended that you set the firewall to the securest level you think is appropriate: if this is a laptop you'll use for traveling and connecting to public networks, it is recommended that you choose the strictest level of security and only allow exceptions for services you need. You can always relax the controls if necessary.

Critical Security Control(s): [10](#)

CIS Benchmark(s): [Network Device Benchmarks](#), [Operating System Benchmarks](#)



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Welcome to the February, 2014
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The Director's Cut

Stephanie Fors, Director of Client Services, talks about the recent campus-wide loss of Internet and touches on plans under research and consideration for future service improvements.

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February is Data Security Month

Data Privacy Month is an annual collaboration to educate people to protect themselves in the digital world with the goal of making data privacy and protection everyone's priority. Learn how to protect yourself with these helpful tips from the Department of Homeland Security.

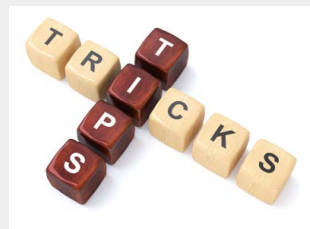
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Technology Inspired by the Winter Olympics

Every four years the Winter Olympics takes center stage and the world watches its best athletes compete to win the coveted gold medal. Over the years, technology has played a greater role in making sure that the games are a success.



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Tech Tip: Time-Saving Excel Tips

Excel is that program that most people love to hate. You can never know too much when it comes to Excel, though. In this month's tech tip we show you a few time-saving techniques.

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Security Tip: Cyber Crime and How it Affects You

This month, in honor of Data Security Month, we take a look at cyber crime and how it affects you.

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February Technology Training Schedule

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"The Director's Cut"

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As we begin to rely more and more on technology, we sometimes take for granted the benefits we have when we have them – until we don't.

On the evening of Thursday, January 30, 2014, the University's Internet connection went down for 5½ hours. "Wait! That's not supposed to happen," you say, "because IT@Sam has a redundant fiber 'loop' that allows for one side to kick in should the other side experience issues." You would be right. But, as with any technology, there can be issues, and having a redundant line is unfortunately not a guarantee of 100% uptime.

While we still don't have a full report from our internet service provider (ISP) yet, we apparently experienced a technology failure on one side (which could stem from a number of items) and a fiber cut on the other side (which is typically due to construction).

For anyone on campus when this type of an outage occurs, the problem is somewhat mitigated – our internal loop allows for access "out" from campus. But with outage occurring after regular business hours, many had already left campus. Not having access into campus can be a major issue for faculty and students who need to get to Blackboard for their classes, and to staff or faculty who may need off-campus access to conduct University business.

And this type of service downtime is complicated. Over the past few years, as we have added to the menu of technology programs and services, we have made an effort to build in a particular efficiency for our faculty, students, and staff: single-sign on. SSO is defined as "a session/user authentication process that permits a user to enter one name and password in order to access multiple applications." Unfortunately, given the nature of SSO, "a loss of their availability [in our case, internet access] can result in denial of access to all systems unified under the SSO," which is what we experienced for those programs we access through the Internet until access was restored. [For more info, see: <http://searchsecurity.techtarget.com/definition/single-sign-on> or http://en.wikipedia.org/wiki/Single_sign-on.]

While on-campus and with all gears clicking, SSO is wonderful, but when there are issues, it can be a huge hindrance to any productivity. We do strive for 99.9% uptime, which translates to only 8 hours of downtime for the entire calendar year. [In 2013, we reached 99.99% uptime, and we consistently meet or exceed 99.9%, although that is small consolation at the time your class or work is inaccessible.]

So, what are we doing to ensure the chances of downtime are reduced even further? We do have a "failover" site with a sister university for true disaster recovery, but it is not a fully active site to which we can simply switch over. We are looking into a more robust site to which we can failover with more (if not full) functionality. And we're researching the feasibility of additional coverage (e.g., a "double loop"). As with any initiative, feasibility and funding are under review.

In closing, I'd like to highlight Black History Month, celebrated every February. Specifically in reference to technology, I'd like to give a nod to African American inventor Otis Boykin (1920-1982). Hailing from Dallas, Texas, Mr. Boykin's "noteworthy inventions" include "a wire precision resistor used in televisions and radios and a control unit for the pacemaker." Now, that's technology that some folks can't live without! (For more on Mr. Boykin, see: <http://www.biography.com/people/otis-boykin-538792>)



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February is Data Security Month

Data security cannot be stressed enough. These days, you can accomplish your daily tasks without leaving the comforts of your home if you have Internet access. While this is very convenient it also carries the potential to be very dangerous as well. With so much data available every day it is no wonder that cyber criminals are coming up with new ways to steal this data. Here are some tips, provided by the Department of Homeland Security, to help secure your online data.



General Tips

- Set secure passwords and don't share them with anyone. Avoid using common words, phrases, or personal information and update regularly. *Tip: You can base your password of a sports team or Disney character. For example, if I choose "Simba", I can change certain letters in to symbols and get "5!mB@". This password is very difficult to guess but easy to remember.*
- Keep your operating system, browser, anti-virus and other critical software up to date. Security updates and patches are available for free from major companies. Updates to these programs include security updates to help keep you secure. As cyber criminals become craftier, so too do the security measures needed to protect you.
- Verify the authenticity of requests from companies or individuals by contacting them directly. In other words, call them. No authentic company will ever ask for your personal information via e-mail. If you have any doubts to the veracity of an e-mail, you can independently contact the company directly for verification.
- Pay close attention to website addresses. Malicious websites sometimes use a variation in common spelling (hotmail.com vs. hotmial.com) or a different domain (.com instead of .net) to deceive unsuspecting computer users.

E-mail

- Turn off the option to automatically download attachments. Since your e-mail can be obtained quite easily, anyone can send you a malicious attachment. Play it safe and download only the attachments that come from trusted sources.

Social Media

- Limit the amount of personal information you post. Do not post information that would make you vulnerable, such as your address, vacation times or new purchases. Criminals can put information together over time. If your friend posts information about you, make sure the information is something that you are comfortable sharing with strangers.
- Take advantage of privacy and security settings. Use site settings to limit the information you share with the general public online. For instance, Facebook allows you to only share information with people you have deemed "friends."
- Be wary of any strangers on social media sites.

Mobile

- Only access the Internet over a secure network. On campus, the SHSU secure network is SamNet. Maintain the same vigilance you would on your computer with your mobile device.
- Be suspicious of unknown links or requests sent through email or text message. Do not click on

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Tech Tip: Time Saving Excel Tips

Excel has become a necessity in today's work environment and this means that most people have some working knowledge of it. Everyone can benefit from these time-saving techniques though.



PUTTING TEXT ON SEVERAL LINES

If you're typing text or multiple lines of data into a cell and you want the text to appear on several lines, then instead of entering the text in another cell just simply press:

- **PC:** **ALT+ENTER**
- **Mac:** **CONTROL + OPTION + RETURN**

You will start a new line while you're typing or editing data.

CHANGING THE ENTER KEY BEHAVIOR

When you hit the Enter/Return key in Excel, you will automatically drop down to the cell just below it. But you can change this default and change this feature. With Excel open:

- **PC**
 - Go to File > Options > Advanced
 - The first option will say "After Pressing Enter, move selection"
 - The default is down, but you can change it to any direction
 - Select "OK"
- **Mac**
 - Go to your Excel > Preferences > Edit
 - The fourth checkbox on the right will say "After Pressing RETURN, move selection"
 - The default is down, but you can change it to any direction
 - Select "OK"

QUICKLY SKIP THROUGH YOUR WORKSHEETS USING SHORTCUT KEYS

Just as you can use ALT + TAB to skip through the opened program windows on your desktop, you can do a similar thing to skip through the worksheets in Excel.

To move one worksheet to the right press

- **CTRL+PAGE DOWN** (Move to the right)
- **CTRL+PAGE UP** (Move to the left)

This keyboard shortcut works on both Mac and PC platforms.

DISPLAY FORMULAS INSTEAD OF RESULTS

A single keystroke lets you toggle between Excel's normal display, which shows the results of the formulas in the spreadsheet, and a display mode that shows the actual formulas.

The keystroke is:

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- Ctrl + ` (this is not an apostrophe, this is the grave accent key)

(The grave accent key is located on the top left of the keyboard next to the 1 key, in the US it's the Tilde key); press it once, and Excel displays formulas instead of results. Press it again, and the results appear again.

This keyboard shortcut works on both Mac and PC platforms.

SHADE ALTERNATE ROWS

For a lengthy list, shading alternate rows can improve legibility and it's simple to do with Excel's Conditional Formatting feature, which allows you to apply cell shading (green or otherwise) to every other row in a worksheet range.

Highlight the range of cells or rows or columns that you want to format.

Choose Format > Conditional Formatting to display the Conditional Formatting dialog box.

PC

- Select New Rule and then select "Use a formula to determine which cells to format," and enter `"=MOD(ROW(),2)=0"`
- Click "Format" to select the accent color for shading
- Select "OK"
- Select "OK" again
- The rows in your table should alternate colors now

Mac

- Select the "+" sign at the bottom of the window
- Change the style to "Classic"
- On the second drop down menu select "Use a formula to determine which cells to format," and enter `=MOD(ROW(),2)=0`



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Security Tip: Cyber Crime and How it Affects You

What is Cyber Crime?

Cyber crime is a term that covers a broad scope of criminal activity using a computer. Some common examples of cyber crime include identity theft, financial fraud, web site defacements and cyber bullying. At an organizational level, cyber crime may involve the hacking of customer databases and theft of intellectual property. Many users think they can protect themselves, their accounts, and their PCs with just anti-spyware and anti-virus software. Cyber criminals are becoming more sophisticated and they are targeting consumers as well as public and private organizations. Therefore, additional layers of defense are needed.

An Example of Cyber Crime

An example of one type of cyber crime is an "account takeover." This happens when cyber criminals compromise your computer and install malicious software, such as "keyloggers" which record the key strokes, passwords, and other private information. This in turn allows them access to programs using your log-in credentials. Once these criminals steal your password, they may be able to breach your online bank account. These criminals can be anywhere in the world and may be able to transfer your money almost immediately.

What are the Effects of Cyber Crime?

The effects of a single, successful cyber attack can have far-reaching implications including financial losses, theft of intellectual property and loss of consumer confidence and trust. The overall monetary impact of cyber crime on society and government is estimated to be billions of dollars a year.

What Should We Do?

Training and awareness are important first steps in mitigating these attacks. All citizens, consumers, and employees should be aware of cyber threats and the actions they can take to protect their own information, as well as the information within their organization.

So...What can you do to minimize the risk of becoming a cyber crime victim?

1. Use strong passwords

Use separate ID/password combinations for different accounts and avoid writing them down. Make the passwords more complicated by combining letters, numbers, special characters, and by changing them on a regular basis.

2. Secure your computer

• Enable your firewall

Firewalls are the first line of cyber defense; they block connections from suspicious traffic and will keep out some types of viruses and hackers.

• Use anti-virus/malware software

Prevent viruses from infecting your computer by installing and regularly updating anti-virus software.

• Block spyware attacks

Prevent spyware from infiltrating your computer by installing and updating anti-spyware software.

3. Secure your mobile devices

Be aware that your mobile device is vulnerable to viruses and hackers. Download applications from trusted sources. Do not store unnecessary or sensitive information on your mobile device. It is also important to keep the device physically secure; millions of mobile devices are lost each year. If you do lose your device, it should immediately be reported to your carrier and/or organization. There are some devices that allow remote erasing of data. Be sure to keep your mobile device password protected.

4. Install the latest operating system updates

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Keep your applications and operating system (e.g. Windows, Mac, Linux) current with the latest system updates. Turn on automatic updates to prevent potential attacks on older software.

5. **Protect your data**

Use encryption for your most sensitive files such as health records, tax returns and financial records. Make regular back-ups of all your important data.

6. **Secure your wireless network**

Wi-Fi (wireless) networks at home are vulnerable to intrusion if they are not properly secured. Review and modify default settings (information on doing so can be found in our August of 2012 [newsletter](#).) Public Wi-Fi, a.k.a. "Hot Spots," may also be vulnerable. Avoid conducting sensitive transactions on these networks.

7. **Protect your e-identity**

Be cautious when giving out personal information such as your name, address, phone number or financial information on the Internet. Make sure that websites are secure especially when making online purchases, or that you've enabled privacy settings (e.g. when accessing/using social networking sites, such as Facebook, Twitter, YouTube, etc.). Once something is posted on the Internet, it may be there forever.

8. **Avoid being scammed**

Never reply to emails that ask you to verify your information or confirm your user ID or password. Don't click on a link or file of unknown origin. Check the source of the message; when in doubt, verify the source.

For More Information:

For additional information about cyber crime, please utilize the following resources:

- **Internet Crime Complaint Center:** <http://www.ic3.gov/preventiontips.aspx>
- **Norton Cyber Crime Prevention Tips:** <http://us.norton.com/prevention-tips/article>
- **National White Collar Crime Center:** <http://www.nw3c.org/services/ic3/complaints>




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February Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in February.

Class	Date	Time	Room
Intro to Photoshop CS6	2/13/2013	10:00 AM - Noon	ALL 107
Intro to Access 2013 - Tables	2/14/2014	1:00 - 4:00 PM	NGL 157
Advanced Word 2013	2/18/2014	2:00 - 4:00 PM	ALL 107
Pivot Tables, Pivot Charts and Macros in Excel 2013	2/19/2014	2:00 - 4:00 PM	ALL 107
Intro to Dreamweaver CS6	2/25/2014	10:00 AM - Noon	NGL 157
Intro to Mail Merge in Word 2013	2/25/2014	2:00 - 3:00 PM	NGL 157
Tips and Shortcuts in Excel 2013	2/26/2014	2:00 - 4:00 PM	NGL 157
Introduction to Talent Management	2/28/2014	11:00 AM - Noon	ALL 107

To sign up for one of these training sessions or other future trainings, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP).



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The Director's Cut

Welcome to the March, 2014
issue of the IT@Sam Newsletter!



The Director's Cut

In this month's edition of "The Director's Cut," we take a look at the new Mac Operating System known as Mavericks.

[>> Read More](#)


What's in a File Name?

What is a file name? What are the best practices for creating folders? In this article, we take a look at pitfalls to avoid when creating folders on your computer.

[>> Read More](#)


March 14: Happy Birthday Albert Einstein

Were he still alive today, Albert Einstein would be 135 years old this month. While best known for his theoretical equation on mass-energy equivalence, $E=mc^2$, we owe a lot to this man for the technology we use every day.

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Tech Tip: Slide Zoom in PowerPoint

Have you ever wanted to highlight a particular part of your slide without creating a whole new slide? With PowerPoint's slide zoom feature you can highlight a particular area of your slide without any prior preparation.

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Security Tip: 2014 Cyber Security Outlook

2014 is well underway. This year we can expect to see newer technologies at our disposal that will not only revolutionize our daily life but will also result in more challenges to stay cyber-secure. In this month's security tip, we look at these new technologies and the risks that comes with them so that you can know how to stay safe.

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March Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each

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newsletter, we will list the trainings offered for the month. Sign up for the trainings in Talent Management.

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"The Director's Cut"

The old proverb that March comes in like a lion, and goes out like a lamb, has certainly been true so far. While the Farmer's Almanac (<http://www.farmersalmanac.com/weather/2010/03/01/the-truth-behind-in-like-a-lion-out-like-a-lamb/>) may not lend much credence to the saying, the thermometers may disagree. But, if you rely on that "Seer or Seers, the Prognosticator of Prognosticators," Punxsatawney Phil, you'll note that he was on target with his February 2 prediction of six more weeks of winter. (<http://www.groundhog.org/>) As we near the end of the extra six weeks, let's all hope that the roller coaster ride of a late winter we've had so far slides into a nice, mild spring.

And speaking of other lions, tigers, and bears – or mavericks, I'm sure all our Mac users have heard about the latest operating system (OS) release: OS X Mavericks. Mac has used an interesting naming scheme for their operating systems:

10.6 = Snow Leopard
10.7 = Lion
10.8 = Mountain Lion
10.9 = Mavericks



Some of you with laptops may have already upgraded. Those same some of you may have also experienced errors and integration issues with different applications, since the bugs and all the integration points may not have been fully articulated. (<https://www.apple.com/osx/>)

Our Managed Applications Team has been working on an image for SHSU employees to create the image that will "work" with SHSU applications. All our new equipment is rolling out with this image. Our Tech Shop has also been working on a plan to roll the updates out to campus, especially for those using OS X Snow Leopard (10.6), which is nearing its end of life. (More on that in future months' newsletter issues!)

For now, we are very pleased to announce that any of our Mac users can upgrade to the Mavericks image now - long before we will push it out to campus. You will simply need to back up your data, then bring in your laptop. Our goal is a 1-2 day turnaround. Of course, given demand, we ask that you call first to schedule your drop-off day (4-4976).

Desktops will also need to be scheduled, so give us a call. We'll be reaching out to departments over the rest of the spring semester to schedule Mac lab upgrades, although those will likely be rolled out over the summer, with any major push to upgrade those with an OS that will not be supported starting in September.

Ideas for other articles? Feedback on current or past article? Please call or email.

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What's in a File Name?

Actually, there's a lot. We want to be organized, and we want descriptions that make sense and allow us to choose the right file to open, send, review, edit, forward, or otherwise use. Recently in IT@Sam, we've seen a number of issues with errors that can be attributed to too-long file names and paths. So, what really is in a file name and, more importantly, the path?

For the more tech-savvy readers, "the *path* to a specified file consists of one or more *components*, separated by a special character (a backslash), with each component usually being a directory name or file name, but with some notable exceptions... Each component of a path will also be constrained by the maximum length specified for a particular file system. In general, these rules fall into two categories: *short* and *long*. Note that directory names are stored by the file system as a special type of file, but naming rules for files also apply to directory names. To summarize, a path is simply the string representation of the hierarchy between all of the directories that exist for a particular file or directory name." - [Naming Files, Paths, and Namespaces](#)



For those who prefer to read in English: Sometimes we create file names, which make sense and are highly descriptive. But, when that is incorporated as part of the file's full path (which isn't always visible), the entire name may be too long. There is only so much space in which this information (the file path) can be stored. And when we overload that space, we get errors when trying to take actions with those files. Creating layers and layers of folders, while seemingly helpful, can actually create a sort-of house of cards of file names.

The technical bottom line, in English, is that the maximum safe length of a file path should be less than 260 characters. That's not very much when you consider that some of the information is typically "hidden" from what we usually use. So, what's best practice? Here are a few tips:

- Be organized, but be brief. Use short folder names.
- Collapse your organizational/hierarchical structure to be more flat than deep. Example: fewer layers, but possibly with more folders or files in each layer.
- Collapse dates, if you must use them. Example: For February 3, 2014, use "20140203" instead of "2014-02-03." (You only saved 2 characters, but you should be able to find different versions faster!)
- Use abbreviations that are universal or make sense. Example: Use "dept" instead of "department." (You just saved 6 more characters!)
- Remove spaces. Example: Instead of "FY15 Budget Presentation for Client Services" use "FY15ClientSvcBudgetPres." (You just saved a whopping 20 characters!)

And here's a "full" example, which reduces one layer of folders, all the extra spaces, and some of the extraneous letters:

- Instead of: 2013_Information Technology\Policy to Review\Security Policy IT-01\Review by 02-10-2013
- Try this: 2013_IT Policy Reviews\Security\IT-01\RevBy021013

And our "tip" or "best practice" that we all say we need to do but usually don't dedicate time to: **clean out your files regularly!**

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March 14: Happy Birthday Albert Einstein

Albert Einstein is quite possibly the most recognizable scientist of all times, and not just because of his illustrious hairdo either. His insight into physics has led to some revolutionary breakthroughs to which modern science owes respect. This month just happens to mark the 135th birthday of the famous physicist. Thus, we take a closer look at how this man affects your everyday life with his most noted contribution, the Theory of Relativity.



Relativity

It is a commonplace to think of "relativity" as some foreign idea that has no effect on our lives. This is in fact far from the truth. Relativity, and by extension Einstein, has played an integral part in your life.

GPS, for example, would be impossible if we did not have a working knowledge of relativity. Originally used only for military navigation, GPS has revolutionized every form of traveling. In fact, you would be hard-pressed to find a new vehicle that did not come with a GPS unit installed. Hand-held GPS units are also available for consumers to use with older vehicles, hikes and bike rides. Even more astonishing, GPS is easily accessible to anyone with a smartphone nowadays.

So how does GPS work? The 24 satellites that determine your position have an internal atomic clock, which measures time to within a billionth of a second. Similar clocks are found in your GPS unit and the times between satellites and your GPS help determine your position within a few meters.

This level of accuracy requires that the clock ticks on devices on the planet's surface and the satellites be within 20-30 nanoseconds of each other. Sounds simple, right?

However, we must take into account that the satellites are constantly moving relative to observers on the Earth at roughly 14,000 km/hour. Because the satellites are moving relative to us, the clock ticks will be slower on the satellites in relation to the clock in your GPS unit (check out this [YouTube video](#) as to why this happens). This effect, called time dilation, was noticed by Einstein years ago. Without accounting for relativity, the clocks on the satellites will tick slower than the clocks on the planet's surface by 7 nanoseconds each day, or a 7,000 times greater difference than allowed to achieve proper precision.

There is another aspect to relativity that pertains to gravity. Einstein noticed that clocks in a low-gravity environment would tick faster than clocks on the planet's surface. Over the course of one day, clocks on board the satellites will tick faster than their counterparts on Earth at a rate of 45 microseconds per day.

If we combine the two aspects of relativity, both the speed of the satellites and the low-gravity environment, we expect the atomic clocks in the satellites to tick 38 microseconds (45-7) faster than clocks on Earth.

While 38 microseconds does not seem like much, remember that the precision of the atomic clocks must be within 20-30 nanoseconds and 38 microseconds is equivalent to 38,000 nanoseconds. This is roughly 13,000 times greater than the maximum error allowed.

What does this mean? It means that if relativity is not properly accounted for, GPS would be inaccurate in as little as two minutes and by the end of one day our GPS would have us in a location 10 miles away.

To counteract relativity, the atomic clocks that are in orbit are slowed by 38 microseconds. GPS units also utilize an internal microcomputer to preform calculations that adjust for relativity in determining your location.

In short, we can thank Einstein for our precise GPS units in our phones and cars.

