



IU South Bend Information Technologies

IT UPDATE

 Summer
Edition

August 2008

Scans For Sensitive Data

According to the information security laws passed by the Indiana legislature, credit card and social security numbers must be secured by either redacting all but the last four characters, or encrypting the files that contain them. As a result, the University mandates that sensitive data be removed/redacted, or the file itself deleted from unsecured locations, (SSN's should be converted to University IDs). If you are required to store sensitive data on an electronic device, you should protect yourself and the University by encrypting the data when not in use. Data stored in an unencrypted form can be easily read by an attacker or thief. No sensitive data are to reside on desktop computers.

In order to ensure compliance with the laws referenced in the previous paragraph, Information Technologies (IT) is using software that scans IT-maintained central systems for files that contain numerical patterns resembling SSNs and credit card numbers. IT will then contact system users regarding any files that are flagged as possibly containing protected information.

In cases where individual file ownership has been established, we will contact that user with the affected file names and locations of documents that are suspected of containing sensitive information. It is the individual user's responsibility to parse through the data and to either convert the SSN to the University ID, "X" out credit card numbers, remove the sensitive information all together or delete the document. For departmental H:drives, we will provide a list of file names and locations for the departmental head to review and modify, if needed.

IT will be performing these scans periodically as a service to our users to help protect you and the university from potential legal liability. These scans do not include your office workstation or laptop computers. Data stored in these locations are the sole responsibility of the user to whom the equipment is assigned. To assist users with identifying sensitive data, the University has acquired advanced search software. A deployment committee is being formed by University Information Security Office (UIISO) to determine the best way to deploy the software.

IT strongly recommends that users store data exclusively on network shares (O: for employee specific data and H: for departmental data).

GoPrint Goes Live This Fall

Students have had the Spring and Summer sessions to try out the new print management software, GoPrint, while IT prepared for the full implementation this Fall. During this test phase, students were given a page allotment and were provided a way to closely monitor their use of the printers by way of a pop-up screen that advised the student the number of pages remaining in their allotment on an on-going basis. As a result, there was a 22% decrease in actual pages printed and 91% of students using the