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What the Global Positioning System Tells Us about Relativity



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<http://www.metaresearch.org/cosmology/gps-relativity.asp>

Einstein's Relativity and Everyday Life

<http://physicscentral.com/explore/writers/will.cfm>

Real-World Relativity: The GPS Navigation System

<http://www.astronomy.ohio-state.edu/~pogge/Ast162/Unit5/gps.html>

GPS, Relativity, and pop-Science Mythology


<http://www.alternativephysics.org/book/GPSmythology.htm>



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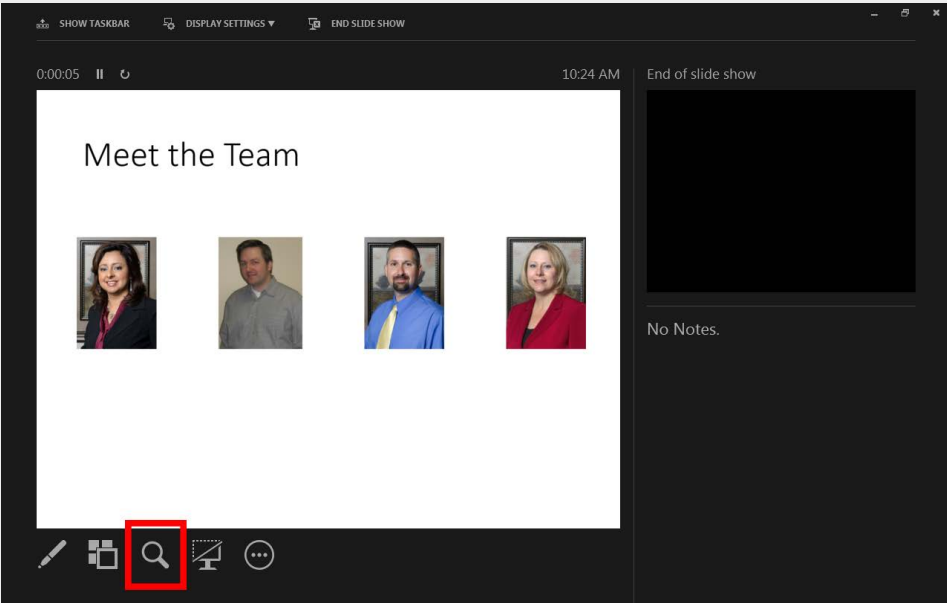
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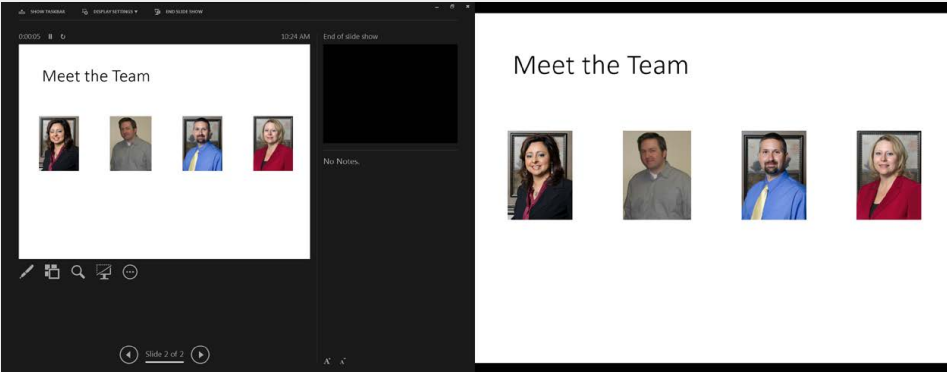
Tech Tip: Slide Zoom in PowerPoint

Slide Zoom is one of the most useful aspects in Microsoft PowerPoint 2013. If you have a particularly detailed chart or want to direct your audience's focus to one particular element of a slide, Slide Zoom eliminates the noise and takes you directly to that element. This saves you from making a secondary slide just to highlight one element, and can be more graphically appealing than highlighting text on a slide. Here's how to make the most of this feature.

Click the magnifying glass icon in Presenter View, located beneath the main slide.



Here is what presenter view looks like in a dual-monitor setup. The left monitor is what the presenter sees and the right monitor is what the audience sees.



Hover over the area of the slide you want to magnify.

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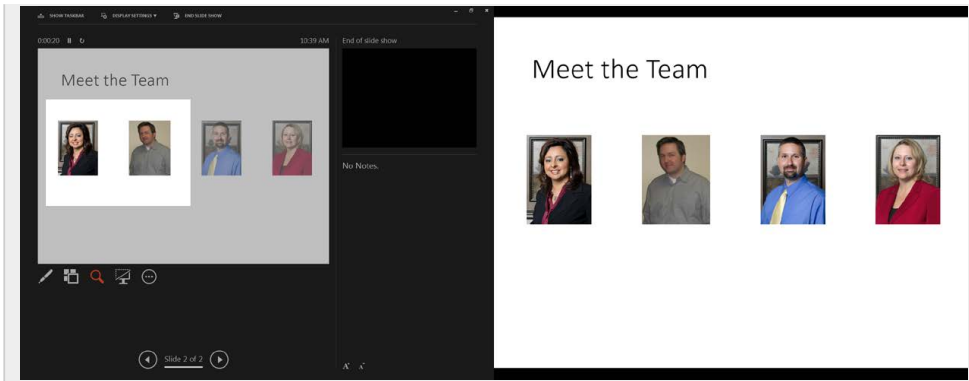
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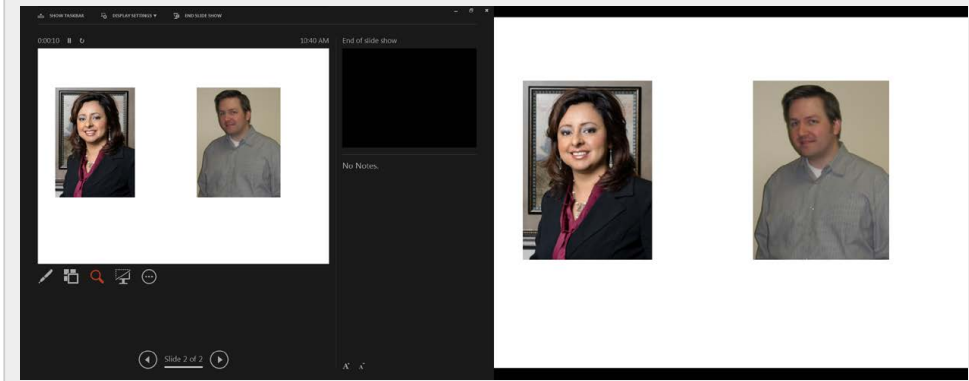
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Once you have the proper area highlighted, left-click your mouse to zoom in.

Click and drag the hand tool over the slide to move the slide around while still zoomed in.

Pressing the Escape key will bring you out of the zoom mode.



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Security Tip: 2014 Cyber Security Outlook

As we look ahead toward the cyber threats facing us this year, some key challenges will result from the advancements in technology that are becoming part of our daily lives. Ranging from the Internet of Things to online currencies, devices and systems have never been more interconnected. Before we adopt these new technologies, we need to ensure we understand the security implications, and have appropriate layers of defense in place.

Below are highlights of several of these new advancements and how they may affect us.

The Internet of Things

What is the Internet of Things? Put simply, the Internet enables connectivity from virtually any end-user device or thing. The latest trend is connecting things such as small appliances, refrigerators, personal medical devices, wearable health trackers and many other items.

One of the most common examples of how the Internet of Things impacts our daily lives is the automobile, which has become a sophisticated computer device. Researchers have demonstrated the ability to hack an automobile's systems to control the brakes, steering wheel, and even shut down the engine. Numerous discussion forums focus on the use of vehicle-to-vehicle (or V2V) technology, which will allow vehicles to talk to each other via wireless connectivity.

Bluetooth, which is a standard feature in many automobiles with options to include a personal hotspot, can allow a modern smartphone to connect to the automobile's stereo system to receive continuous Twitter feeds, or a system that may allow a technician to provide assistance in case of emergencies. Researchers have discovered ways to inject malicious codes/programs through CD players or iPod connectors. So theoretically, an infected song on your iPod or CD, when played in your automobile, potentially can spread malicious code from the automobile's entertainment network to other components of the automobile without many restrictions.

In another example of how the Internet of Things can impact us is from a recent news story, which suggested electric teakettles and other small appliances were able to exploit unencrypted WiFi and send data back to foreign servers.

Internet-connected devices that are able to process sensitive personal information tend to be high priority targets for cyber criminals. It will become increasingly critical in 2014 to protect these devices from unintended or unauthorized connectivity.

Bitcoins

A Bitcoin is a digital currency stored in a downloadable wallet on a user's personal computer or with an online wallet service provider. Each wallet has a unique identifier that allows users to transfer bitcoins to other users' wallets. Bitcoin is a decentralized, peer-to-peer payment system, currently with no regulatory authority. It is gaining popularity, with mainstream businesses adopting it as an alternative form of payment or investment.

While the long-term use of Bitcoin is uncertain, for at least the near term in 2014, the increasing adoption and publicity will continue to draw the interest of cyber criminals who target Bitcoin users' wallets for theft, or compromise systems to generate bitcoins via malware infection.

Mobile Transaction Risks

Every new smart phone, tablet or other mobile device provides an opportunity for a potential cyber attack. New features such as Near Field Communications (NFC), as well as AirDrop and Passbook for Apple, will continue to expand in 2014, increasing the opportunities for cyber criminals to exploit weaknesses. NFC and

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AirDrop allow for similarly configured smartphones to communicate with each other by simply touching another smart phone, or being in proximity to another smartphone. This technology is being used for credit card purchases, boarding passes, and file sharing, and will most likely be incorporated into other uses in 2014.

Risks of these technologies could include eavesdropping (through which the cyber criminal can intercept data transmission such as credit card numbers) and transferring viruses or other malware from one NFC/AirDrop-enabled device to another.

Summary

Before adopting any of the myriad new technologies that are rapidly being deployed, it's important to understand the implications and risks. While interconnectivity can yield many benefits, the risk could outweigh the benefit if the devices, systems and technologies are not properly secured.

For More Information

Georgia Tech: Emerging Cyber Threats Report<http://www.gtsecuritysummit.com/2014Report.pdf>

Sophos: Security Threat Report 2014
<http://www.sophos.com/en-us/threat-center/security-threat-report.aspx>

Websense: 2014 Security Predictions
<http://www.websense.com/2014predictions?cmpid=prnr11.14.13>

Symantec: 2014 Predications
<http://www.symantec.com/connect/blogs/2014-predictions-symantec-0>



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April 2014

Welcome to the April, 2014
issue of the IT@Sam Newsletter!



The Director's Cut

In this month's Director's Cut, we look at how you can stay up to date with all the campus upgrades and fixes. We provide an update on the Mavericks Operating System and, as a reminder, talk about the deadline for software package requests.

[>> Read More](#)



Service Desk Open House

Not too long ago, the Service Desk moved to its new location in room 145 of Academic Building 1. With every detail finalized we would like to invite you over for an open house, with refreshments, of course.

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April 15th: Remember the Titanic!

No, not the movie, we are talking about the actual Titanic. Specifically, the technology that was housed onboard. The Titanic was the pinnacle of technological innovation at its time and since this month is the anniversary of its sinking, we will take a look at some of this technology.

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Tech Tip: Tricks in Microsoft Word

Think you know Microsoft Word? Well, you might be surprised to find that there are some hidden tricks in Word that could save you some time. Check out this month's tech tip for these neat little gems.

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Security Tip: Managing Your Digital Footprint

Do you know what a digital footprint is? If you have spent any time on the Internet, you have one. More importantly, others can obtain personal information about you if you are not careful. Check out our monthly

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security tip to see how you can do just that.

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April Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. Sign up for the trainings in Talent Management.

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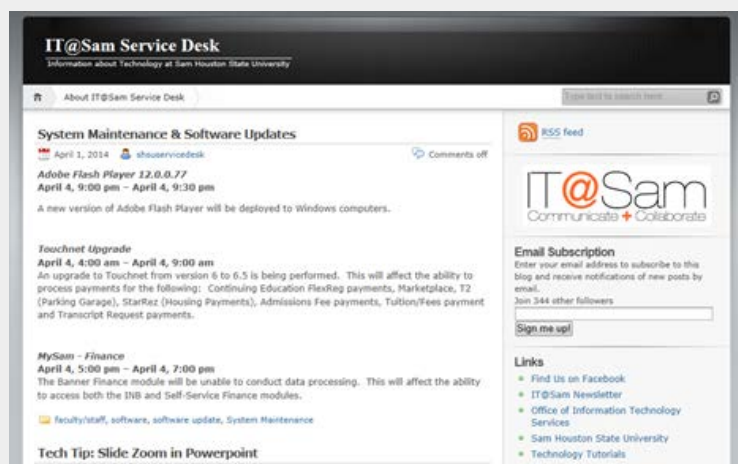
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"The Director's Cut"

As spring ramps up, so do the activities in IT@Sam and in Client Services. In addition to our general maintenance and break-fixes, we have a number of projects including upgrades to classrooms and software ongoing now through the summer. Here are some tools for keeping in touch, keeping up to date, and keeping on time!

Stay Tuned!

Subscribe to our **IT@Sam Service Desk** blog at: <http://shsuservicedesk.wordpress.com/>! If you join our Email Subscription service, you will be notified of any new posting notifications. We're expanding our posts to include major service updates or changes and downtime notifications as well as tech tips and general information.



Mac Users, Update!

We'd like to continue to offer all our Mac users the opportunity to upgrade to the latest operating system (OS) release: OS X Mavericks. (See last month's article: http://www.shsu.edu/dept/it@sam/newsletter/Mar_2014/directors_cut.html.) As indicated in that article, we are working on a plan to roll the updates out to campus, especially for those using OS X Snow Leopard (10.6), which is nearing its end of life – we will have a more detailed schedule in next month's newsletter. For now, should you want to upgrade, simply contact the Tech Shop (4-4976).

Need a New or Updated Software Package?

The deadline for submitting new (or upgrade) requests for software packages for the Fall 2014 semester is fast approaching: **May 1**. This will help us plan for and install software prior to the start of the semester as available, or to notify your departments if we are unable to meet a request due to timing or other issues. Department Chairs or Secretaries – please reach out to any new faculty who will be coming on board this Fall to determine specific software and software modules they would like to use in their teaching.

Requests for upgrades or new software should be placed via <http://cherwell.shsu.edu>:

- Click on either Browse Service Catalog or List View of Service Catalog
- Software > Install New > Software for Mac or PC
- Software > Upgrade > Existing Mac or PC Software Package



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If you have any issues entering the request, please contact the service desk at 936-294-HELP (4357).

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The Technology of the Titanic

The Technology of the Titanic

Over a century ago, the unthinkable happened. The world's most famous ship, the Titanic, struck an iceberg on its maiden voyage that would lead to it sinking in the North Atlantic. The ship that was said to be unsinkable has garnered plenty of interest over the last century and this month we take a look at the technology on the Titanic. While it would not be considered a high-tech ship today, it certainly was state-of-the-art in 1912.



Electrical Control Panel

Luxury often goes unnoticed until the equipment that provides it no longer operates properly. For instance, one electrical control panel that measured 30 feet long controlled all the fans and generators. By today's standards this would be an enormous waste but it was the pinnacle of technological advancement of its time. The control panel helped to control 10,000 lights, 520 heaters and 1,500 electrical bells.

Onboard Clocks

While clocks were nothing new at the time, Titanic had a very innovative feature. Each clock on board was tied to the central clock on the ship. The Captain could adjust every clock on the ship by adjusting the central clock. This feature was very beneficial for a ship sailing through different time zones.

Today, you can buy a radio clock that is synchronized with an atomic clock somewhere in the world. Because of the synchronization with the master clock, a radio clock will update for daylight savings time automatically.

Elevators

This particular technological innovation is often overlooked. The Titanic was endowed with four elevators to transport its passengers between decks. In 1912, it was rare for a passenger ship to have an elevator and Titanic had four of them. In fact, it wasn't until 1870 that the first passenger elevator was installed in a building.

Wireless Communications

I know what you are thinking. The Titanic had wireless communication? Absolutely, but it was only for Morse Code. The wireless communication for Titanic, though, was vastly superior to any other ship in its day. The Titanic could transmit a signal in Morse Code over 500 miles. The next best ship could only transmit a signal 150 miles.

References

Titanic was high-tech marvel of its time:

http://www.computerworld.com/s/article/9226168/Titanic_was_high_tech_marvel_of_its_time

High-Tech Titanic:

<http://channel.nationalgeographic.com/channel/titanic-100-years/articles/high-tech-titanic/>



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Wikipedia:

http://en.wikipedia.org/wiki/RMS_Titanic



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Tech Tip: Tricks in Microsoft Word

Tech Tip: Tricks in Microsoft Word

Whether on Macs or PCs, Microsoft Word is the most widely used word processor in the computer world (http://en.wikipedia.org/wiki/Word_processor). Even though this is the case, there are still many features of Word that go unnoticed, features that could easily streamline tasks performed in Word. This month, we take a look at four of those features in both Macs and PCs.

Image of a laptop

Selecting Text Quickly

Highlighting text by clicking and dragging is the most common method of selecting text. There are, however, a few more ways to select text in Word.

• Triple-click inside a paragraph to select the entire paragraph.

• CTRL + click any word in a sentence to select the whole sentence.

• Hold down the ALT key and drag your mouse to select any rectangular area.

Video provides a powerful way to help you prove your point. When you click C paste in the embed code for the video you want to add. You can also type a ke the video that best fits your document.

To make your document look professionally produced, Word provides header, text box designs that complement each other. For example, you can add a mat and sidebar. Click Insert and then choose the elements you want from the diff

Themes and styles also help keep your document coordinated. When you click Theme, the pictures, charts, and SmartArt graphics change to match your new styles, your headings change to match the new theme.

Move Around Faster

It can be quite difficult to remember where you were last making changes to your document, especially if that document is several pages long. If you want to look for a specific word, you can search for a word or string of words by doing the following:

• Ctrl + F (PC)

• Command + F (Mac)

A lesser-known trick is to use Shift + F5 to filter through areas in your document that have been frequently edited.

Change the Sentence Case

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Have you ever forgotten to capitalize a section of words? Well, you don't have to start the sentence over to remedy your error.

Select some text in Word and press *Shift+F3* to quickly change the case of the selection. It toggles between UPPERCASE, lowercase and Camel Case (first letter in capital).

Note: For Macs, you will need to press Shift + fn + F3

Add Placeholder Text

If you wish to add placeholder text to a section of your Word document but don't feel like making up content, take advantage of Word's random text generator. Type the following command in Word:

- **=rand(p,l)**

In this command "p" is the number of paragraphs you wish to generate and "l" is the number of lines in each paragraph. For instance, =rand(3,6) will generate 3 dummy paragraphs with 6 lines each.

This feature works for both Macs and PCs, however the generated text is different.



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Security Tip: Managing Your Digital Footprint

From the Desk of William F. Pelgrin, Chair

If you're not familiar with the phrase "digital footprint," it's important that you become aware of what it is and how it impacts you. Digital footprint refers to the compilation of content on the Internet that can be associated with you and, thus, potentially available by anyone performing a search on you. The list of possible content visible online is endless: your family videos on YouTube, your comments on a news article or blog, vacation photos on Flickr, your posts on Facebook and Twitter.

Why should you be concerned about the information available online about you? While these pieces of information may seem innocuous on an individual basis, when pieced together they create a composite profile that could be used by cyber criminals. The more information out there, the more information that is accessible for social engineering and ID theft scams. Additionally, this content may be accessed at some point by an outside source doing an assessment of you, whether it be for college admissions or a new job.

With so much of your information in so many places online, can you do anything to manage your digital footprint? Yes. By reviewing the tips below, you can help minimize your online exposure and possibly reduce the risk of identity theft. Keep in mind, once information is posted on the Internet, sometimes it may be impossible to remove it.

Map Your Footprint

Before you can start reducing and cleaning your digital footprint, you should know what it currently looks like. Make a list of all the social networking sites that you've signed up for, any websites where you've had an account in the past, and all the usernames or aliases you have used on the web.

Using your name, other personal details, and the information from your list, do a few searches on multiple search engines and you'll get a good idea of how big or small your digital footprint is.

Take Control of Your Privacy

Once your footprint is mapped, you can start to clean it up. Perhaps you found a few social networking posts that were available to the public, or maybe a few photos that you would rather not have everyone see. Most social networking sites have varying levels of privacy controls, so you can change a few settings and restrict access. Think before you post.

Manage Your Interactions with Others

Don't forget others may be able to see whom you are associated with. Be careful about how you interact with others online. Be selective about which venues you participate in. If you regularly contribute to blogs or message boards, consider how your statements might be interpreted by others. Be cautious about referencing your place of employment or your job function as this might be used for social engineering and other scams.

Use Caution on Social Media and Networking Websites

Use privacy controls available to limit and control access to your information. Do not post any inappropriate photos, comments, status updates or other content. Think before you post.

Recommendations

- Clean up your footprint. Remove any photos, content and links that are inappropriate or reveal too much information.
- Be selective about who you authorize to access your information.
- Monitor comments made by others.
- Consider using the "block comments" feature or setting your social networking profile to "private" so only

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designated friends can view it.

- Think before you post.

For More Information

MaximumPC: How To Erase Your Digital Footprint:

http://www.maximumpc.com/article/features/how_erase_your_digital_footprint

Washington Post: Beware of Privacy Policies: Time to Clean Up Your Digital Footprint:

http://www.washingtonpost.com/lifestyle/style/beware-of-privacy-policies-time-to-hide-your-digital-footprint/2012/01/31/gIQADI7PnQ_story.html



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May 2014

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Needs Assessment Update

In April, IT@Sam sent a Training Needs Assessment survey out to all faculty and staff. We have gained valuable information so far. See what's next in updating our courses.

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Is Your Smartphone a Target?

If you are a smartphone owner, you might want to read this article. With more and more people managing their lives with their phones, cyber-criminals are finding new ways to steal your personal information.

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WebCMS To Be Upgraded

On Friday May 23 at 6:00 pm, IT@Sam will upgrade WebCMS in an effort to remedy a few issues. During this time, WebCMS and some webpages will be unavailable.

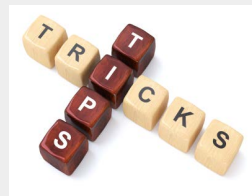
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Meet-Me Decommissioning

Meet-Me will soon be decommissioned. If you use Meet-Me for online conferences, we have an alternative solution for you.

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Tech Tip: Scheduling Meetings in Outlook

Do you have trouble keeping track of meetings or ensuring appropriate personnel attend your meetings? Check out our new instructional videos where we show you how to plan meeting using the Scheduling Assistant in Outlook.

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Security Tip: Hacked! Now What?

When it comes to security tips, the topic revolves around prevention. When prevention fails, what do you do? This month's security tip outlines the steps you should take in the event that you are hacked.

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May Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. Sign up for the trainings in Talent Management.

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Needs Assessment Update

Needs Assessment Update

We'd like to provide you an update on the IT Training Needs Assessment Survey that was sent in April. We had an overall response rate of 15%. Of the responses received, here is a summary of the demographics and reach of our current program.



- 70% Staff Responses, 30% Faculty Responses
- 63% Supervisor Responses, 37% Non-supervisor Responses
- 93% of all respondents indicated that they were aware that we offered training classes, 48% of those respondents had attended a course.
- Of those that had not attended a class:
 - 45% had scheduling conflicts
 - 25% did not need the courses offered.
 - 17% do not want to attend.
 - 13% did not attend for various other reasons.

Indicated Needs

Preliminary review of the survey data indicate the following:

- Overall we will keep instructor-led courses to no more than 2 hours, as most indicated this is the most amount of time you can be away from your office.
- Most respondents are more comfortable with Instructor-led and Online, Self-paced Courses. We will create online courses that can be taken on demand as well as maintain courses that will be offered in a classroom setting.
- There were several consistent requests for new courses that we will accommodate, such as Cognos/Reporting, Adobe Creative Suite (Photoshop, Dreamweaver, InDesign, etc), and SPSS.

Plan of Action

Over the next few weeks we will continue reviewing the data received through the survey to ensure we have a full understanding of your needs. We will create online course content and place it into Talent Management so that courses are available on demand as well as develop the additional requested courses to cover the needs from the survey. That said, we will reduce our Instructor-led schedule over the summer to allow us time to focus on completing these tasks as quickly as possible.

Training Schedule

In addition to the IT@Sam Newsletter, you can sign up to receive our instructor-led training schedule via e-mail each month. Go to [our ListServ page](#) and enter your information in the "Subscribing to ITTrainingEvents" section of the page.

Alternately, you can contact us via [e-mail](#) and let us know you'd like to receive this schedule. We will gladly add you to the list.


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A "Thank You"

We always welcome feedback and you don't have to wait for a survey to provide it! Contact us at any time at ittraining@shsu.edu.

Thank you to those who responded to the survey. You provided us with valuable information and goals to work toward to be able to better serve you.



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Meet Me Decommissioning

Is Your Smartphone a Target?

In this day and age most everyone is aware that there are cyber-criminals dying to get access to your personal computer and because of that, most of us have taken precautions to ensure that does not happen. In today's computer-driven world there is no shortage of advertisements for anti-virus or anti-malware software. While cyber criminals will still make efforts to get personal information from your computer, they are turning their attention to an even more personal item - your smartphone.



It only makes sense, the wolf will go where the sheep are and nowadays everyone has a mini computer in their pocket. On top of that, consumers use smartphones for email, banking and social media. Information that was once found strictly on home computers has now made its way outside of the house. To make matters worse, smartphone owners have little, if any, security on their phone. This makes smartphones the most obvious target for cyber criminals.

The simplest way a cyber-criminal can access your personal information is through a simple text message. While we have geared ourselves to look for suspicious e-mails, we do not necessarily treat text messages with the same regard. These texts look very legitimate too. For instance, the message may seem like a notice from Facebook that contains a link that, if clicked, could install malware or viruses to your phone.

Things do not look to be getting any better. To put things in perspective, Symantec identified upwards of 200 million viruses in 2012. By comparison, roughly 200 million computer viruses were identified in the previous 20 years combined.

App Users Beware

What's a smartphone without a few apps? This has been one of the biggest selling points of smart phones since their unveiling. While major companies are sure to put apps out there (i.e. Chase or Amazon) app creation is not solely for major companies. Plenty of amateur app developers are putting their app out there in the hopes of becoming successful. This same path, however, is used by cyber-criminals too. While the major app sites, such as Google Play and the App Store, have stringent procedures for releasing new apps, there are third party app sites that aren't as thorough. There is not much stopping a cyber-criminal from developing virus and packaging it in a free app on a third party app site. If downloaded, the virus will corrupt your phone.

The biggest reason for using these third party sites is money. A popular app, like Angry Birds, might cost \$1.99 on Google Play and be completely free on a third party site. Cyber-criminals rely on this desire to save money.

According to a recent report by Appthority, 83 percent of the most popular apps have security risks and only four percent are developed by trusted sources such as Apple or Google. The other 96 percent could be developed by anyone, including cyber criminals.

The best thing you can do when downloading apps is to stick with the major app sites.

If you are still in doubt, the safest thing you can do is not download that particular app.

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WebCMS To Be Upgraded

On **Friday May 23 at 6 pm**, IT@Sam will upgrade the SHSU website software, WebCMS.

Administrative access to WebCMS will be unavailable during this time while we perform the upgrade on Friday night and testing on Saturday. We anticipate that the full website and WebCMS will be restored on or before Sunday, May 25, and accessed as normal.

Services such as [Blackboard](#), [E-Mail](#), and [My Sam](#) should not be affected. Due to our system configuration, the main website will be up and responding normally during this time, although no one will be able to access the CMS to change content. Additionally, some of the University's webpages that haven't been accessed or updated in some time may not be available during the upgrade.

Upgrade highlights:

- Over 300 feature improvements and bug fixes, such as:
- Chrome can now swap between Code and WYSIWYG mode
- Edit Mode now will keep the session alive after long periods of inactivity
- Static Snapshots – Very useful for backups!
- Improved speed of the backend system when pages are loading.

If you have any question or notice any issues, please contact Web Services at webdev@shsu.edu.

Thank You,

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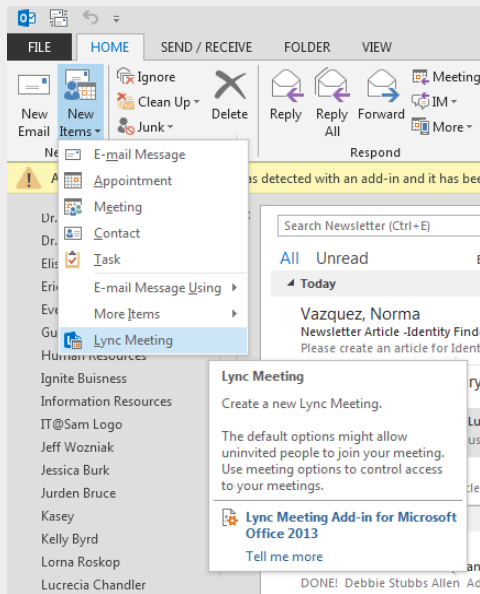
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Meet Me Decommissioning

The Meet-Me CISCO feature used for conferencing will soon be decommissioned (x44500). If you are using Meet-Me, we encourage you to start using the Lync Meeting option within Outlook to schedule an online meeting or conference call.

You can do this by using the Lync add-in in Outlook. In Outlook 2013, select the "New Lync Meeting" option the "New Items" icon.



You will then be able to send your online meeting just like a regular e-mail.



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FILEMEETINGINSERTFORMAT TEXTREVIEW

Delete

Appointment

Scheduling Assistant

Join Lync Meeting

Meeting Options

Meeting Notes

Cancel Invitation

Options

Tags

Zoom

Actions

Show

Lync Meeting

Meeting Notes

Attendees

Options

Tags

Zoom

You haven't sent this meeting invitation yet.

To...

Send

From

chas@shsu.edu

Subject

Location

Lync Meeting

Rooms...

Start time

Tue 5/13/2014

2:30 PM

All day event

End time

Tue 5/13/2014

3:00 PM

Join Lync Meeting

Join by phone

Local: 4-CONF (1-936-294-2663) (USA)

English (United States)

Toll Free: 1-855-280-0005 (Department billing may apply) (USA)

English (United States)

Find a local number

Conference ID: 17894

Forgot your dial-in PIN? | Help

In Shared Folder

Calendar

Chas Stephens

Room Finder

May, 2014

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Good

Fair

Poor

Choose an available room:

None

Suggested times:

2:30 PM - 3:00 PM

No conflicts

3:00 PM - 3:30 PM

No conflicts

3:30 PM - 4:00 PM

No conflicts

4:00 PM - 4:30 PM

No conflicts

4:30 PM - 5:00 PM

[Here is the online tech tutorial for Microsoft Lync.](#)

If you have any questions regarding the decommissioning of MeetMe or any questions regarding Lync, please call the Service Desk (4-HELP) or send us an e-mail (servicedesk@shsu.edu).

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http://www.shsu.edu/dept/it@sam/newsletter/May_2014/meetme.html[2/2/2015 4:14:40 PM]



[Home](#) » [Departments](#) » [Division of Information Technology](#) » [Newsletter](#) » [May 2014](#) » Tech Tip: Scheduling Events in Outlook

Tech Tip: Scheduling Events in Outlook

If you have a hard time keeping track of your appointments, it might be time to give Outlook a try. Check out this video on how to schedule events in Outlook.



Once you have created the event, you might want to invite others to attend. Check out this video to see how this is done.



If you have any ideas for future tutorial videos, please call the Service Desk (4-HELP) or e-mail us at servicedesk@shsu.edu.



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Home » Departments » Division of Information Technology » Newsletter » May 2014 » Security Tip: Hacked! Now What?

Security Tip: Hacked! Now What?

From the Desk of Desk of William F. Pelgrin, Chair

Maybe you opened an e-mail attachment you shouldn't have and now your computer has slowed to a crawl and other strange things are happening. Or perhaps you're running an out-of-date, or unpatched, operating system software (such as Windows XP) and have started to see "antivirus warnings." Perhaps your bank called, informing you that there has been some unusual activity on your account. Your friends and family may start complaining about spam messages they are purportedly receiving from you. These are all signs that your computer may have been hacked.

If your computer system has indeed been compromised and infected with a virus or other malware, you need to take action to protect your data and prevent your computer from being used to attack others.

Secure Your Computer

Ensure your computer is current with all available patches, fixes, and upgrades. If you do not have your operating system set to automatically update, do so now by visiting your operating system's website and following the instructions. Links are provided here for [Windows](#) users and [Mac](#) users. **(In addition, note that support for Windows XP ends effective April 8, 2014. The end of support for Windows XP means that Microsoft will no longer provide new security updates and will therefore become a significant security risk. It is recommended that anyone using Windows XP migrates to products that are supported, such as Windows Vista, Windows 7 or 8.)**

Your computer's security software should also be up-to-date. To check status, click on the icon for the security program on your system. If an update is needed, it will be indicated here. If you don't have security software installed, you need to get it. Make sure you have anti-virus and anti-spyware software installed and a firewall enabled.

Confirm that your browsers are up-to-date. Tools such as [Qualys BrowserCheck](#) or [WhatBrowser](#) can help assess status.

Secure Your Accounts

You probably access numerous online accounts, including social media, banking, news sites, shopping, and others. If you've been hacked, there is a chance that important passwords have been stolen. Reset your passwords for your critical accounts first, starting with your email account, followed by financial and other critical accounts. It is important to start with email accounts, since password resets for all of your other accounts are typically sent to your email.

Use separate and unique ID/password combinations for different accounts and avoid writing them down. Make the passwords more complicated by combining letters, numbers, special characters, and by changing them on a regular basis. If you are unable to log into one of your accounts, contact the service provider or website immediately. Most online providers include an online form, an email address to contact, or a phone number to call.

Secure Your Mobile Device

Our increased reliance on smart devices - including mobile phones and tablets - for everyday activities has resulted in an increased number of hacking attempts against these devices. As we do with our personal computers, we have to ensure that the proper steps are taken to protect our information and devices. This includes installing security software, where available, and keeping all installed software up-to-date.

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You've been hacked, now what?
<http://www.net-security.org/article.php?id=1827>

Your Email's Been Hacked! Now What?
<http://identitysafe.norton.com/blog/blog/2013/06/03/your-emails-been-hacked-now-what/>

You Got Hacked! What Now?
<http://www.pcmag.com/article2/0,2817,2403134,00.asp>

Hacked: Now What?
http://www.securingthehuman.org/newsletters/ouch/issues/OUCH-201209_en.pdf

I've Been Hacked! Now What?
<http://netsecurity.about.com/od/disasterrecovery/a/I-Ve-Been-Hacked-Now-What.htm>

You've been hacked! Now What?
<http://www.doit.wisc.edu/youve-been-hacked-now-what/>



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IT@Sam Newsletter

Welcome to the June, 2014
issue of the IT@Sam Newsletter!



The Director's Cut

Are you ready for summer? In this month's edition of "Director's Cut", we take a look at some of the recent software changes, such as Cherwell improvements and the Mac OS update.

[>> Read More](#)



Banner General Navigation Going Online

For the past few years, Banner General Navigation has been a staple of our instructor-led trainings each month. Very soon though, Banner General Navigation will be available as an online course.

[>> Read More](#)



Tech Tip: Twitter Definitions

Words such as "hashtag" and "tweet" are becoming a staple in the American language, but maybe not in the traditional usage, thanks to Twitter. If you are not familiar with Twitter, check out our Twitter dictionary.

[>> Read More](#)

Security Tip: Cyber Ethics

Ethics is defined as the moral principles that govern a person's behavior. Cyber ethics pertain to how one should behave online. Check out our security tip of the month to learn more about cyber ethics.

[>> Read More](#)

June Technology Training Schedule

Over the summer, we will focus developing more courses to fit the needs of the campus according to our recent needs assessment. With that said, we are reducing the amount of training this month.

[>> Read More](#)



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"The Director's Cut"

"The Director's Cut"

It's almost here! Who knew that summer would get here so quickly? With such a mild Texas spring, weather-wise, it seems that summer arrived early. June 21 is the official kick-off for summer according to the Old Farmer's Almanac (which is quite conveniently online now: <http://www.almanac.com/content/first-day-summer-summer-solstice>), so we technically have almost three more weeks of spring. The article in the Almanac offers 10 ways to celebrate summer – although I personally would probably switch #2 (Go Fishin') with #9 (Read a book) or #7 (Get Pampered). What's your favorite summer activity?

Here are updates on activities IT has in store this summer...

Cherwell Improvements

We need your input! We have identified areas of Cherwell that are cumbersome and don't work as smoothly as they can for you or for IT, so we are working on several improvements to make it more user-friendly for all of us. We have some proposed changes, and we'd like your feedback on those as well as your ideas for improvements. We'll be reaching out to key users as well as infrequent users to put together two or three focus groups. If you would definitely like to be a part of a focus group to review the updates and proposed changes, please email Lucrecia Chandler at Ichandler@shsu.edu to add your name to the list.

"Meet-Me" Decommissioning

As another reminder for our power users, the Meet-Me CISCO feature used for conferencing will soon be decommissioned (x44500) on **July 11, 2014**.

If you are using Meet-Me, we encourage you to start using the Lync Meeting option within Outlook to schedule an online meeting or conference call. You can do this by using the Lync add-in in Outlook. In Outlook 2013, select the "New Lync Meeting" option the "New Items" icon. If you have a large group of employees, we can also schedule a special class for your department or office.

IT Training Needs Assessment Follow Up

We are still reviewing the data received through our recent survey to ensure we have a full understanding of your needs, and to draft our new training plans. As mentioned in a previous article, we will reduce our instructor-led training course schedule over the summer to allow us time to focus on items already identified, such as online course content for current courses and R&D for new courses.

Stay Tuned!

Want to be notified of changes, updates, etc. to our system? Subscribe to our **IT@Sam Service Desk** blog at: <http://shsuservicedesk.wordpress.com/> and receive the latest in new posting notifications. We're expanding our posts to include major service updates or changes and downtime notifications as well as tech tips and general information. Join today!

Mac OS Update

After rolling out Mac OS X Mavericks, the Tech Shop is reconsidering a mass roll out to campus this summer. We have seen some bugs that we would like more time to work out before a mass upgrade across campus and across multiple OS versions. **That said, we still need to update those using OS X Snow Leopard (10.6) – which is nearing its end of life – in September 2014.**



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We are still offering all our Mac users the opportunity to upgrade to Mavericks now. (See the [March newsletter article](#) for more information.) Should you want to upgrade – laptop or desktop, simply contact the Tech Shop (4-4976). We'll continue to reach out to departments to schedule Mac lab upgrades for a summer rollout.

And in closing, a quick "kudos" to all the IT@Sam teams who were instrumental in our recent, successful WebCMS upgrade over the Friday May 23 weekend. For those of you who were unaware, IT@Sam upgraded the SHSU website software, WebCMS. We had a couple of bobbles and learned some lessons, which have been captured for any future upgrades. We anticipated that few, if any, pages would be affected; however, during the course of some regular maintenance in conjunction with the upgrade, a few pages with custom code were affected. These have been added to our test plans for future upgrades to mitigate that issue in the future. If you have any questions or continue to notice any issues, please contact Web Services at webdev@shsu.edu.

As always, if you have any ideas for articles, or if you have any feedback on our newsletter in general, please let us know!


Stephanie Fors,
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Home » Departments » Division of Information Technology » Newsletter » June_2014 » Banner General Navigation Going Online

Banner General Navigation Going Online

Banner is our campus administrative computer system that is used for a wide variety of business as well as academic activities. Banner gives SHSU employees access to a number of modules such as student information or finance information. Each module requires a specific training and Banner General Navigation is the prerequisite for these trainings.

With each group of new employees, we have a set of people who potentially need access to Banner. For the past few years, this training has been offered the next business day after New Hire Orientation. We have noticed, however, that this is not convenient for some people, such as student workers or those who work in The Woodlands. For these reasons Banner General Navigation will slowly begin transitioning to an online course offered through Talent Management.


At this point we will begin slowly transitioning to the online format. We will have the online course available by July and will continue to offer instructor-led training through the summer as a transition.

This new online version will allow for all employees to take the training at their convenience while also having material available as a refresher should they require it. This will also give student workers the ability to take Banner General Navigation without having to worry about their conflicting class schedule.

Here are the upcoming Banner General Navigation courses:

DATE	TIME	ROOM
June 17	9:00 AM - 11:00	NGL 157
July 2	9:00 AM - 11:00	NGL 157
July 17	9:00 AM - 11:00	NGL 157

If you have any questions, please contact the Service Desk at 4-HELP.



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Tech Tip: Twitter Definitions

As they say, brevity is the soul of wit and nothing tests that brevity quite like Twitter. Twitter is a microblogging service and one of the most popular social media sites today. What do we mean by “microblogging”? Well, users of twitter can post their thoughts, opinions or notifications for the world to see so long as the “tweet” is kept under 140 characters.

This may sound like enough characters to get one’s opinions across but it becomes more and more difficult as one starts adding hashtags and mentions in their tweet.

If you happen to be stumbling over words like “tweet” or “hashtag”, check out the Twitter dictionary below.

Tweet (noun)

A message posted via Twitter containing 140 characters or less. Here is an example below:



Houston Astros @astros · 8h

Watch Matty D bring home the #walkoff win off the wall: atmlb.com/1IryQtu

Expand

Reply

Retweet

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Tweet (verb)

The act of posting a message through a Tweet

Mention

Bring a Tweet to a user’s attention by including their @username in a Tweet. This is called a mention and will appear to the @username you mentioned as well as to all of your followers. You can see who mentioned you in the mention section of your profile.



Houston Astros @astros · 9h

By not allowing a baserunner in his first 4 appearances as an Astro, @SippTony has set a franchise record. #Astros

Expand

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Retweet

Favorite

More

Retweet

You can pass along someone’s Tweet by retweeting it. Just hit the Retweet button to send the original message to all of your followers.



SportsCenter @SportsCenter · 9h

GOAL! Trevor Lewis sneaks a goal through John Gibson to open up a 2-0 lead for the Kings. LA needs a win to stay alive.

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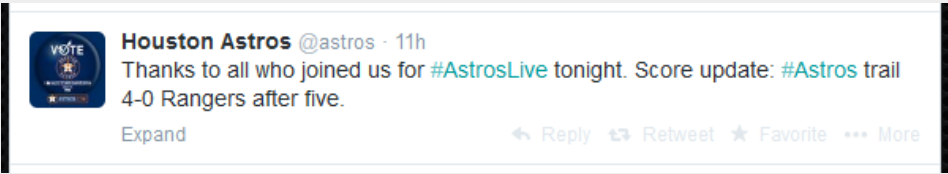
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Message (DM)

A direct message (DM) is a private message that only you and the recipient can see. To DM someone, start your Tweet with DM or D DM @username what is your favorite color?

Hashtag

Users often add the hashtag symbol (#) before words or phrases in their Tweets to categorize them for others or to organize conversations around a theme. Users can click on hashtags to see similarly themed tweets.

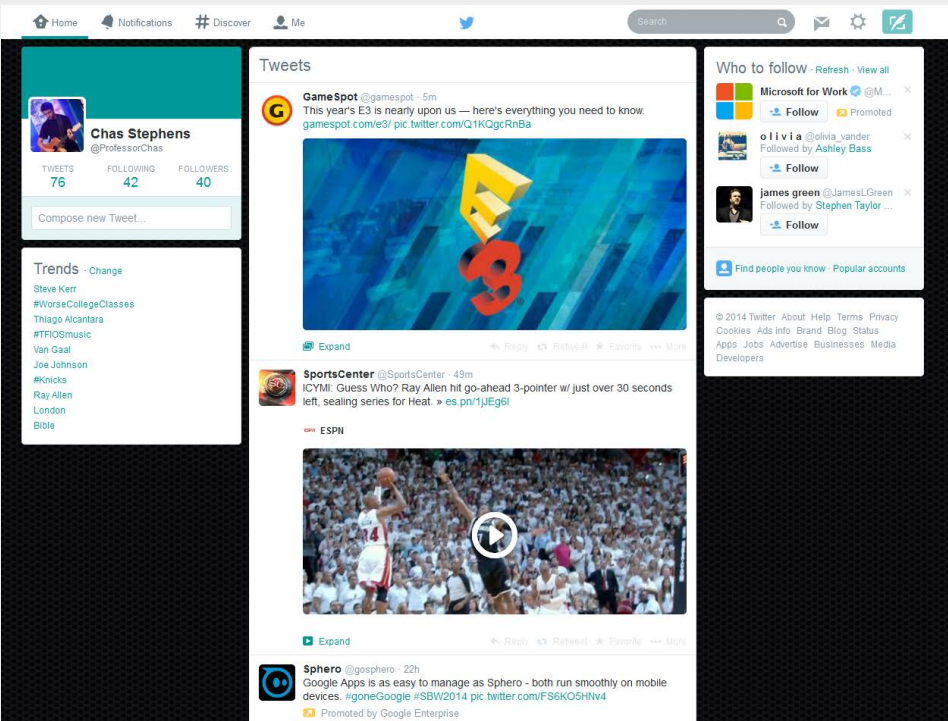


Follow, Follower and Unfollow

To follow someone on Twitter is to subscribe to their Tweets in your timeline. A follower is another Twitter user who has followed you. To stop following another Twitter user is to unfollow them. Once you do this, their Tweets no longer show up in your timeline.

Timeline

Your timeline is a list of real-time Tweets for the users you are following.



@reply

An @reply is a Tweet posted in reply to another user's message. This is usually done by clicking the “reply” button in their Tweet.

Tweets



GameSpot @gamespot · 6m

This year's E3 is nearly upon us — here's everything you need to know.
gamespot.com/e3/ pic.twitter.com/Q1KQgcRnBa



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Security Tip: Cyber Ethics

The explosion of social networking and the ubiquitous sharing and posting of so much information online have changed the way we communicate. We must ensure that users understand their responsibilities for conducting themselves online. An important component of that is Cyber Ethics. Cyber Ethics refers to the code of responsible behavior on the Internet. We should all employ the basic tenets of Cyber Ethics to be good "cyber citizens."

Who Should Be Concerned About Cyber Ethics?

Cyber ethics must be taught and reinforced at every level of computer use-from the novice user just learning to navigate a computer and the Internet, to an information professional whose job requires significant use of online resources. In the same way that each culture teaches its citizens the ethics of business, education, government, etc., those who use the Internet must be taught ethical practices in every aspect of its use.

Why Should We Be Concerned About Cyber Ethics?

The power of the Internet means that anyone can communicate at anytime, with anyone, anywhere. While this has undeniable benefits, there can also be negative consequences. Anonymous posting to blogs, websites and social media can encourage bad behavior by eliminating the need to stand behind the words used.

A significant issue of increasing concern is cyber bullying. What were once comments confined to the school yard or hallways are now magnified by the power and anonymity of the Internet. Developments in electronic media offer new forums for bullies, and the actions can range in severity from cruel or embarrassing rumors to threats, harassment, or stalking. The effects can be far-reaching and long lasting.

What Are The Rules Of Ethical Cyber Activity?

The basic rule is do not do something in cyber space that you would consider wrong or illegal in everyday life.

When determining responsible behaviors, consider the following:

- Do not use rude or offensive language.
- Don't be a bully on the Internet. Do not call people names, lie about them, send embarrassing pictures of them, or do anything else to try to hurt them.
- Do not copy information from the Internet and claim it as yours.
- Adhere to copyright restrictions when downloading material, including software, games, movies, or music from the Internet.
- Do not break into someone else's computer.
- Do not use someone else's password.
- Do not attempt to infect or in any way try to make someone else's computer unusable.

We were taught the rules of "right and wrong" growing up. We just need to apply the same rules to cyber space!

Resources For More Information

Computer Crime & Intellectual Property Section -- United States Department of Justice
<http://www.justice.gov/criminal/cybercrime/cyberethics.htm>

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Microsoft Safety & Security Center
<http://www.microsoft.com/security/online-privacy/cyberethics-practice.aspx>

Cyberbullying Prevention Lessons- NCSA and CyberSmart!
<http://cybersmartcurriculum.org/cyberbullying/ncsa/>

Teaching your children acceptable behavior on the Internet
http://us.norton.com/library/familyresource/article.jsp?aid=pr_cyberethics

Cyber Citizen Partnership
<http://www.cybercitizenship.org/>




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June Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. We are currently working on new content to offer for the upcoming school year. For this to work, we have scaled back on the trainings this month. Here are the classes we will be offering in June.

Class	Date	Time	Room
WebCMS: Introduction	June 5	10:00 AM - Noon	ALL 107
Introduction to Excel 2013	June 6	2:00 - 4:00 PM	AB1 320
WebCMS: Intermediate	June 12	10:00 AM - Noon	ALL 107
Banner General Navigation	June 17	9:00 - 11:00 AM	NGL 157

To sign up for one of these training sessions or other future trainings, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP).

Would you like to be receive a schedule of next month's classes as soon as they are scheduled? If so, register for our [Listserv](#) and you will be notified of our upcoming trainings for the month.

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IT@Sam Newsletter

Welcome to the July, 2014
issue of the IT@Sam Newsletter!



The Director's Cut

In this month's Director's Cut, we touch on a couple of major IT projects, send out kudos with a short update on our Cherwell improvements, and of course, we plug the benefits of subscribing to our notifications systems.

[>> Read More](#)

Did Ya Know?

IT@Sam provides backup services for a number of applications and storage areas. Find out what is backed up and the backup periods associated as well as information on university record retention schedules.

[>> Read More](#)



New Bearkat OneCard

If you have not already received your new OneCard, you will soon! What's new with your new, official SHSU I.D. card?

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Banner General Navigation Going Online

For the past few years, Banner General Navigation has been a staple of our instructor-led trainings each month. Very soon though, Banner General Navigation will be available as an online course.

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Tech Tip: Outlook Cleanup Feature

Outlook's cleanup feature will remove redundant messages if you use Conversation View. In this month's tech tip, we look at how you can set up Outlook to do this.

[>> Read More](#)

Security Tip: Protecting Against Mobile Malware

Do you own a mobile device? Threats against mobile devices are on the rise and, if you own one, you might be putting yourself at risk without even knowing it. Check out this month's security tip to see what you can do to protect yourself.



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July Technology Training Schedule

Over the summer, we will focus developing more courses to fit the needs of the campus according to our recent needs assessment. With that said, we are reducing the amount of training this month.

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"The Director's Cut"

Summer is here! The summer solstice on June 21 officially heralded the beginning of summer for the Northern Hemisphere. Of course, we've had a number of signs that it was coming. If you didn't notice the rising temperatures and cloying humidity that mark the Texas summertime (some would argue, year-round Texas) then you may have noticed smaller groups of students congregating in the mall area, shorter lines in the food court (except on orientation days), and for some, better parking spaces.

Summer also means much activity for IT@Sam. As with a number of other support divisions and departments, summer is a busy time for us. We are processing software requests submitted by the deadline for fall classes. We are upgrading numerous labs and classrooms across campus with new equipment – we're completing an upgrade of the Art Department lab over Summer II, and just last week our A/V Team finished replacing projectors throughout Evans, Smith-Hutson, and Teacher Education Center. One formerly open student lab, AB4-203, is undergoing construction to become two classroom labs. Classes scheduled in White Hall in Fall 2014 will be moved to one of the two new AB4 classrooms and White Hall will be converted to a student open lab instead.

We are providing support (e.g., purchasing, installation, etc.) for numerous construction projects across campus, such as the new Student Health Center, just east of Old Main Market, set to be online by the start of the fall semester. Our Networking Team has a major project targeted for completion by the fall semester as well – upgrading the University's current Internet connection from the current 1GB to a 10GB connection. Talk about improvements! (And these items don't even cover the tip of the iceberg of IT projects...)

Also in the "improvements" category: our continued work on Cherwell, our IT "ticket" system, to make a better, easier experience for clients as well as better internal workflow for IT. We've been working on a number of improvements to workflow on the back end since late spring. It was time to share and solicit feedback, so as mentioned in [last month's newsletter](#), we held focus groups in June to show progress to date as well as farm other ideas from clients. **Many, many thanks to those who participated!** I think it would be safe to say that everyone who attended was pleased (maybe even delighted!) with our plan to date – and gave us some great ideas to incorporate moving forward. While we don't plan to have the new-and-improved Cherwell completed until late in the fall semester, we are working on one or two "big" ideas to roll out for the beginning of the fall semester. Stay tuned for details...

If you haven't already, consider subscribing to our [IT@Sam Service Desk blog](#)! If you join our Email Subscription service, you will be notified of any new postings. We're including notices on major service updates or changes and downtime notifications as well as tech tips and general information, so sign up today.

Happy Independence Day, 2014!

Stephanie Fors,
Director of Client Services
[Sam Houston State University](#)
stephanie@shsu.edu
936.294.1049 phone



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IT@Sam Newsletter

Did Ya Know?

We generate a lot of data. Documentation, policies, procedures, spreadsheets, databases, and other information. All day, every day. It's what we do – it's how we do our work. And the output – tables, reports, memos, emails, etc. – needs to be stored somewhere. IT@Sam provides backup services to a number of applications and storage “areas,” but do you really know what that means for you?

Before we get to IT, though, did you know that SHSU's records retention schedule was recently updated by the Texas State Library and Archives Commission (in December 2013)? The most recent PDF version can be found conveniently linked from the [NGL website](#)! These record retention schedules are the guidelines and timeframes by which we “ensure the integrity of your recordkeeping practices,” and maintain the “success of [our] records management program.” (Letter dated December 11, 2013, Craig Kelso, Director and State Records Administrator) For more information on records retention requirements, contact

But back to IT and all the data that we generate from our work across campus... Do you know our current retention schedule for data? Here's the “quick-and-dirty” overview of the plan that has been approved by the President's Cabinet, and is in the process of being implemented:

Location of Data	IT Backup Period
Enterprise Application Data (Banner and Oracle data, Micros, T2, StarRez, Tk20, Raiser's Edge, etc.)	60 days
Shared network storage (e.g., T drive)	60 days
Network storage (e.g., S drive and email)	14 days
Local Storage (e.g., C drive)	Not backed up!

What is important to keep in mind is that **data outside of records-retention timeframes may still be available during the specified backup schedule**. Our retention periods only apply to the *length of time that backups are retained; not the age of data in a system*. And, it is the responsibility of the **data owner** to archive data according to the records retention policy for the data's respective classification. IT does not classify according to the State's record retention guidelines, we simply provide backup for the data.

These time frames can be confusing, though. Does this mean that my email or items on my S drive are kept for only 14 days? No. The time frames defined above are rolling periods. So, if for some reason, we needed to “roll back” to a previous version of a file stored on an S drive, we could only go back 14 days from the last time it was saved, updated, or “stored.” (For example, if I deleted a file to which I had made no changes in a year, I would have a 14-day window in which to recover it.)

In this month's Tech Tips we show one easy way to help keep Outlook free of unnecessary clutter. [Check it out](#). We'll illustrate another feature in the near future – how to set policies in your email to move those long-standing emails **automatically** to the Deleted folder once they're no longer applicable or needed for retention purposes.



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New Bearkat OneCard

New Bearkat OneCards were mailed from HigherOne during the week of June 16th. If you have not received your new OneCard, you should soon! The Bearkat OneCard Office will be working diligently on re-issuing OneCards throughout the summer. The current orange OneCards will be deactivated in the Fall.

So what's different?

- The overall look of the card will be different. Instead of the orange and white Austin Hall photo, Sammy Bearkat on a black background, as depicted to the right, will be the new look.
- There are two mag stripes on the back of the card, rather than one. Use the silver stripe for purchases, use the black stripe for SHSU functions such as entry to the Residence Halls, HKC, sporting events, and to use your meal plan.
- Your full 9-digit SamID will be embedded rather than the 7-digit number as before.



What do I do when I get my new card?

- You will need to activate your card [online](#).
- Destroy your old card. Be sure that you shred or cut up your old card before discarding.

I haven't received my card. What do I do?

Your new card will be mailed to the address that is on file with HigherOne. Your first step will be to [login](#) and confirm your address on file with HigherOne. Once you have confirmed the correct address, you will need to contact the Bearkat OneCard Office for additional assistance in having your card reissued.

If you have any further questions, please contact the Bearkat OneCard Office at x4-CARD (x4-2273) or bearkatone@shsu.edu

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Banner General Navigation Going Online

In [last month's newsletter](#) we told you that Banner General Navigation is being transitioned into an online training. In fact, there is only one instructor-led training in Banner General Navigation left. After July 17, this course will be transitioned to the online format.

With each group of new employees, we have a set of people who potentially need access to Banner. For the past few years, Banner General Navigation has been offered the next business day after New Hire Orientation. We have noticed, however, that this is not convenient for some people, such as student workers or those who work in The Woodlands. For these reasons we decided that Banner General Navigation should be offered online through Talent Management.

In order to take the online version of Banner General Navigation, you will need to complete the Non-Disclosure Agreement as well as the SANS Security Awareness Training.

Here is the upcoming Banner General Navigation schedule:

DATE	TIME	ROOM
July 17	9:00 AM - 11:00	NGL 157

If you have any questions, please contact the Service Desk at 4-HELP.



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Tech Tip: Outlook Cleanup Feature

Tech Tip: Clean Up Conversations in Outlook

Have you ever used the conversation feature in Outlook 2013? If so, you might have noticed a redundancy in the message content. If you want Outlook to go monitor your e-mail threads for redundant messages, it can do just that.

What is a Conversation?

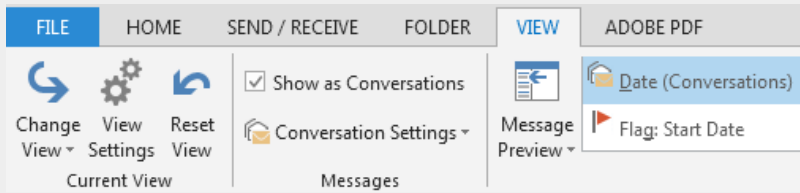
Conversations are also known as email threads. A conversation is the complete set of email messages from the first message through all responses (i.e. all the replies). The messages of a conversation have the same subject.

For example, a conversation results when you reply to someone's e-mail (assuming the subject remains the same). In some instances, numerous replies are unavoidable and multiple people might reply to different messages in the conversation.

With conversation mode enabled, you will be able to group emails with the same subject line into one collapsible folder. This will enable you to search through emails in a thread regardless of when they were sent.

Here is how you enable Conversation View:

1. Go to the View Tab
2. Check the "Show as Conversations" box



What does Conversation Clean Up do?

Conversation Clean Up looks through the contents of each message in the conversation. If a message is completely contained within one of the replies, the previous message is deleted. Consider the following example:

Nate sends a message to Jan and Steve. Jan replies to both Nate and Steve and in her Outlook message body, Nate's complete original message is included. Now, Steve sees Jan's message and replies to both Nate and Jan. Steve's reply includes all of the previous messages in the conversation. Conversation Clean Up can delete all of the messages except the last one from Steve because within that message is a copy of all of the previous messages.

Conversation Clean Up is most useful on conversations with many responses back and forth especially with many recipients.

To run Conversation Clean Up,

1. On the **Home** tab, in the **Delete** group, click **Clean Up**.
2. Click one of the following:



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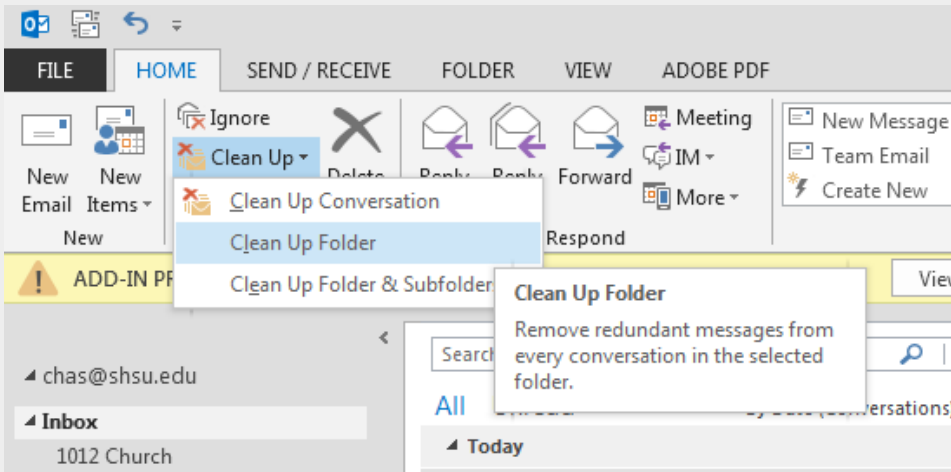
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Clean Up Conversation The current Conversation is reviewed, and redundant messages are deleted.

Clean Up Folder All Conversations in the selected folder are reviewed, and redundant messages are deleted.

Clean Up Folder & Subfolders All Conversations in the selected folder and any folder that it contains are reviewed, and redundant messages are deleted.



If you have any ideas for future tech tips, please call the Service Desk (4-HELP) or e-mail us at ittraining@shsu.edu.



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Protecting Against Mobile Malware

Security Tip: Protecting Against Mobile Malware

Is Malware a Threat to Mobile Devices?

The volume of cyber threats to mobile computing devices continues to increase as new applications and devices proliferate. McAfee reports that there were more than two million new mobile malware samples in 2013. Symantec reports that nearly 40% of mobile device users have experienced mobile cyber crime in the past 12 months. Some experts estimate that nearly 10% of applications sold on particular platforms are malicious.

Most mobile malware gets installed when a user visits an infected web site or downloads a malicious application, or clicks on a link or an attachment.

Some of the threats to mobile devices include the following:

- Theft of personal data, such as account info, phone numbers, contact lists, call logs, etc.
- Propagation of malware to your contacts either through by posting to social media, sending phishing emails, etc.
- Surveillance through audio, video (camera), location, text messages, phone calls and other means.
- Disabling of monitoring software on the mobile device.
- Collection of data such as GPS readings to track a user.

What Can I Do to Secure My Mobile Device?

1. **Lock the device** - An easy way for malware to get on a device is for someone to manually install it. Locking your device with a strong PIN/password makes unauthorized installation of applications more difficult.
2. **Install applications from trusted sources** - Users must recognize that some applications may be malicious. If an app is requesting more permissions than seems necessary, do not install it, or uninstall the application. Only install applications from trusted sources.
3. **Don't jailbreak your device** - To "jailbreak" or to "root" a device means to bypass important controls and gain full access to the operating system. Doing this will usually void the warranty and can create security risks. This also enables applications, including malicious ones, to bypass controls and access the data owned by other apps.
4. **Keep operating systems and apps up-to-date** - Manufacturers, telecommunications providers, and software providers regularly update their software to fix vulnerabilities. Make sure your device's operating system and apps are regularly updated and running the most recent versions.
5. **Use a mobile security software solution** - Install antivirus software, if available.
6. **Block web ads or/and don't click on them** - Malware can find its way onto your mobile device through a variety of methods, including advertisements. The malicious advertisements are called "malvertisements." Mobile ads accompany a significant amount of content found in mobile applications, and whether you find them annoying or amusing, cyber criminals have turned their attention toward using them to spread malware to unsuspecting users. What makes these "malvertisements" so dangerous is the fact that they are often delivered through legitimate ad networks and may not appear outright spam, but can contain Trojans or lead to malicious websites when clicked on. Some mobile devices have software that can block harmful sites.
7. **Don't click suspicious links and attachments** - While it may be difficult to spot some phishing



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attempts it's important to be cautious about all communications you receive, including those purported to be from "trusted entities" and be careful when clicking on links or attachments contained within those messages.

- 8. **Disable unwanted services/calling** - Capabilities such as Bluetooth and NFC can provide ease and convenience in using your smartphone. They can also provide an easy way for a nearby, unauthorized user to gain access to your data. Turn these features off when they are not required.
- 9. **Don't use public Wi-Fi** - Many smartphone users use free Wi-Fi hotspots to access data (and keep their phone plan costs down). Smartphones are susceptible to malware and hacking when leveraging unsecured public networks. To be safe, avoid logging into accounts, especially financial accounts, when using public wireless networks.

For More Information

What Is A Computer Virus?

<http://www.microsoft.com/security/pc-security/virus-whatis.aspx>

When Malware Goes Mobile

<http://www.sophos.com/en-us/security-news-trends/security-trends/malware-goes-mobile/business-of-cybercrime.aspx>

10 Years of Mobile Malware: How Secure Are You?

<http://www.linkedin.com/today/post/article/20140316112657-67886711-10-years-of-mobile-malware-how-secure-are-you>

Mobile Threat Report: 2013 Q3

http://www.f-secure.com/static/doc/labs_global/Research/Mobile_Threat_Report_Q3_2013.pdf

Mobile Malware Evolution: 2013

https://www.securelist.com/en/analysis/204792326/Mobile_Malware_Evolution_2013#08

Mobile Threat Report

http://www.webroot.com/shared/pdf/WR_MobileThreatReport_v4_20140218101834_565288.pdf

Fake Android Apps

<http://us.norton.com/fake-android-apps/article>



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July Trainings

July Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. We are currently working on new content to offer for the upcoming school year. For this to work, we have scaled back on the trainings this month. Here are the classes we will be offering in June.

Class	Date	Time	Room
WebCMS: Intro	July 3	10:00 AM - Noon	NGL 157
Intro to Excel 2013	July 10	2:00 - 4:00 PM	AB1 320
Advanced Excel 2013	July 21	2:00 - 4:00 PM	ALL 107
WebCMS: Intro	July 23	2:00 - 4:00 PM	NGL 157
WebCMS: Intermediate	July 24	10:00 AM - Noon	NGL 157
Data Manipulation in Excel 2013	July 25	2:00 - 4:00 PM	ALL 107

Coming in August:

- Intermediate Photoshop
- Introduction to SPSS
- Introduction to Adobe Captivate

To sign up for one of these training sessions or other future trainings, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP).

Would you like to be receive a schedule of next month's classes as soon as they are scheduled? If so, register for our [Listserv](#) and you will be notified of our upcoming trainings for the month.



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Welcome to the August, 2014
issue of the IT@Sam Newsletter!



The Director's Cut

Backpacks, pencils, pens, oh my! Back-to-School season is here. In this month's "Director's Cut," we bring you up-to-date on what IT@Sam is doing to make sure our systems and software are ready for the new semester.

[>> Read More](#)



Update to Backup Retention Schedule

In the July IT@Sam Newsletter, we mentioned the current retention policy for backups. This schedule has changed and we have an update to the overview of this plan.

[>> Read More](#)

Free Microsoft eBooks Available!

You heard right! These eBooks provide instructions on everything from Windows 8 to SQL and everything in between. If you are looking to sharpen your skills in a Microsoft product, check out these free eBooks. With more than 300 eBooks available, you'll be sure to learn something you didn't know before.

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Tech Tip: Clearing Your Cache

We are surrounded by technology jargon in this day and age. One word that you have probably heard is "cache." What is cache and how does it affect you? Check out this month's tech tip to get an insight to cache.

[>> Read More](#)

Security Tip: Bots, Botnets, and Zombies

While this article sounds like a George Romero apocalypse film, it is in fact a serious security issue. In this month's security tip, we take a look at what each of these and what they mean to you.

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August Technology Training Schedule

This summer, IT@Sam focused on revamping and developing the training courses based on our needs assessment survey. In order to accomplish this, we reduced the number of classes we offered over the summer. Now that the fall semester is ready to begin, we are increasing the number of trainings offered per month as well as introducing a few new courses.

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If you'd like to make a suggestion for future content, [we'd love to hear from you!](#)

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The Director's Cut

What's your idea of getting ready for classes to start? Do you hit the "Back-to-School" sales? Check out the [Texas Comptroller's site](#) for information. Or do you prefer to avoid the crowds and reminisce while watching the 1986 (I guess that would make it a classic?) Rodney Dangerfield movie, "[Back to School](#)"? Whatever you choose to do, that time of year is here!

While you're getting ready, IT@Sam is getting ready as well. We have software titles and infrastructure items that are being uploaded, upgraded, updated, or otherwise promoted in our computing systems and support structures over the next couple of weeks. Here are the highlights for our upcoming weekends, starting on:

- **Sunday, August 3: LEARN Network Maintenance**
 - On Sunday, August 3, [LEARN](#) Engineers made changes to their network to enable faster restoral of service after network disruptions. SHSU uses the LEARN Network for their Internet connection.
- **Friday, August 8: Major Networking & Internet Upgrades**
 - Upgrade **Internet Explorer from version 9 to version 11**. The browser will be upgraded on all campus managed Windows workstations and the Remote.shsu.edu system. (Scheduled to start at 6pm)
 - Upgrade **Network Routers** across campus. Users will experience total loss of network access for 30 minute time-periods within the upgrade window. This will affect computer access, all wireless access, all telephone service and all network connected devices including fire alarms. All services should be restored by 10pm. (Scheduled from 6pm-10pm)
- **Saturday, August 9: Major Networking Upgrades**
 - Upgrade SHSU internet connectivity. Customers will experience 15-minute outages to internet access between 10am and 11am and may experience very brief outages until about 10pm while this upgrade is completed. Clients on campus should be able to access on-campus resources but will not be able to access any external applications or websites. Clients off campus will not be able to access on-campus resources during any periods of outage. (Scheduled from 10am-10pm)
- **Wednesday, August 13: Installation of Adobe Creative Cloud**
 - All **lab and classroom PCs** will experience a service outage to allow for the **removal of Adobe CS 6**, and the **installation of Adobe Creative Cloud** including Dreamweaver, Fireworks, Illustrator, InDesign, and Photoshop. (Scheduled from 9pm-11pm)
 - All **managed Macs on campus** will experience a service outage to allow for the **removal of Adobe CS 6**, and the **installation of Adobe Creative Cloud** including Dreamweaver, Fireworks, Illustrator, InDesign, and Photoshop. This will be pushed to compatible managed Mac OSX machines to include Mavericks 10.9 and Mountain Lion 10.8 This software will also be available as On Demand from the Absolute Manage Installation menu. (Scheduled from 9pm-11pm)
- **Thursday, August 14: Upgrade to Java**
 - Upgrade **Java from version 6 to version 7** on all faculty/staff managed Windows workstations. (Scheduled from 6pm-10pm)
- **TENTATIVE: Friday, August 29: Upgrade to Cognos**
 - This is an upgrade of Cognos 8 to Cognos X. This upgrade is still in testing. If testing goes well, we hope to have this upgrade in Production on August 29. An official date will be announced through the Cherwell Portal.

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Let the countdown begin....19 days left!

(Want to be notified of these and other updates via email? Sign up for IT@Sam's Email Subscription service – it's a one-click registration form from our IT@Sam Service Desk [blog](#). We're including notices on major service updates or changes and downtime notifications as well as tech tips and general information, so sign up today!)

Stephanie Fors,
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[Sam Houston State University](#)
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936.294.1049 phone



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IT@Sam Newsletter

Home > Update to Backup Retention Schedule

Update to Backup Retention Schedule

In the [July IT@Sam Newsletter](#) we reported on the current data retention policy. In that overview we stated that the retention period for Enterprise Application Data was one year, although it should have been 60 days. This was not caught in proofing until two days after the article was published, and the article was corrected at that time. As a reminder, here is the overview for all data types:

Location of Data	IT Backup Period
Enterprise Application Data (Banner and Oracle data, Micros, T2, StarRez, Tk20, Raiser’s Edge, etc.)	60 days
Shared network storage (e.g., T: drive)	60 days
Network storage (e.g., S: drive and E-mail)	14 days
Local Storage (e.g., C: drive)	Not backed up!

To reiterate, ***data outside of records-retention timeframes may still be available during the specified backup schedule.*** Our retention periods only apply to the *length of time that backups are retained, not the age of data in a system.* And, *it is the responsibility of the data owner to archive data according to the records retention policy for the data's respective classification.* IT does not classify according to the State’s record retention guidelines, we simply provide backup for the data.

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http://www.shsu.edu/~ucs_www/newsletter/Aug_2014/retention.html[2/2/2015 4:33:53 PM]

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Eric Ligman, a Microsoft Senior Sales Excellence Manager, has provided almost 300 eBooks that cover topics like:

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- Office 2013
- Office 365
- Office 2010
- SharePoint 2013
- Dynamics CRM
- PowerShell
- Exchange Server
- Lync 2013
- System Center
- Azure
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- SQL Server
- and much more!

To check out these eBooks, go to [Eric's blog](#) and find the topic that interests you.

If you have any questions, please contact the Service Desk at 4-HELP.

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[Home](#) > Tech Tip: Clearing Your Cache

Tech Tip: Clearing Your Cache

If you work with technology long enough, you are bound to hear the word “cache” thrown around. Simply put, the cache is where your web browser remembers where it has been. When you revisit the page, your browser calls upon your cache which enables your computer to load the page faster. This saves time, disk space, and energy, the browser often simply shows the cached version of the page.

If the site has been updated since the last time you visited the page, there is a chance that your computer will load the version of the site that it “remembers” as opposed to the current version of the site.

This is a problem that has plagued web developers for some time: the webmaster updates a page on the website, but a visitor still sees the old version of the page showing in the browser window.

To remedy this problem a technician might suggest that you “clear your cache”. Each browser has a tool to fix cache problems. This article focuses on the quick methods for clearing your browser’s cache.

Firefox

1. Open the *Clear Recent History* panel by pressing *Shift+Command+Delete* (on Mac) or *Shift+Control+Delete* (on PC).
2. Select the data and time period you want cleared.
3. Click the *Clear Now* button.
4. You’re done!

Internet Explorer

1. Open the *Delete Browsing History* panel by pressing *Shift+Control+Delete*.
2. Select the data you want cleared.
3. Click the *Delete* button.
4. You’re done!

Safari

1. Press *Alt+Command+E*.
2. You’re done!

Chrome

1. Open the *Clear browsing data* panel by pressing *Shift+Command+Delete* (on Mac) or *Shift+Control+Delete* (on PC).
2. Select the data and time period you want cleared.
3. Click the *Clear browsing data* button.
4. You're done!

If you have any ideas for future tech tips, please call the Service Desk (4-HELP) or e-mail us at ittraining@shsu.edu.

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IT@Sam Newsletter

Home > Bots, Botnets, and Zombies

Security Tip: Bots, Botnets, and Zombies

You have probably heard terms such as "bots," "zombies," and "botnets" in recent news stories about data breaches and other cyber security risks. But what exactly are they, how do they work, and what damage can they cause?

A "bot," short for "robot," is a type of software application or script that performs tasks on command, allowing an attacker to take complete control remotely of an affected computer. The compromised machine may also be referred to as a "zombie." A collection of these infected computers is known as a "botnet."

Hundreds of millions of computers worldwide are infected with bots and under the control of hackers (i.e., part of a botnet). The owners of these computers typically do not experience any signs that the machine is infected and continue to use it, unaware they are being controlled remotely by a cyber criminal. In fact, the infected machine could be sending multiple spam emails, including to all contacts in the computer, making it appear to the recipient that the email is legitimate and from someone they know.

A botnet that has recently been in the news is the Gameover Zeus Botnet, which allows the cyber criminals to retrieve banking passwords from the infected machines, or use the botnet to infect more computers. This botnet was responsible for nearly one million infections worldwide since its first attack in September 2011. In June 2014, U.S. and international law enforcement seized control of the botnet, and are working with Internet service providers (ISP) to notify impacted victims.

How and Why Do Cyber Criminals Use Botnets?

- The value of bots and botnets to criminals comes from aggregating massive numbers of computers they can control simultaneously to perform malicious activities.
- Cyber criminals may use the botnets to send spam, phishing emails, or other scams to trick consumers into giving up their financial information.
- Cyber criminals may also collect information from the bot-infected machines and use it to steal identities, incurring loans and purchase charges under the user's name.
- Cyber criminals may use botnets to create denial-of-service (DoS) attacks that flood a legitimate service or network with a crushing volume of traffic. The volume may severely slow down, or even shut down, the organization's business operations. Revenue from DoS attacks comes through extortion and leasing botnets. The criminals will rent botnets to groups interested in inflicting damage to another entity. The "renters" will use the botnet for sending spam and phishing emails or attacking legitimate websites and networks. These groups include "hacktivists" - hackers with political agendas - as well as foreign military and intelligence organizations.

Don't Let Your Computer Become a Bot

It only takes moments for an unprotected, Internet-connected computer to be infected with malicious software and turned into a bot. Every user should have up-to-date security software on all their devices.

The best protection is to set your anti-virus and anti-spyware programs to automatically update, and to automatically install every patch made available for your operating system and browser.

Do not click on links in unsolicited emails.

Do not click on links from your friends and family if they are not using updated security

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measures. They may unknowingly transmit an infection on their machine to yours.

While there is no single action that will protect you from all of the cyber risks, by implementing these foundational best practices, you can greatly reduce the likelihood that your computer will be caught in the next botnet.

Sources and References

<http://www.usatoday.com/story/news/nation/2014/06/02/global-cyber-fraud/9863977/>

Microsoft: What Is a Botnet

<http://www.microsoft.com/security/resources/botnet-what-is.aspx>

CIS and NCSA: Botnet Fact Sheet

<http://staysafeonline.org/ncsam/resources/botnet-fact-sheet>



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August Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. We are currently working on new content to offer for the upcoming school year. Here are the classes we will be offering in August.

Class	Date	Time	Room
WebCMS: Intro	August 4	10:00 AM - Noon	ALL 107
Intro to Excel 2013	August 4	2:00 - 4:00 PM	ALL 107
Intro to Adobe Acrobat	August 5	10:00 AM - Noon	NGL 157
Intro to Adobe Photoshop CS6	August 5	2:00 - 4:00 PM	ALL 107
Intro to Word 2013	August 6	2:00 - 4:00 PM	NGL 157
Advanced Excel 2013	August 7	2:00 - 4:00 PM	ALL 107
Intro to Outlook	August 7	2:00 - 4:00 PM	ALL 107
Advanced Word 2013	August 8	10:00 AM - Noon	ALL 107
Intermediate Photoshop CS6	August 18	2:00 - 4:00 PM	ALL 107
WebCMS: Intro	August 19	10:00 AM - Noon	NGL 157
Intro to Adobe Captivate	August 19	2:00 - 4:00 PM	NGL 157
Data Manipulation in Excel	August 20	2:00 - 4:00 PM	NGL 157
Tips, Tricks and Advanced Formulas	August 21	2:00 - 4:00 PM	NGL 157
Intro to SPSS	August 22	10:00 AM - Noon	ALL 107

To sign up for one of these training sessions or other future trainings, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP).

Would you like to be receive a schedule of next month’s classes as soon as they are scheduled? If so, register for our [Listserv](#) and you will be notified of our upcoming trainings for the month.

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Welcome to the September, 2014
issue of the IT@Sam Newsletter!



The Director's Cut

Information Security is always our top priority. This month's "Director's Cut" focuses on upcoming annual training changes on the horizon.

[>> Read More](#)



October Security Awareness Month

Of course we're already thinking about next month! We want to use October's scheduled events to help remind our SHSU community about personal and professional online security. Read on to find out what's in store.

[>>Read More](#)

New and Updated Trainings

If you've looked around Talent Management, you may have noticed a few new trainings, as well as online versions of face-to-face trainings. They're the first of several new ones to come.

[>>Read More](#)

September Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. Sign up for the trainings in Talent Management.

[>> Read More](#)

Exchange Online Protection: The New SPAM Filter

IT@Sam works hard to ensure that only valid e-mails reach your SHSU inbox. In order to ensure that this level of service continues, IT@Sam implemented Exchange Online Protection (EOP).

[>> Read More](#)

Tech Tip: Line Up Form Fields in Acrobat

If you have ever created forms in Adobe Acrobat, you understand the frustration with trying to get one field to match the size and orientation

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of another field. In this month's Tech Tip, we show you how to easily line up and size form fields.

[>> Read More](#)

Security Tip: Java Exploits

We aren't talking about the drink here! In this case, Java is a software language that most websites and applications require. Cyber criminals have been known to exploit this language and hack computers. While IT@Sam takes care of these issues for our campus computing environment, read this month's security tip to see how you can protect your home computing environment.

[>> Read More](#)

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If you'd like to make a suggestion for future content, [we'd love to hear from you!](#)

The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

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When buying a house, we all know the three the most important things to look for: location, location, location. With our computing resources, we should adjust that mantra to: security, security, security. And, as busy as we all are in both our professional and personal worlds, reminders – multiple – are welcome. So, IT@Sam has some reminders for you regarding your **professional and personal cyber security**. Coming in October, we will roll out our annual Security Awareness Training – completely changed from last year – and we hope you will join us as we celebrate [Cyber Security Awareness Month in October](#).

Annual Security Awareness Training Next Month!

Legislatively mandated, SHSU's Security Awareness Training program is designed to educate individuals on the basic responsibilities needed to begin (or continue) utilizing State of Texas information technology resources, and to ensure each person has the knowledge to protect those resources and themselves. Training is assigned and delivered through the University's learning management system, [Talent Management](#), applies equally to all individuals granted access privileges to any SHSU information technology resource (faculty, staff, and student workers), and must be completed within 30 days of enrollment in the course.

Last year, SHSU asked for a change, and IT@Sam has responded, redefining the annual training requirement, although the required training for any new employees to SHSU will remain the same. What does that mean for you?

Instead of requiring review of the full complement of videos in the SANS training, IT@Sam has developed a "refresher" course – a 25-minute online presentation – that touches on the basics of the Security Awareness Training program. Each employee, following the presentation, is then required to acknowledge and attest to reviewing and understanding the materials. The changes to this training are similar in nature to those we made last year to the non-disclosure agreement (also an annual requirement, coming up!).

New employees will still be required to complete the full Security Awareness Training upon joining the University. This training, created by SANS (the "Securing the Human" program), is a series of videos and quizzes totaling approximately two (2) hours and covering a multitude of topics. Additional security training is required for specific users, such as employees of Information Technology, Controller's Office, etc., on topics such as PCI compliance, HIPAA, federal tax information, etc., and is also provided through the SANS video series (whether new employees or to meet annual training requirements).

Annually on or about their anniversary date, each employee will be assigned the annual "refresher" training course. A large portion of the University was assigned training at once, due to the initiation of the program two years ago...and October is the month...so be on the lookout

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for your training notice!

Employees are responsible for complying with University policies, including [information technology policies](#), and therefore accountable for information resource security. Failure to complete either the new employee or any assigned annual training does not release an employee from any accountability. An employee's supervisor will be notified via email if an individual does not complete training. Additionally, quarterly reports of those individuals who have not completed assigned training as of that date will be made available to the appropriate VPs to determine any appropriate disciplinary method for non-compliance.

Stephanie Fors,
Director of Client Services
[Sam Houston State University](#)
stephanie@shsu.edu
936.294.1049 phone



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IT@Sam Newsletter

[Home](#) > October Security Awareness Month



STOP | THINK | CONNECT™

Celebrate Cyber Security Awareness in October

According to a [2013 Microsoft survey](#), 84% of U.S. job recruiters think it's acceptable to research job candidates using search engines and social media sites when evaluating them for a position. And, according to [Device Research](#), one in ten people ages 16 to 34 were rejected from a job based on the content of their social media profiles.

So, what does your online presence say about you? Online safety and privacy is a top priority for IT@Sam, so SHSU will again participate in the Department of Homeland Security's (DHS) National Cyber Security Awareness Month through a series of events and initiatives. The DHS Stop.Think.Connect Awareness Campaign, launched October 2010 in conjunction with National Cyber Security Awareness Month, was created to help communities across the nation to encourage safe online behavior at all times.

Our theme this year hopes to inform about the benefits of using strong social media privacy settings. With the right settings, you can maintain a professional status with those who don't have full access to everything you choose to share online.

Come find us at the IT@Sam table in the LSC Mall during the month of October. We will have information on hand, as well as some fun giveaways. (Who doesn't want free SHSU swag?) And, we also have a month-long contest. Follow us on Twitter and/or Facebook (SHSUServiceDesk). Share your online safety and profile privacy tips, stories, or article links with us using #SHSUSecurityAwareness. Winners, selected every Friday throughout October, will receive extra-special giveaways.

For more information about keeping your online presence secure, visit the Department of Homeland Security's [National Cyber Security Alliance Resources for Young Professionals](#).

If you have any questions about October's events or would like more resources about information security, contact Marilyn Cummings, Information Security Analyst, at marilyn@shsu.edu or at 936-294-4194.

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IT@Sam Newsletter

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September Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in September.

Class	Date	Time	Room
WebCMS: Intro	September 8	10:00 AM - Noon	NGL 157
Introduction to Photoshop CC	September 8	2:00 - 4:00 PM	ALL 107
Intro to Excel 2013	September 9	10:00 AM - Noon	ALL 107
Intro to Adobe Acrobat	September 9	2:00 - 4:00 PM	NGL 157
Intro to Dreamweaver CC	September 10	2:00 - 4:00 PM	ALL 107
Advanced Excel 2013	September 11	10:00 AM - Noon	ALL 107
Intro to SPSS	September 11	2:00 - 4:00 PM	NGL 157
Intro to Word 2013	September 12	10:00 AM - Noon	NGL 157
Advanced Word 2013	September 22	10:00 AM - Noon	NGL 157
WebCMS: Intro	September 22	2:00 - 4:00 PM	ALL 107
Intro to Adobe Captivate	September 23	10:00 AM - Noon	ALL 107
Intermediate Photoshop CC	September 23	2:00 - 4:00 PM	ALL 107
WebCMS: Intermediate	September 24	2:00 - 4:00 PM	ALL 107
Excel 2013: Data Manipulation	September 25	10:00 AM- Noon	ALL 107
Excel 2013: Tables and Arrays	September 25	2:00 - 4:00 PM	ALL 107
Intro to HTML	September 26	10:00 AM - Noon	NGL 157

To sign up for one of these training sessions or other future trainings, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered, please contact the Service Desk (4-HELP).

Cancellation Policy: *Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.*

Would you like to be receive a schedule of next month’s classes as soon as they are scheduled? If so, register for our [Listserv](#) and you will be notified of our upcoming trainings for the month.

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IT@Sam Newsletter

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Exchange Online Protection: The New SPAM Filter

No one likes to have an inbox full of SPAM e-mail. One of the main issues that e-mail servers have to contend with is how to stop these unwanted messages from arriving in your inbox. To combat SPAM e-mails, IT@Sam has implemented [Exchange Online Protection \(EOP\)](#), a cloud-based email filtering service that handles all of the university's email to and from external email providers (e.g., Gmail, Yahoo, Hotmail, etc.).

How Does EOP Work?

EOP drastically cuts down on the amount of SPAM the university receives. It does this by looking at any incoming or outgoing e-mail message and asks a simple question, "Is this a valid email address for SHSU?" If it is, then EOP allows the message through; if it is not, EOP blocks the message.

For EOP to perform its duties, our system must supply a list of valid e-mail addresses with EOP. Our system does this automatically every three (3) hours.

What Does This Mean To You?

Once a new account is activated and processed, a new user will only be able to send/receive e-mail from inside of SHSU until the next EOP synchronization. Since this occurs three hours after the last sync finished, it could be up to three hours until the account can send/receive email from external email providers such as Gmail, Yahoo, Hotmail, etc.

If after three hours you still have issues sending and receiving e-mails from outside sources, please contact the Service Desk (4-HELP).

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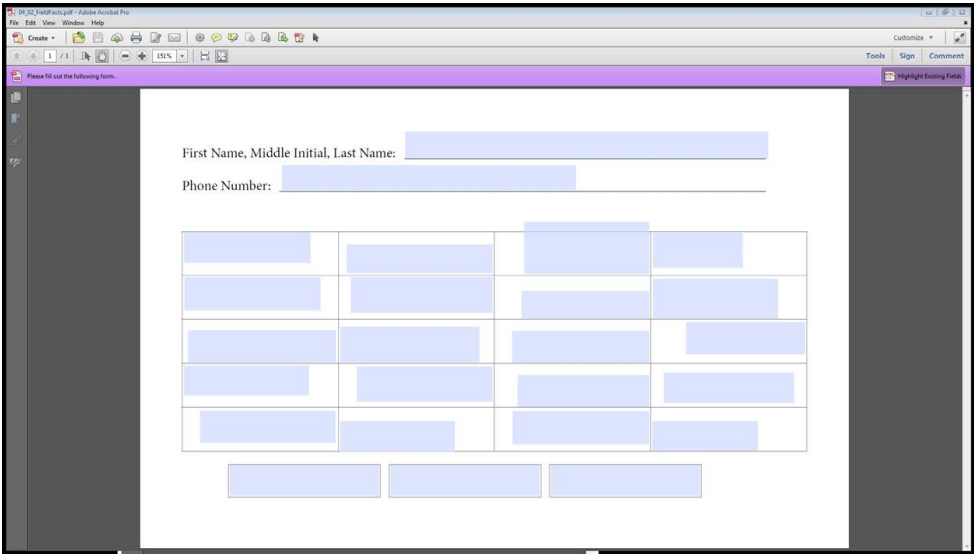
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Tech Tip: Arranging Form Fields in Acrobat

When setting up a form in Adobe Acrobat, it can be tedious to align and size each field properly. Follow the steps below to simplify the process.

Making All Fields the Same Size



Suppose you have a set of fields like the one pictured above. In our example, all the fields in the center are not aligned properly and they are different sizes. Resizing and moving each form individually would take a long time.

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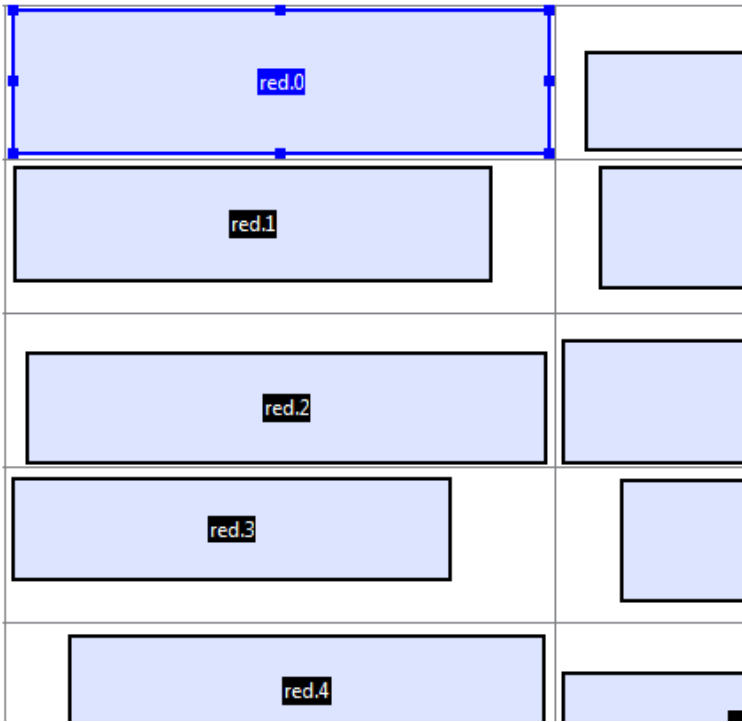
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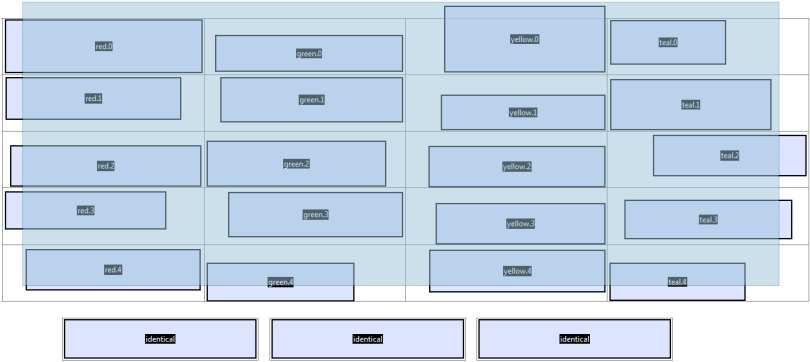
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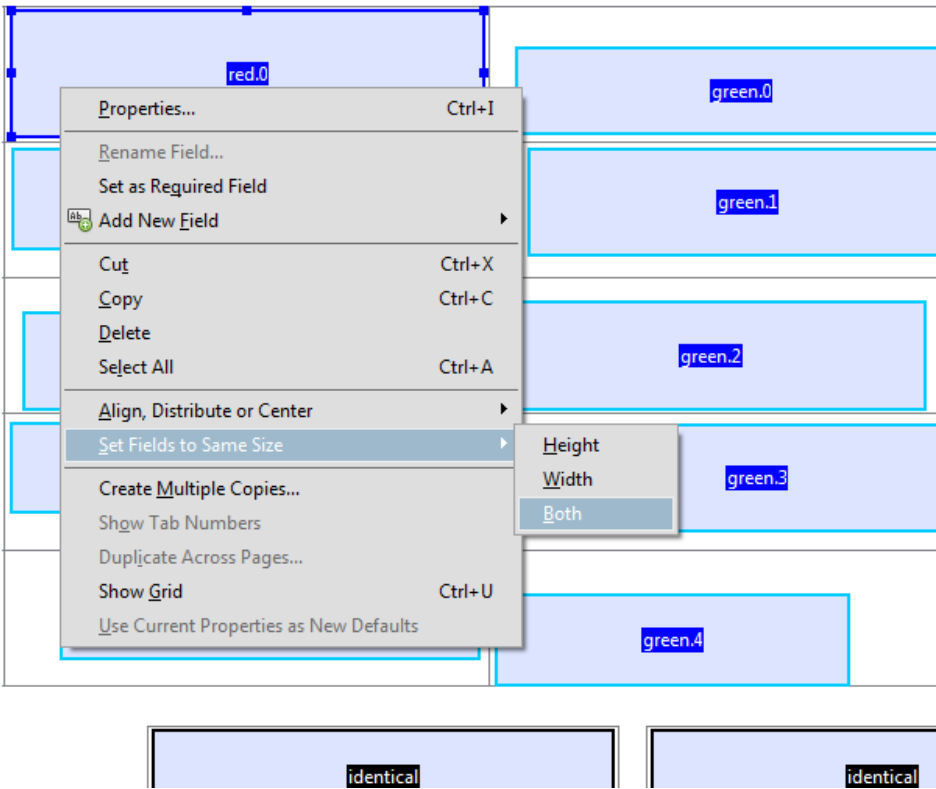
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The first step is to properly size your first field.



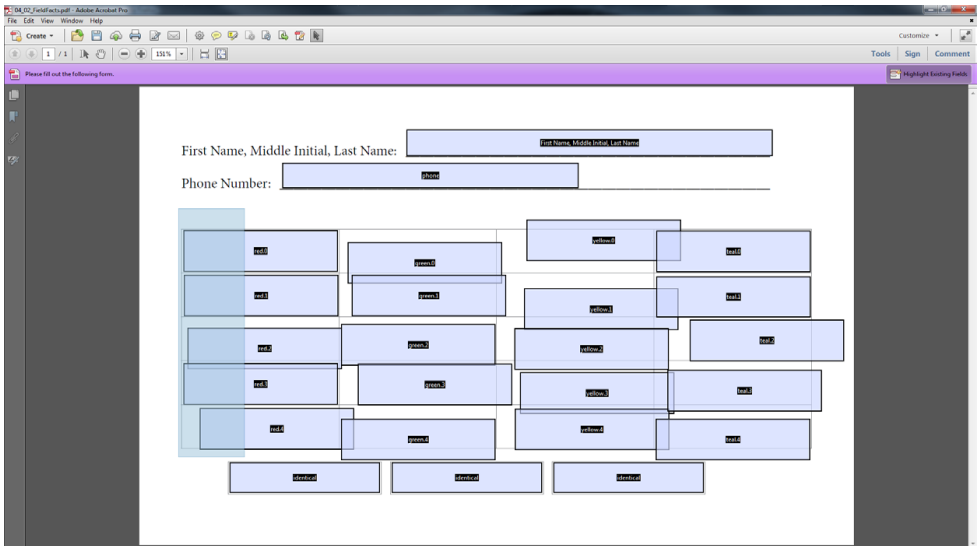
Then, select all the fields that should be the same size by clicking and dragging. The first field that is clicked will be the template by which Acrobat resizes the other fields.



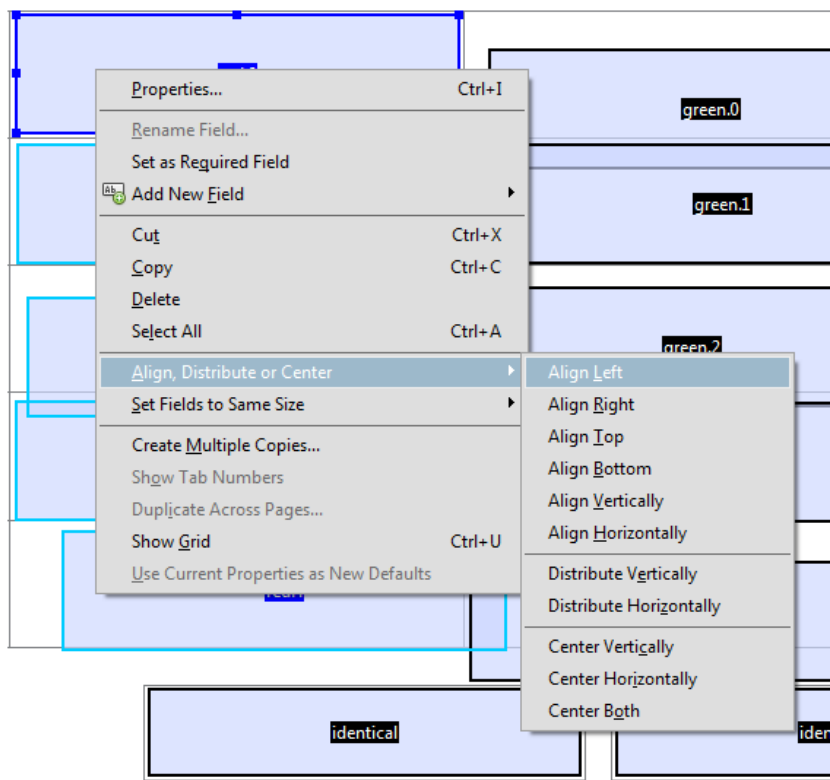
Right click the selected area.
Select "Set Fields to Same Size."
Select "Both."

This will make all of your selected text fields the same size.

Aligning Your Fields



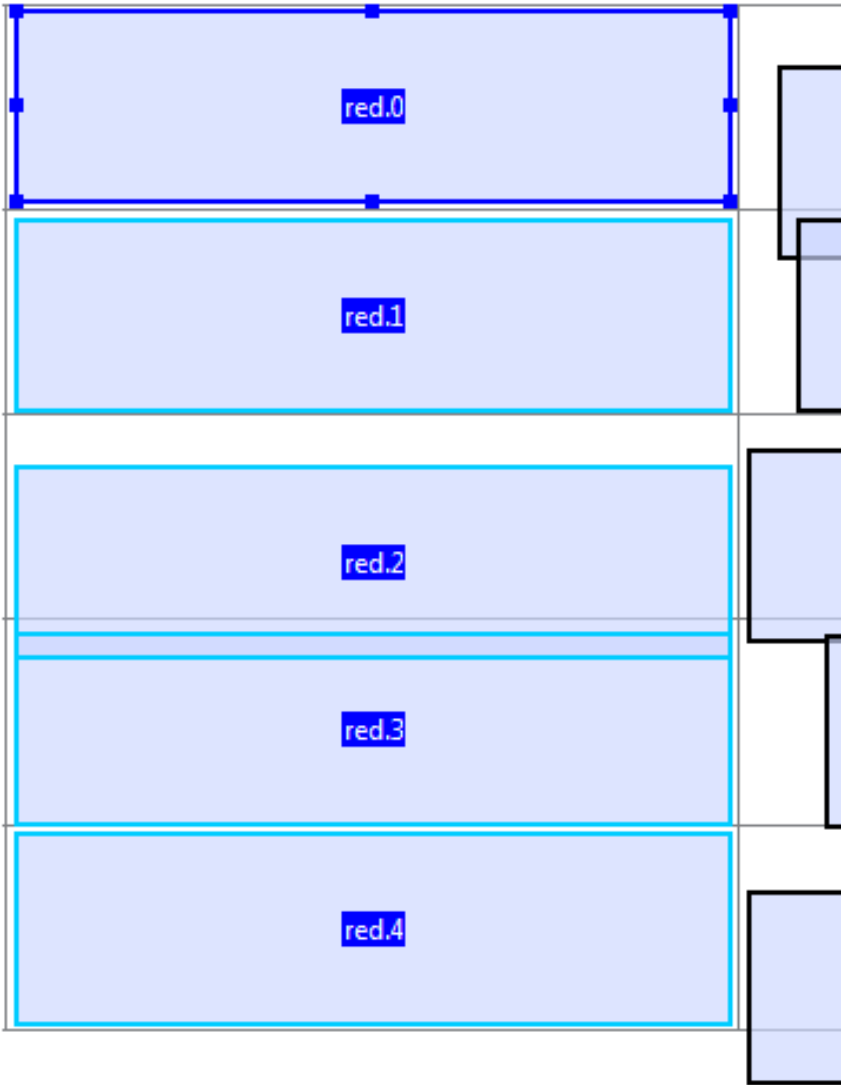
Should the fields need to be aligned, either in a column or in a row, select the fields you wish aligned. In the example above, the first row is selected.



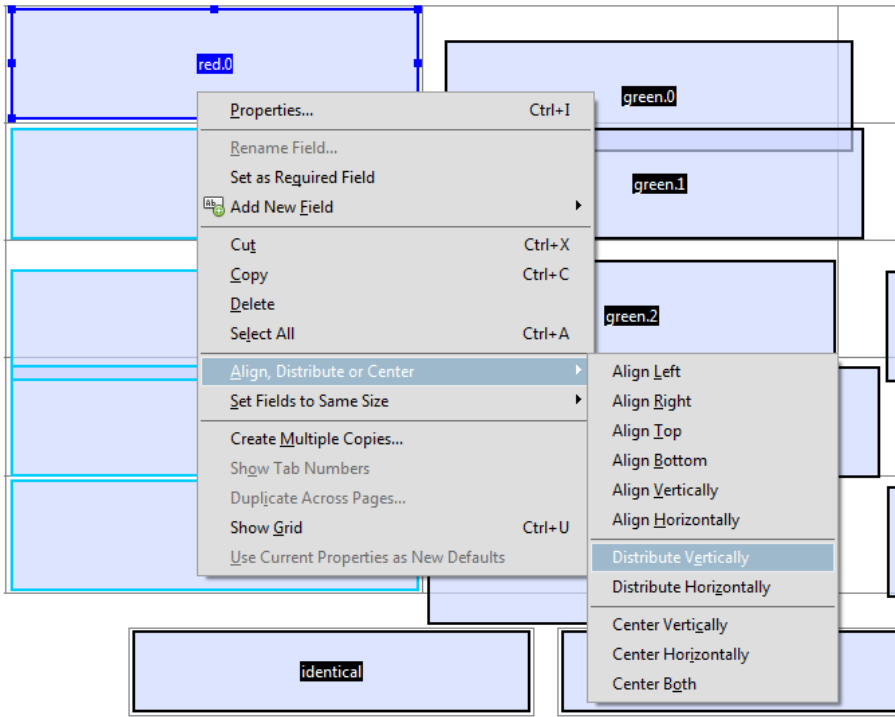
Right click the selection and go to "Align, Distribute or Center" and click "Align Left."

Distributing Your Fields

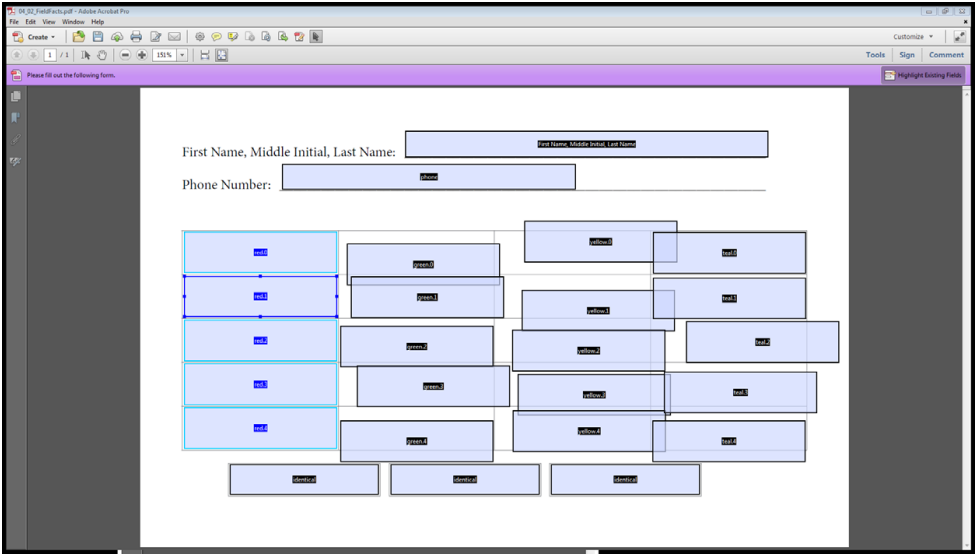
Now that the fields are aligned to the left and the exact same size, it is time to distribute them evenly.



The first thing is to ensure that the first and last fields are in their right locations.



After the first and last fields have been set, select all the fields and right-click the selection and go to “Align, Distribute or Center” and select “Distribute Vertically.”



The fields in the first row should now be the same size and aligned properly.

If you have any ideas for future tech tips, please call the Service Desk (4-HELP) or e-mail us at ittraining@shsu.edu.



IT@Sam Newsletter

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Security Tip: Java Exploits

What is Java?

Java is a computer language that allows programmers and application developers to write software that can run on many different operating systems. Many applications and websites require clients to have Java installed. Part of our job at IT@Sam is to make sure that every campus-managed computer has the latest version of software and applications, like Java.

Websites incorporate Java applets (small applications) to enhance the usability and functionality of a website. In general, when a user visits one of these websites, depending on their browser's security settings, they may have no idea that the Java applet is automatically running.

Clients typically have "Java Runtime Environment" (JRE) installed on their personal computers. In many instances, this software was pre-installed. More recently, this practice is becoming less common. If JRE is not installed on your computer, and you visit a website that requires JRE, generally, you will be prompted to install JRE. With campus-managed computers, you won't have to worry about installing up-to-date software, but we want you to understand how Java works and what it does for your personal use, as well.

What are the Risks with Java?

Java is designed to work on almost any computer, although it has been prone to numerous reports of vulnerabilities. Cyber criminals can create a single attack tool that can potentially hack almost any computer in the world. According to the SecureList IT Threat Evolution Report released by Kaspersky Lab in May 2013, "The most widespread vulnerabilities are found in Java and [the vulnerabilities] were detected on 45% of all computers."

These attacks are based, at least in part, on older versions of Java. When a newer version of Java is released and installed on a machine, the older version may not automatically be uninstalled. This was intended to provide an easy way to roll back to an older version in case of compatibility issues. Attacks can be used by hackers to leverage and to exploit the vulnerabilities that exist in those versions. This makes Java's weaknesses an attractive target for hackers and cyber criminals. IT@Sam tests every program and application before sending updates to campus-managed computers to ensure there are no compatibility or vulnerability issues.

For More Information:

Here are some other resources and tips for using Java on your personal computers:

What is Java?

[https://en.wikipedia.org/wiki/Java_\(programming_language\)](https://en.wikipedia.org/wiki/Java_(programming_language))

Java Security Resources

<http://www.java.com/en/security/>

Uninstalling Java on Windows

<http://www.java.com/en/download/uninstall.jsp>

Uninstalling Java on Mac

https://www.java.com/en/download/help/mac_uninstall_java.xml

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Disabling Your Browser's Java Plugin

<https://krebsonsecurity.com/how-to-unplug-java-from-the-browser/>

If you do experience any issues with Java on campus-managed computers, contact the Service Desk at 4-HELP or online at support.shsu.edu.



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IT@Sam Newsletter

Communicate + Collaborate

Welcome to the October 2014 issue!



The Director's Cut

"Ch-ch-ch-changes..." in annual and monthly trainings have us singing along to David Bowie. Read on to see what's in store for this month.

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October Cyber Security Awareness Month

We scheduled events throughout October to help remind our SHSU community about personal and professional online security. Read on to find out what's in store.

[>> Read More](#)

Would You Hire You?

If you don't get to catch us at any of our scheduled events by the LSC, here's the quick guide for Social Media do's and don'ts for maintaining your online presence.

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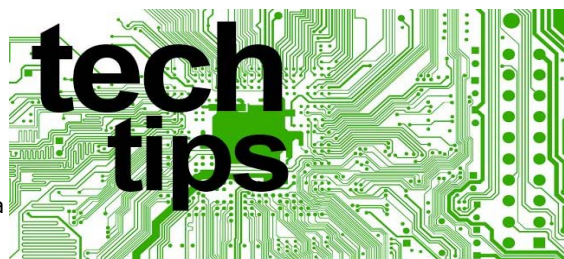
October Technology Training Schedule

IT@Sam will be offering a limited number of trainings after October 16. Read on to find out about changes in training.

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Tech Tip: Debunking Technology Myths

What you don't know can hurt you. Especially when it comes to data security. Knowing the truth can save you from the harsh realities of having your personal data used against you. In this month's Tech Tip, we take a look at some of the more common data security myths and the truth behind them.



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Security Tip: "The Cloud," Friend or Foe?

Can you trust the safety of "The Cloud?" Take note of a few of these tips to help keep "The Cloud" from becoming a security risk for your personal information.

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With the recent round of change to some (slightly) cooler weather, we have some other changes in IT to note...

IT Training: This month we will wave goodbye to our IT Technology Trainer, Chas Stephens. Chas isn't going far – just to the other side of campus to the School of Nursing. But we will miss his training delivery...and we will have limited training opportunities while we search for his replacement. [Please note the changes to the training schedule for October.](#)

Software Request Deadline: Our deadline for network software requests for the spring semester just passed (October 1), but if you can submit a request for new or upgraded software soon, we may be able to accommodate your request. IT@Sam ensures each application or program goes through a significant level of testing, hence our long lead time for this type of service. Whether it's new software or one you've requested before, we still need to hear from you in the form of a Cherwell work order. [Here is what we need from you in order to accommodate your request in the best way possible.](#)

New Annual Security Awareness Training: Be on the lookout! This month IT@Sam is bringing you a redesigned annual security training "refresher" course. [We provided some information on this in last month's newsletter, but it has been a while since then.](#) The "refresher" course – a 25-minute online presentation – touches on the basics of the Security Awareness Training program. Additional security training is still required for specific users, such as employees of Information Technology, Controller's Office, etc., on topics such as PCI compliance, HIPAA, federal tax information, etc., and has already been assigned. The new "refresher" basic course will be assigned on or about October 15 (or on your employment anniversary date).

Cyber Security: You'll also notice a Cyber Security Awareness theme throughout this month's edition of the newsletter. We are partnering with the Department of Homeland Security (DHS), the National Cyber Security Alliance, and the Multi-State Information Sharing and Analysis Center in celebrating National Cyber Security Awareness Month (NCSAM) 2014 through a series of events and initiatives. We will be out by the LSC at various times this month with some fun giveaways and information on staying safe online.

Stephanie Fors,
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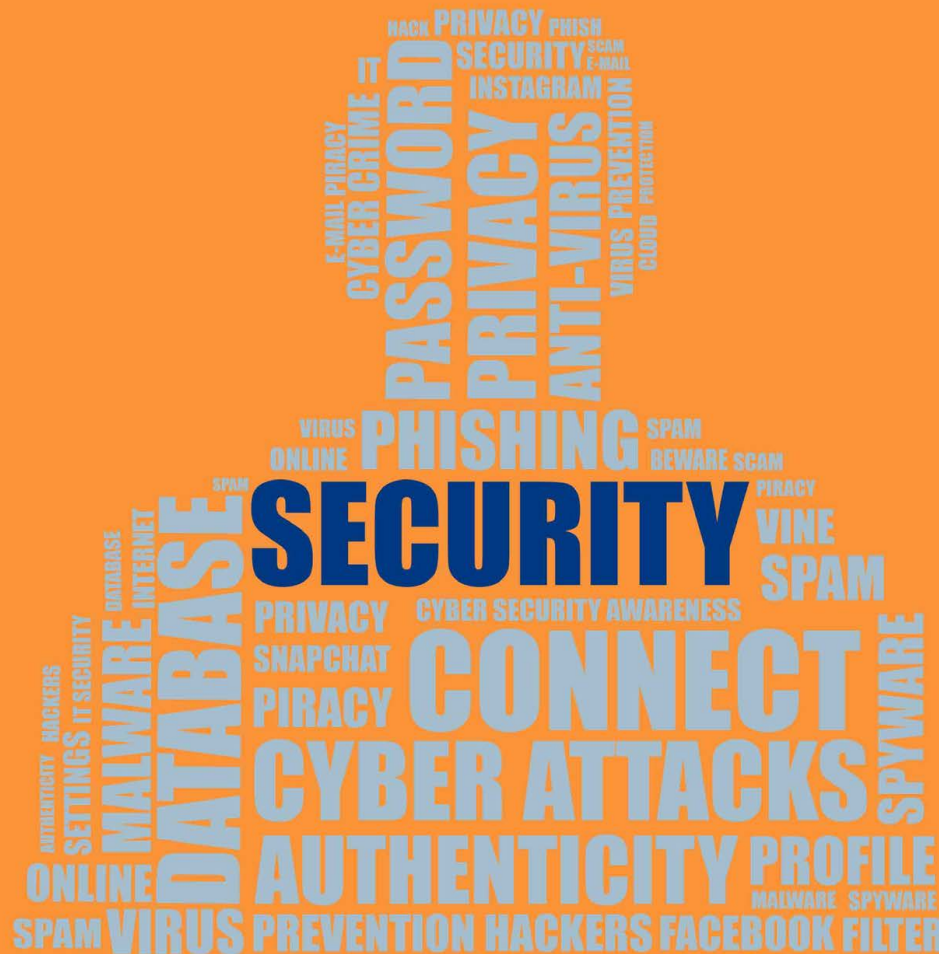
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IT@Sam Newsletter

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Stop.Think.Connect.



Cyber Security Awareness

Celebrate Cyber Security Awareness in October

According to a [2013 Microsoft survey](#), 84% of U.S. job recruiters think it's acceptable to research

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job candidates using search engines and social media sites when evaluating them for a position. And, according to [Device Research](#), one in ten people ages 16 to 34 were rejected from a job based on the content of their social media profiles.

So, what does your online presence say about you? Online safety and privacy is a top priority for IT@Sam, so SHSU will again participate in the Department of Homeland Security's (DHS) National Cyber Security Awareness Month through a series of events and initiatives. The DHS Stop.Think.Connect Awareness Campaign, launched October 2010 in conjunction with National Cyber Security Awareness Month, was created to help communities across the nation to encourage safe online behavior at all times.

Our theme this year hopes to inform about the benefits of using strong social media privacy settings. With the right settings, you can maintain a professional status with those who don't have full access to everything you choose to share online.

Come find us at the IT@Sam table in the LSC Mall this month at these times:

Mondays: 8:45 - 11:15 am

Thursdays: 9:15 - 11:15 am

We will have information on hand, as well as some fun giveaways. (Who doesn't want free SHSU swag?)

Don't forget about our contest going on all month! Follow us on Twitter and/or Facebook (SHSUServiceDesk). Share your online safety and profile privacy tips, stories, or article links with us using #SHSUSecurityAwareness. Winners, selected every Friday throughout October, will receive extra-special giveaways.

For more information about keeping your online presence secure, visit the Department of Homeland Security's [National Cyber Security Alliance Resources for Young Professionals](#).

If you have any questions about October's events or would like more resources about information security, contact Marilyn Cummings, Information Security Analyst, at marilyn@shsu.edu or at 936-294-4194.



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IT@Sam Newsletter


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Would You Hire You?

A Young Professional's Guide to Social Media Do's and Don'ts

CYBER SECURITY AWARENESS MONTH

Would you hire you?



Social Media could be showing potential employers more than you might want

IT@Sam
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As professionals, it's important to be aware of what our online presence says about us to our employers, or potential employers. Connecting to others over the Internet has become second nature, so it's easy to overlook just how much of our information others have access to with weak privacy settings.

"...As information you share on the Internet becomes increasingly accessible to others, what steps are you taking to protect yourself? Young Professionals must tailor their Internet behavior to protect themselves and their budding careers," according to "Looking for a Job?" a Stop.Think.Connect. Campaign resource. "It's important to determine how you will portray yourself—your personal brand—online as you look for a new job or as you grow in your current

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one."

Remember:

- With newer digital apps and improved search engines, your time online becomes visible to others. Think about some of the targeted advertising on Facebook. Many of the ads are now based on what you've been looking up online.
- Don't forget to set up privacy restrictions! Take a look at the brochure IT@Sam will be passing out this month. It will give you a few tips on where to start with enabling stronger privacy settings.
- And, don't forget to navigate safely! Beware of phishing and make sure emails you receive and web sites you shop and bank on are the real deal. If you're not sure how to determine if it is, just look at the address. If it starts with "https://" it's safe. The "s" means it's secure.

Personal Branding:

How will you portray yourself online as you look for a job or work for your current one?

Privacy Settings

Whether your employers follow you or not, they can still see anything on your profile that you don't make private. Take the time to check these settings on your profiles.

***61% of employers currently use, or plan to use, social media in their hiring efforts.**
***91% of employers use social networking sites to research job candidates.**

(www.dhs.gov)





Checking in?

Turn off geotagging on your photos. When you upload a photo, it can pinpoint exactly where the photo was taken.

iPhone

Tap Settings, then General, and then Location Services.

Android

Start the Camera app and open the menu at the left. Go into the settings and turn off geotagging or location storage,

depending on which version of Android is on your phone.

A few more things to remember:

Make sure Twitter is not including GPS coordinates in your tweets.

Only allow trusted friends to know when you are and are not home (checking in on Facebook should only be done if your privacy settings are set right).

If you need more tips on preparing for future job opportunities, contact Career Services at 936-294-1713.

Stop.Think.Connect.

Contest Time

Join us in raising security awareness this month.

1. Follow us on Twitter, Facebook or Instagram:
[@SHSUServiceDesk](#)
2. Share your online safety and profile privacy tips, stories, photos, and article links using
[#SHSUSecurityAwareness](#).

You could be chosen to win a free t-shirt!
Winners will be chosen each Friday during the month of October, and will be contacted via Twitter, Facebook or Instagram.



STOP | THINK | CONNECT™

www.dhs.gov/stopthinkconnect



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IT@Sam Newsletter

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October Technology Training Sessions

Chas Stephens, our IT Technology Trainer, is accepting another position within the University. We wish him the best and thank him for his years of service to IT. In the meantime, we will suspend **most** of our training courses **after October 16** until the position is filled again. Please continue to check [Talent Management](#), the IT@Sam Newsletter and our [Listserv](#) for upcoming sessions.

These sessions are free to all faculty and staff. Here is the schedule for courses in October.

Class	Date	Time	Room
Introduction to Photoshop CC	October 6	10:00 AM - Noon	ALL 107
WebCMS: Intro	October 6	2:00 - 4:00 PM	ALL 107
Excel 2013: Introduction	October 7	10:00 AM - Noon	ALL 107
Adobe Acrobat: Introduction	October 7	2:00 - 4:00 PM	ALL 107
Adobe Captivate CC: Introduction	October 8	2:00 - 4:00 PM	ALL 107
Excel 2013: Advanced	October 9	2:00 - 4:00 PM	ALL 107
Excel 2013 Data Manipulation	October 10	10:00 AM - Noon	ALL 107
Introduction to Cherwell	October 21	10:00 - 11:00 AM	ALL 107
WebCMS: Intro	October 21	2:00 - 4:00 PM	ALL 107
Introduction to Cherwell	October 22	3:00 - 4:00 PM	ALL 107
WebCMS: Advanced	October 23	2:00 - 4:00 PM	ALL 107
Introduction to Cherwell	October 31	10:00 - 11:00 AM	ALL 107
Introduction to Cherwell	October 31	2:00 - 3:00 PM	ALL 107

To sign up for one of these training sessions, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered, please contact the Service Desk (4-HELP).

Cancellation Policy: *Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.*

Register for our [Listserv](#) to be notified of upcoming trainings, including other Introduction to Cherwell dates.

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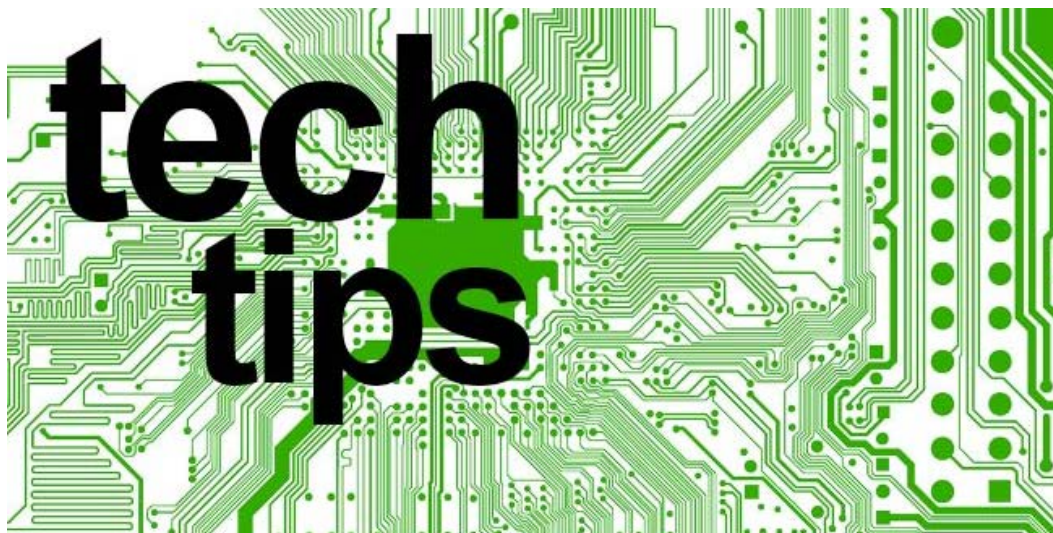
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IT@Sam Newsletter

[Home](#) > Tech Tip: Debunking Technology Myths



Tech Tip: Debunking Technology Myths

Does anyone remember the telephone game that kids used to play? A simple statement or fact is whispered from person to person through a chain of people. At the end of the line the last person says what they think the original statement was. In most cases, the final statement differed vastly from the original. The real world acts in a similar fashion.

It is amazing how facts can be transformed and distorted over time. It can start with a simple assumption, generalization of data, poor communication or even just a lack of information. Once poor information is received, it isn't long until it is packaged and delivered to the next person. It is only once the most recent person begins to display what they "know" that we truly understand how distorted their information is. When it comes to technology, the question that must be asked is, what is fact and what is myth?

Know the Truth

Knowing the facts can save you from technology heartbreak. While adhering to a technology myth may not pose an immediate threat, certain measures may be overlooked when one does not have all the proper information. Those who use technology must be diligent in their effort to avoid becoming a victim of an attack.

Myth: Anti-virus software and firewalls are 100% effective.

While antivirus software, antimalware software and firewalls are imperative components of a secure system, these never guarantee 100% security from an attack. Combining these technologies with good security habits is the best way to reduce your risk.

Check out this [link of best practices](#) offered by The Guardian.

Myth: There is nothing important on your machine, so you do not need to protect it.

A hacker's view of importance and yours may differ significantly. Personal or sensitive data may be saved on your computer. Another common tactic is to find answers to security questions (What is your mother's maiden name?) on your computer so they can gain access to your online

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banking information. Even if you do not store that kind of information on your computer, an attacker who can gain control of your computer may be able to use it in attacks against other people.

Myth: Attackers only target people with money.

Actually, anyone can become a victim of identity theft. Attackers will take the path of least resistance. A completely vulnerable machine is an attacker's dream but even if you protect your home machine and are diligent in your efforts to ensure data security, you can still fall victim to identity theft.

A tactic of attackers is to go after databases that have information about many people. Should they succeed and your information happens to be amongst those obtained, attackers can use your information to apply for credit cards or even take out car loans. It is important to pay attention to your credit information so that you can minimize any potential damage.

Myth: Macs cannot get viruses.

This is one of those well-circulated myths that has some truth to it. Macs have been known to be impervious to viruses and malware that readily affect PCs. This makes sense because the Mac operating system and the PC operating system have vastly different internal makeup. For the longest time virus developers ignored the Mac operating system because it constituted a small percentage of the overall computer population. Over the past few years, more and more people have gravitated to Macs, therefore, so have virus developers. While the truth still remains that Macs cannot be affected by PC viruses, they most certainly can be affected by Mac viruses and malware.


Don't worry, you're not alone in your fight against the bad guys. Legitimate Mac security software is out there from vendors such as Norton and McAfee.

Myth: If someone hacks into your computer, you will know.

This is far from the truth. The fact is that malware has the ability to shut down your antivirus software, firewall, or Windows update service so it can have unrestricted access to your system. According to Lawrence Baldwin of MyNetWatchman, many users will remain unaware of any breach until they are notified by their Internet Service Provider or even the FBI in extreme cases

What are the symptoms of a compromised computer? Slow performance is usually the first symptom. However, just like a cough, this can be a symptom of many computer issues that may or may not be related to your machine being compromised. It is important to monitor your machine's performance and ensure that all antivirus and antimalware software is up to date and scans regularly.

If you have any ideas for future Tech Tips, please call the Service Desk (4-HELP) or e-mail us at ittraining@shsu.edu.

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Communicate + Collaborate

Welcome to the October 2014 issue!



The Director's Cut

"Ch-ch-ch-changes..." in annual and monthly trainings have us singing along to David Bowie. Read on to see what's in store for this month.

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October Cyber Security Awareness Month

We scheduled events throughout October to help remind our SHSU community about personal and professional online security. Read on to find out what's in store.

[>>Read More](#)

Would You Hire You?

If you don't get to catch us at any of our scheduled events by the LSC, here's the quick guide for Social Media do's and don'ts for maintaining your online presence.

[>>Read More](#)

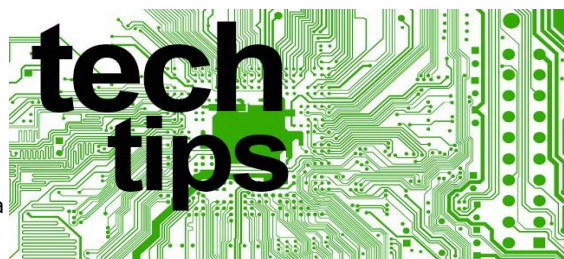
October Technology Training Schedule

IT@Sam will be offering a limited number of trainings after October 16. Read on to find out about changes in training.

[>> Read More](#)

Tech Tip: Debunking Technology Myths

What you don't know can hurt you. Especially when it comes to data security. Knowing the truth can save you from the harsh realities of having your personal data used against you. In this month's Tech Tip, we take a look at some of the more common data security myths and the truth behind them.



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Security Tip: "The Cloud," Friend or Foe?

Can you trust the safety of "The Cloud?" Take note of a few of these tips to help keep "The Cloud" from becoming a security risk for your personal information.

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Have a tech-y story idea or topic you'd like to learn more about for the IT@Sam Newsletter? We'd love to hear from you! Contact IT Client Services Communication Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.



The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.



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IT@Sam Newsletter

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Security Tip



Take a moment to think about Western Digital's [commercial](#), "Overclouded."

"The Cloud, where everyone can access anything they save from anywhere they are. It's hard to say how safe it is. If you need more space, you'll probably need more money. And if you don't mind a crowd, it's a wonderful idea."

Their commercial goes on to promote their latest device, "My Cloud," which is personal cloud, instead of a service provider that many of us use.

The commercial paints a more negative look on "The Cloud" and reasons why a personal "My Cloud" would be optimal. But let's consider what "The Cloud" is, and how it can safely and properly be used, regardless of the positive or negative light an advertising campaign can place on it.

The idea of "The Cloud" remaining fully secure because it's remote storage is false. Cloud storage is still susceptible to hacking and internal security issues regardless of what precautions you take. Still take those precautions, but also be aware of what kind of data you are storing there.

Consider the late Apple iCloud celebrity nude photo leaks. Floyd Brown, Chief Political Analyst for the Wall Street Daily, commented on the incident in his September article, "[Celebrity Picture Hack Shows iCloud Weakness](#)."

"It's unfortunate for these celebrities, but there's a larger point here. You see, most Americans don't realize that when you put data on the cloud – whether your service is Google Drive, Apple iCloud, Dropbox, or any of the dozens of competing cloud services – the chances for a data breach grow exponentially," says Brown.

According to the SANS (System Administration, Networking, and Security) Institute, "The Cloud" is a tool for getting things done wherever you are without having to transport files around and is neither good nor evil. However, it's important to remember that using these services means handing over private data to strangers on the other end of the service provider. Someone has to manage "The Cloud," and you expect it to be secure and available.

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BT, a UK Large business and public sector, [conducted research on cloud trust](#).

"For more than half (54 percent in U.S. and globally) of IT decision makers, trusting a third party is also a concern. In the US, 40 percent (41 percent globally) of respondents have the impression that all cloud services are inherently insecure and 22 percent (26 percent globally) of those surveyed said that they had experienced a data breach incident where their cloud service provider was the party at fault."

Here are some key steps, courtesy of SANS, that you can take to ensure your information is secure:

- **Authentication:** Use a strong, unique passphrase to authenticate to your Cloud account. If your Cloud provider offers two-step verification, it's highly recommend that you enable it.
- **Sharing Files/Folders:** The Cloud makes it very simple to share – sometimes too simple. In a worst-case scenario, you might accidentally make files or entire folders publicly available to the entire Internet. The best way to protect yourself: don't share your files by default. Only allow specific people (or groups of people) access to specific files or folders on a need-to-know basis. When someone no longer needs access to your files, remove their access. Your Cloud provider should provide an easy way to track who has access to your files and folders.
- **Sharing Files/Folders Using Links:** Creating web links to your files or folders is a common feature of most Cloud services. This allows you to share these files with anyone you want by simply providing a web link. However, this approach has very little security. Anyone that knows this link may have access to your personal files or folders. If you send the link to just one person, that person could share that link with others or it could show up on search engines. If you share data by using a link, be sure you disable the link once it is no longer needed or, if possible, protect the link with a password.
- **Settings:** Understand the security settings offered by your Cloud provider. For example, if you share a folder with someone else, can they share your data with others without your knowledge?
- **Antivirus:** Make sure the latest version of your antivirus software is installed on your computer and on any other computer used to share your data. If a file you are sharing gets infected, other computers accessing that same file could also get infected.
- **Backup:** Even if your Cloud provider is backing up your data, consider making regular backups on your own. Not only does this protect your data should your Cloud provider go out of business, be shut down or for some reason be inaccessible, but it can be much easier to recover large amounts of data from your local backup than it is pulling it down from the Cloud. Also, confirm how frequently your Cloud provider backs up your files. Do they allow you to recover prior versions of your files? How long do they keep your backups available?

Sources:

[SANS "Ouch!" Newsletter](#)

["Trust in cloud security at all-time low: Execs still betting on the cloud"](#)

["Celebrity Picture Hack Shows iCloud Weakness"](#)

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The Director's Cut

In this month's article, Stephanie Fors contemplates the "good old days" for a few moments.

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Cherwell Relaunch

IT@Sam will be releasing modifications to the Cherwell system soon. These changes are based on feedback we've received from you and

should make Cherwell easier to use. Find out what is in store!

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Cyber Security Awareness Month Recap

Did you "phind the phish" in your e-mail this month? A fake phishing e-mail was only part of the educational activities we hosted for National Cyber Security Awareness Month.

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Mac Users: New Specs, Yosemite Upgrade

Learn when we're planning to upgrade campus-managed Macs to Mac OS X 10.10 Yosemite and the list of the minimum hardware capable of running it.

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Cognos: Report System Initiative

New process creates streamlined method for University-wide report request system.

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Lights, Projection, Action!

Theatre Department invests in new "cutting edge" projection software, Isadora.

[>>Read more](#)

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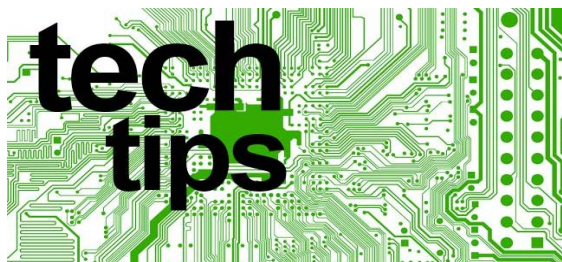
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Did you know that with the release of iOS 8 for iPad and iPhone that you can now set your Out of Office Assistant from your phone?

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The details of how to stay secure may change over time, but there are fundamental things you can always do to help protect yourself online.

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November Technology Training Schedule

The search for a new Technology Trainer is ongoing. In the meantime, we have a few training sessions scheduled for you this month. Check out our offerings.

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Have a tech-y story idea or topic you'd like to learn more about for the IT@Sam Newsletter? We'd love to hear from you! Contact IT Client Services Communication Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.



The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

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Wow - what a busy fall semester! It would be impossible to list all the wonderful opportunities we've had on campus since coming back to school. And while many of us may yearn for the pace of the "good old days," time and technology will continue to march forward. Business Insider recently re-posted an interesting video piece from 2013, "[Movies of the Past That Correctly Predicted the Technology We Have Today](#)." If you have three minutes, it's worth watching - although it might be unnerving to think what we may be predicting now for our future...

We have a lot in store for you in this month's newsletter:

- Cool "Tech Tip" for your iOS8 device...for when you're out.
- Cyber Security Awareness activities updates...we've been busy!
- Cognos Reporting improvements...a new process.
- New specs coming out for Macs...but that's nothing new!
- Theater production software at SHSU...a new technology "relationship."
- And even more...

Please read on - and send us any ideas you may have for any articles or tips you'd like to see!

Stephanie Fors,
Director of Client Services
Sam Houston State University
stephanie@shsu.edu
936.294.1049 phone



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IT@Sam Newsletter

Home > Cherwell Relaunch


Cherwell Relaunch

IT@Sam launched a new work order system last year, [Cherwell](#). Since then we have been gathering your feedback to make improvements to the system. We are nearing the time to roll those changes out. Here are some of the big things to expect:

- **Redesigned Service Catalog – This will be the biggest bang.** We have generalized your options, giving you broader and bigger “buckets” to place your requests.
- **Redesigned Portal** – We will give you options up front on the commonly-placed requests, which will allow you to avoid the full Service Catalog altogether!
- **Dashboards** – We will also offer several dashboards that will give you better insight into the work that IT@Sam is doing for you **and** your department.

As with our original go-live, our goal is to make this transition for you as easy and smooth as possible. We are offering several demo sessions for you throughout the fall semester.

Attend a [demo](#) to “preview” and test out the new Service Catalog, Portal, and Dashboards!



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[Home](#) > Cyber Security Awareness Month Recap

Cyber Security Awareness Month

Are you cyber security savvy?

Online safety and privacy is a top priority for IT@Sam. In alliance with the Department of Homeland Security and National Cyber Security Alliance, we promoted National Cyber Security Awareness Month through a series of events and initiatives.

Our theme this year was aimed to inform about the benefits of using strong social media privacy settings. Our events in the LSC mall reminded students about the right online settings to help maintain a professional status with those who don't have full access to everything you choose to share.

We also focused on our at susceptibility to phishing e-mail attempts. Under the direction of our Information Security Officer, hackers at Sam developed and sent a fake phishing e-mail to 29,010 faculty, staff, and students on October 9. The fake link within the email led to a web page explaining that it was a phishing attempt and what to look for when it comes to phishing attempts. If you didn't click on the link, here's your chance to [take a look](#) and make sure you're in the know of what to look for.

Throughout the month, IT@Sam monitored the number of clicks on the link anonymously so we don't know whether a faculty, staff, or student "clicked." Take a look at the numbers below:



On October 9, IT@Sam sent out a fake phishing e-mail to 29,010 faculty, staff, and students, in order to help promote awareness for National Cyber Security Month. We tracked the number of clicks on the e-mail link throughout the month. The breakdown:

Number of total fake phishing e-mails sent to faculty, staff, and students on October 9:

29,010



Number of total clicks on fake phishing e-mail link as of October 17, 2014:

4,300

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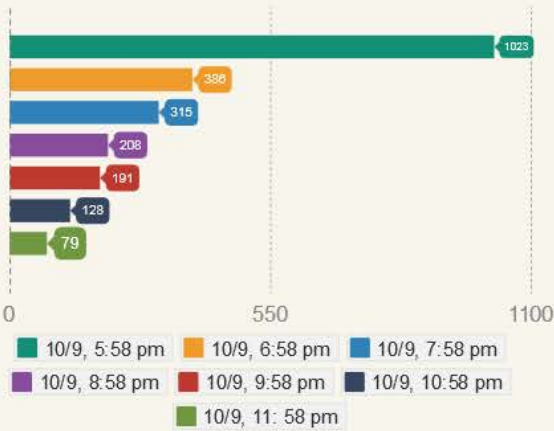


4,300 is how many times SHSU data could have potentially been compromised.

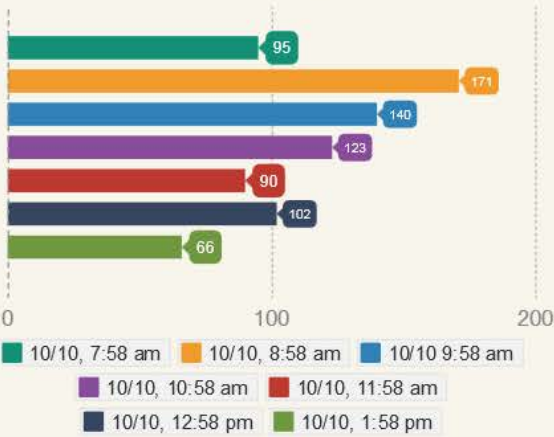
Number Of Clicks Per Hour

Highest activity of clicks per hour occurred on October 9 and 10:

October 9



October 10



Tips For "Phinding" The Phish:

- 1. Look at the "From" e-mail address. Do you recognize the sender?
- 2. Read the body of the e-mail. Phishing emails contain poor English.
- 3. Most of these e-mails will ask you to click on a link to confirm or get something of some sort. If you haven't bought anything and aren't waiting for a file from someone in relation to the e-mail, don't click.
- 4. When in doubt, contact the SHSU Service Desk, the company in question (ex. Wells Fargo) or the friend the e-mail supposedly came from.

Always be on the lookout for suspicious e-mails. When in doubt, contact the Service Desk. E-mail us at servicedesk@shsu.edu or call us at ext. 4-4357 (faculty/staff) or 936-294-1950 (students).



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IT@Sam Newsletter

[Home](#) > Yosemite Upgrade

Mac Users: New Specs, Yosemite Upgrade

Mac OS X 10.10 Yosemite was released in October 2014. We anticipate having the image ready for domain deployments by March 2015. As of May 31, 2015 we will support only the following Mac operating systems for campus machines.

- OS X 10.8 – Mountain Lion
- OS X 10.9 – Mavericks
- OS X 10.10 – Yosemite

Along with the new OS release, the minimum hardware specifications for Macintoshes on our campus network have also changed. Here is the list of the minimum hardware capable of running OS X 10.10 Yosemite:

- MacBook – Late 2008 Aluminum, or Early 2009
- MacBook Air – Late 2008
- MacBook Pro – Mid/late 2007
- Mac mini – Early 2009
- iMac – Mid 2007
- Mac Pro – Early 2008

To determine the hardware of your Macintosh, go to the **Apple** icon in the top left corner of your OS, select **About This Mac** and then click on **More Info...** This will bring up a dialog box that will tell you what hardware you are running. If your hardware is older than (i.e., not included) in the models listed above, we will need to replace your machine before you can upgrade to Yosemite. IT@Sam will be creating tickets for workstations that do not meet the minimum specifications and will work with you to schedule the upgrade.

Questions? Contact the IT@Sam Service Desk at servicedesk@shsu.edu or at 936-294-1950 (students) or ext. 4-4357 (faculty/staff).

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Cognos: Report System Initiative

New process creates streamlined method

Over the last academic year, a cross-functional team comprised of individuals from Institutional Effectiveness, Finance and Operations, and Enterprise Services have planned and developed an initiative to improve the methods and tools used for campus reporting. The intent of this initiative is to simplify the reporting system so that it will be accurate, responsive, and easy to understand and use.

Since the implementation of Banner, a common practice has been for report requests to be received and fulfilled by different departments through the report creation software, Cognos. The new process creates a single point of entry for all report requests. Institutional Effectiveness will receive all requests, work with requestors to analyze the data needed and either direct the requestor to the appropriate University report or work with the appropriate department to generate a new or modified report.

This is actually the second step in the University-wide initiative to improve reporting on the SHSU campus. The first step was to upgrade and stabilize the report creation software, which was completed with the Cognos 10 upgrade at the beginning of this academic year. The next steps in the process will include indexing and cataloging university reports within Data Cookbook, which will allow users to locate reports quickly and have a better understanding of the data reported. More information about Data Cookbook will be available in the coming months.

Key points for data users:

- All report requests originate by submitting the request at: http://www.shsu.edu/~ird_workorder/index.php
- Any reports submitted to Cherwell will be routed to the Office of Institutional Effectiveness for analysis and then directed to the most appropriate SHSU department for fulfillment.
- Institutional Effectiveness will notify requestors of the status of requests as reports move through the process.

If you have questions about the process, please contact the Service Desk at servicedesk@shsu.edu or ext. 4-4357.

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Lights, Projection, Action!

Theatre Department invests in new “cutting edge” projection software

Technology and theatre is probably not a common topic talked about. News searches show how the relationships between technology and education, news, social media, movie-making, and even the auto industry continue to develop and evolve. But there’s not as much focus on theatre and how it is contending with the likes of technology in the entertainment industry.

The University Theatre Center's semester opening production, “Machinal,” featured Isadora, a new software for scene design and creativity that is so cutting-edge, there is little instruction or tutorial on it.

Liz Freese, Assistant Professor of Theatre and co-projection designer for “Machinal,” was really excited to see a new form of technology and education used to challenge theatrical creativity.

“What’s interesting as far as theatre production software, this is one of two or three systems that are being used. And projection design in theatre is the thing. It’s where it’s heading,” Freese said of the new program, Isadora.

Created by composer and media-artist Mark Coniglio in Germany, Isadora was developed for Troika Ranch performances, a media-intensive dance company he co-founded.

According to [troikatronix.com](#), Coniglio’s website for the software, Isadora reflects over 20 years of practical experience with real-time live performance and media interactivity.

For Freese, live performance and media interactivity is where theatre is heading.

“It’s a really interesting time for us because we’re coming to grips with movies and how theatre contends with that, especially with young audiences. That’s what they expect. Projections are great in that you’re trying to blend the two mediums,” she said. “Isadora is so new that there’s no textbook, there’s not even YouTube videos. You have to go to forums. That’s how cutting-edge it is.”

Connor Toups, who graduated in August with a Bachelor’s of Fine Arts in Theatre with an emphasis on design and technology, came back to work on “Machinal” with Freese as co-projection designer. His final course over the summer gave him the chance to work with Isadora to handle the programming end of the play’s projection design.

“We used something called projection mapping,” Toups explained. “We take an image, or multiple images and project them onto individual surfaces and map them to just that surface. So when they’re put onto that surface, they’re distorted to look like they’re a part of that surface. I was able to do this multiple times and multiple ways and manipulate the images inside the program to actually fit our needs for the show. Expressionism is not easy to do.”

Toups was in awe of the limitless ability to create within Isadora. On set, images were mapped to the surfaces of what Toups called three “monoliths” created by the set designer. It was a process for him to learn but Coniglio, Isadora’s creator, has forums on the software’s website for designers to use for troubleshooting, or posting questions or issues that may arise during the process.

While Toups created the interface, Freese created the content that would fill it. A combination of photo shoots, royalty-free websites, and video was used to create the environment for actors of “Machinal” to walk around in. Freese was impressed that 100dpi-sized images were perfect for a 10-foot by 60-foot projection. She noted that they also had great projectors for the project.

“It’s much more complicated than a movie. It’s like you’re editing and running five movie

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screens at once," Freese described of the experience. "Designing projections for theatre is completely unique because it's not like scenery. You have a moving background. But it's not like lights because you have content. And it's not like art direction for movies because you have moving images, but you have live storytelling at the same time."

The next step Freese foresees is figuring out how to incorporate the new software into course content, where students can sit and learn the program before stepping into a project like "Machinal." Projection design is becoming a profession, like it has for Toups, who is now a freelance lighting and projection designer in Houston. The opportunity to work with Isadora on a production like "Machinal" has allowed his business to become more marketable.

"If you look at Broadway, at least a third if not half of the shows have projection content in them," Freese noted. "If you go over to Las Vegas that goes up to at least 70 percent of your shows. As an educational place, we have to embrace this. We have to teach and learn."



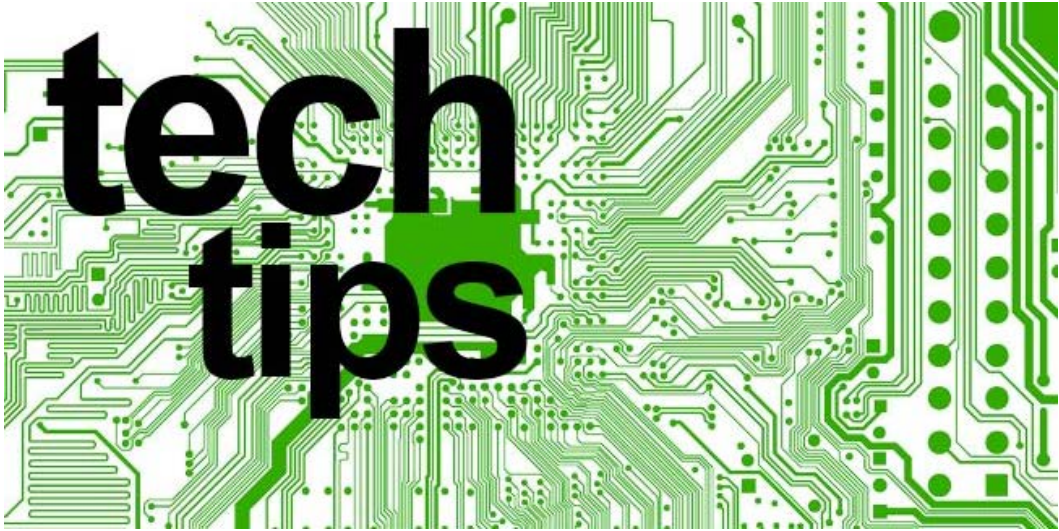
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Setting Up Out of Office Assistant in iOS 8

If you find yourself unexpectedly away from the office, you can now easily set up your Out of Office Assistant using an iOS 8 device such as an iPad, iPhone, or iPod. Here's how.

- Select the **Settings** app on your device and then scroll to and select the **Mail, Contacts, Calendars** section of the list.

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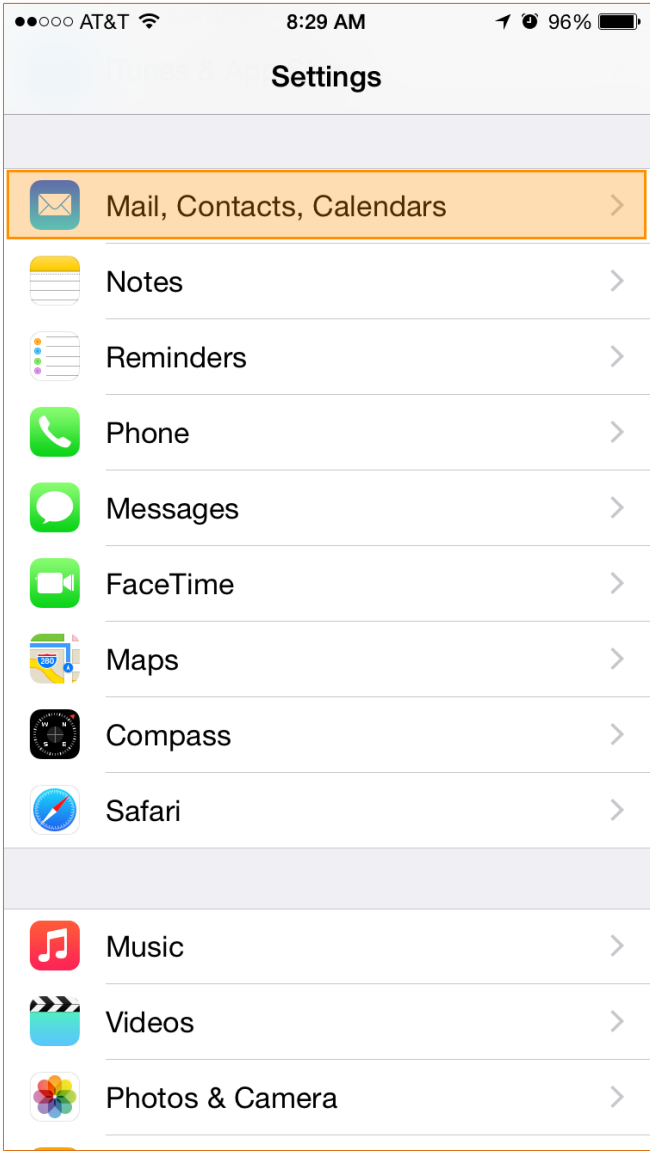
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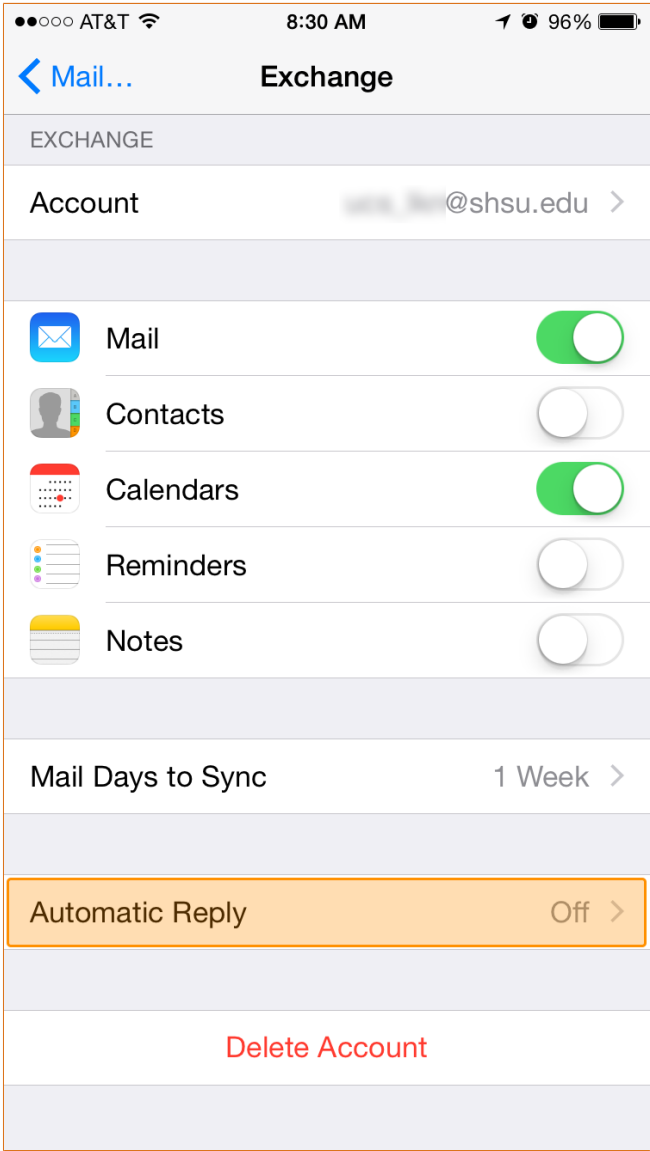
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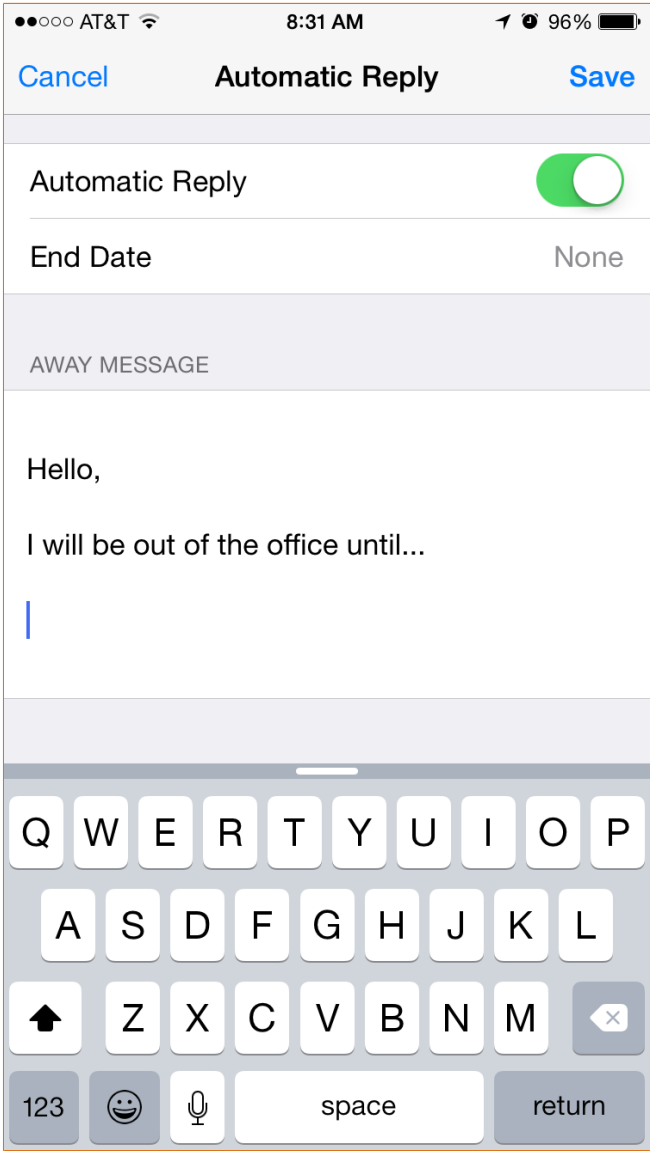
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- In the **Mail, Contact, Calendars** settings select your **Exchange** account and then **Automatic Reply**.



- Toggle the Automatic Reply on, set your End Date, and the message you wish for people to receive when they e-mail you.



Once you have everything set up, just press **Save** and you're done!

If you have any ideas for future Tech Tips, please call the Service Desk (4-HELP) or e-mail us at ittraining@shsu.edu.



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Security Tip: Five Steps to Staying Secure

As technology gains a more important role in our lives, it also grows in complexity. Given how quickly technology changes, keeping up with security advice can be confusing. It seems like there is always new guidance on what you should or should not be doing. However, while the details of how to stay secure may change over time, there are fundamental things you can always do to help protect yourself. Regardless of what technology you are using or where you are using it, we recommend the following five key steps.

Note: Sam Houston State University will take care of most security measures for on-campus computing such as updates, encryption and backups. These steps, however, can be carried over to your home, personal computing environment.

1. **You:** Keep in mind that technology alone can't protect you. Attackers have learned that the easiest way to bypass most security technology is by attacking you. Ultimately, the greatest defense against attackers is you. Be suspicious. By using common sense, you can spot and stop most attacks.
2. **Updating:** Make sure your personal computers, mobile devices, apps and anything else connected to a network are running the latest version of their software. Cyber criminals are constantly looking for vulnerabilities in the technologies you use. When they discover these weaknesses, they use special programs to exploit the vulnerability and hack into whatever technology you are using, including your network, your computer and your mobile devices.
3. **Passwords:** The next step to protecting yourself involves using a strong, unique password for each of your devices, online accounts, and applications. Instead of a single word, use a long passphrase of multiple words with some symbols and numbers thrown in for good measure. Unique means using a different password for each device and online account. This way, if one password is compromised, all of your other accounts and devices are still safe. Can't remember all those strong, unique passwords? Don't worry, neither can we. That is why we recommend you use a password manager. This is a specialized application for your smartphone or computer that can securely store all of your passwords in an encrypted format. Finally, if any of your accounts support two-step verification, we highly recommend you always enable it, as this is one of the strongest ways to protect your account.
4. **Encryption:** Encryption makes sure that only you or people you trust can access your information. Data can be encrypted in two places: at rest and in motion. Encrypting data at rest means protecting it when it is stored as files on places like your hard drive or a USB stick. Most operating systems allow you to automatically encrypt all of your data using features such as Full Disk Encryption. We recommend you enable this whenever possible. Encrypting data in motion means encrypting data as it's transmitted from your computer or device to others, such as when you are banking online. A simple way to verify if encryption is enabled is to make sure that the address of the website you're visiting starts with "https:" and has the image of a closed padlock next to it.
5. **Backups:** Sometimes, no matter how careful you are, one of your devices or accounts may be compromised. The attacker might even prevent you from accessing your personal files, photos and other information stored on the compromised system. Your only option might be to wipe your computer and restore all of your personal information from a backup.

For the full article, see:

[October SANS Ouch! Newsletter](#)

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IT@Sam Newsletter

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November Technology Training Sessions

While we are searching for a new Technology Trainer we have suspended **most** of our training courses. Please continue to check [Talent Management](#), the IT@Sam Newsletter and our [Listserv](#) for upcoming sessions. We do have some demos scheduled for November, though.

Class	Date	Time	Room
Introduction to Cherwell	11/6/2014	2:00 - 3:00 PM	ALL 107
Introduction to Cherwell	11/11/2014	10:00 - 11:00 AM	ALL 107
WebCMS: Basic	11/12/2014	2:00 - 4:00 PM	ALL 107
Introduction to Cherwell	11/14/2014	1:00 - 2:00 PM	NGL 157
Introduction to Cherwell	11/17/2014	3:00 - 4:00 PM	ALL 107
Introduction to Cherwell	11/19/2014	11:00 - NOON	ALL 107
WebCMS: Intermediate	11/20/2014	2:00 - 4:00 PM	ALL 107

To sign up for one of these training sessions, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered, please contact the Service Desk (4-HELP).

During our search, take advantage of the Skillsoft E-Library online courses in Talent Management that would compliment your daily duties. There is a wide variety of courses available including:

- Basic Presentation Skills: Planning a Presentation
- Basic Presentation Skills: Creating a Presentation
- Basic Presentation Skills: Delivering a Presentation
- Branding Your Internet Identity
- Project Management Fundamentals

Cancellation Policy: *Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.*

Register for our [Listserv](#) to be notified of upcoming trainings, including other Introduction to Cherwell dates.

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December 2014



Welcome to the December 2014 issue!



The Director's Cut

The mad dash for the holidays has "officially" begun, but IT@Sam isn't slowing down. Read on to find out a little of what we'll be doing.

[>> Read More](#)

Cherwell Relaunch

IT@Sam will be releasing modifications to the Cherwell system soon. These changes are based on feedback we've received from you and should make Cherwell easier to use. Find out what is in store!

[>>Read More](#)

Mobile-friendly University Pages Coming In December

IT@Sam is collaborating with SHSU Online in an ongoing project to produce more mobile-friendly, responsive versions of SHSU's various websites.

[>> Read More](#)

Tech Tip: File Restoration

Did you know that you can recover (most) deleted files from your S drive or the T drive?

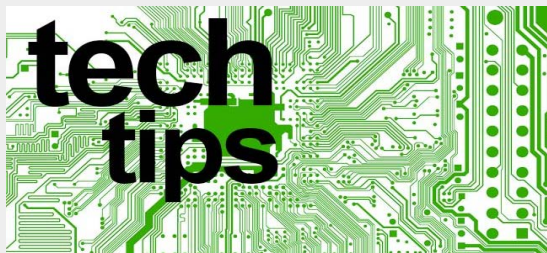
[>> Read More](#)

Security Tip: Stay Safe While Shopping Online

'Tis the season for online holiday shopping! Stay safe this season with these tips.

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December Technology Training Schedule



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The search for a new Technology Trainer is ongoing. In the meantime, we have a few training sessions scheduled for you this month. Check out our offerings.

[>> Read More](#)

Have a tech-y story idea or topic you'd like to learn more about for the IT@Sam Newsletter? We'd love to hear from you! Contact IT Client Services Communication Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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Director's Cut



Holidays Are Here!

Wow. It's hard to believe that Thanksgiving is over and the mad dash for the holidays has "officially" begun (at least, according to retailers). With so many things going on – parties, family gatherings, shopping, cooking, travelling, and the like, it's easy to get overwhelmed, so be sure to work in sanity checks!

Much like during the Thanksgiving break, over the coming holiday break IT@Sam will perform other computer system maintenance processes, although these will hopefully be scheduled and completed no later than the week of December 19-21 – over our usual weekend maintenance window period. Please keep in mind that we do not provide "24-7-365" support – our IT@Sam staff have the same holiday breaks. You can contact the Service Desk line (4-4357); however, only true "system-down" emergencies will receive a response. You can also submit a self-service ticket through the [Cherwell Portal](#), and it will be in our queue when we return!

To prepare for the University's holiday break, IT-style, we ask that you save your work and log off of your workstation before leaving for the break. **(PC users: click the Windows button and select "Log off." Mac users: click the Apple icon on the top left of the screen and select "Log off.")** Don't simply lock your keyboard, and don't shut down your computer. Leaving your computer on and connected to the network-although logged off-will allow your computer to receive any updates that we may be pushing out over the holidays. And, for up-to-date information on maintenance to IT@Sam services, please view the announcements section in the [Cherwell Portal](#).

As you're making preparations for your own traditional events and activities, or simply for a different perspective, check out Real Simple's article on [Holiday Celebrations Around the World](#).

Regardless of the particular holiday you celebrate or recognize, all of us at IT@Sam hope you have a safe and happy holiday break. See you next year!

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Mobile-Friendly University Web Pages

Mobile-Friendly University Web Pages Coming in December



IT@Sam is collaborating with SHSU Online in an ongoing project to produce more mobile-friendly, responsive versions of SHSU's various websites. The first phase of this project occurred last summer, with an overall update to the SHSU Online website which served as a pilot for the project. The next phase is coming very soon—December 16—with the application of new templates to the main SHSU website pages.

Responsive design reflects a significant shift toward accessing the Internet with mobile devices – a shift made possible by the explosion in smart phones and tablets such as iPads and Android devices over the last few years. The overall goal of responsive design is to ensure fluid reading and navigation, regardless of the site visitor's viewing device.

The new SHSU website pages are being built on a solid foundation to ensure quicker page loads and an overall better experience for site visitors. Users who view the pages on mobile devices will no longer have to zoom or shrink text or images to see them better.

SHSU faculty members, students, and staff members will have an opportunity to preview the new pages on December 1. On that date a preview link will be placed on the University's current home page.

After this phase of the project has been completed, SHSU Online's web content team will work with individual SHSU colleges and departments over the course of 2015, by mutual agreement with their stakeholders, to move their various websites into responsive templates.

The move to mobile-friendly web pages for SHSU is another result of the [Web Optimization Project](#), an ongoing cross-divisional project to ensure search engine optimization and continuous improvement on SHSU websites.

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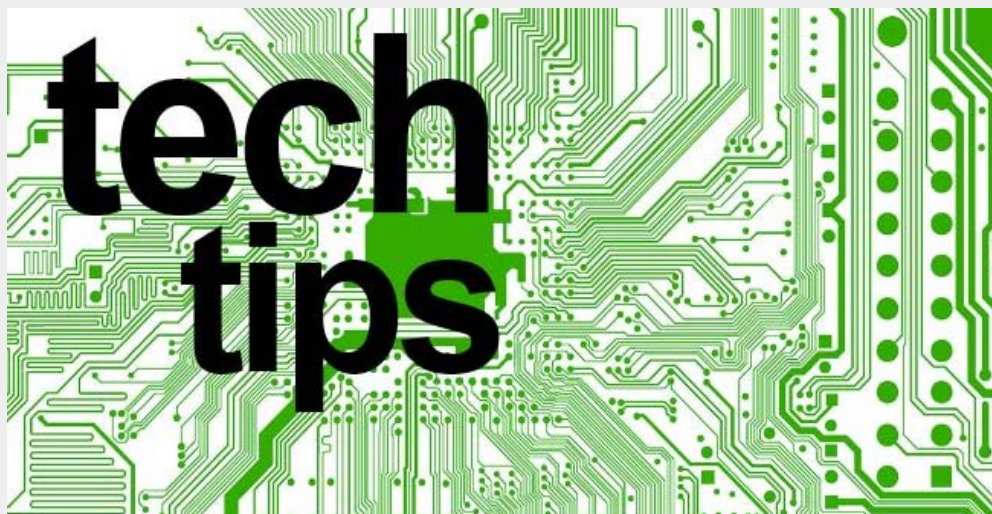


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Tech Tips



File Restoral

Did you know that you can recover (most) deleted files from your S: drive or the T: drive? There are a couple of things to note, however:

- The file must have been stored in its location for 24 hours.
- The file must not have been deleted for more than two weeks.

IT@Sam enabled a technology several years ago called virtual snapshot, or VSS. When this is enabled a snapshot of the drive is taken every morning at 4am and at noon (which is why a file should be stored for 24 hours). These snapshots take up a lot of space and as new ones are created, old ones are deleted. This is why you should be able to recover a document within two weeks, but gets less likely after that time frame has passed.

How To Restore a File

A [Technology Tutorial](#) outlines this process. This tutorial uses your S: drive as the example, but can be applied to the T: drive as well.

If you have any questions, please contact the Service Desk at x4-4357.

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Security Tip



'Tis the season for online shopping

Last year, more than \$1.7 billion was spent online on Cyber Monday, making it the highest volume day in history for online sales. You can read more about last year's spending at [Comscore.com](http://comscore.com).

Online sales are expected to be significant again this year. So, how can you stay safe while taking advantage of those online deals to avoid the lines at the mall? Take note of the following guidelines for a happier, and safer, holiday shopping experience.

1. **Secure your mobile device and computer.**
2. **Use strong passwords.**
3. **Pay by credit card, not debit card.**
4. **Know your online shopping merchants.**
5. **Look for "https" when making an online purchase.**
6. **Do not respond to pop-ups.**
7. **Do not click on links or open attachments in emails from financial institutions/vendors.**
8. **Do not auto-save your personal information.**
9. **Use common sense to avoid scams.**

For more a more indepth explanation of each guideline, visit the [Multi-State Information Sharing & Analysis Center](http://www.shsu.edu/dept/it%40sam/newsletter/dec_2014/security-tip.html).

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December Trainings

December Technology Training Sessions

We have packed our December schedule with Introduction to Cherwell courses. This is to allow you an opportunity to see our new Cherwell Portal that will be released in early January. Don't delay! Sign up to attend a session to see these changes!

Class	Date	Time	Room
Introduction to Cherwell	12/2/2014	10:00 - 11:00 AM	ALL 107
Introduction to Cherwell	12/4/2014	10:00 - 11:00 AM	ALL 107
Introduction to Cherwell	12/4/2014	2:00 - 3:00 PM	ALL 107
Introduction to Cherwell	12/5/2014	1:00 - 2:00 PM	NGL 155
Introduction to Cherwell	12/8/2014	9:00 - 10 :00 AM	ALL 107
Introduction to Cherwell	12/8/2014	2:00 - 3:00 PM	ALL 107
Introduction to Cherwell	12/10/2014	9:00 - 10 :00 AM	ALL 107
WebCMS: Basic	12/10/2014	10:00 AM - NOON	ALL 107
Introduction to Cherwell	12/11/2014	11:00 AM - NOON	NGL 155
Introduction to Cherwell	12/12/2014	3:00 - 4:00 PM	NGL 155

Here are a few additional online courses to take advantage of in Talent Management that would complement your daily duties. There are a wide variety of courses available including:

- Being an Effective Team Member
- Conflict, Stress, and Time Management
- Leadership Essentials: Communicating Vision

To sign up for one of these training sessions, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered, please contact the Service Desk (4-HELP).

Cancellation Policy: *Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.*

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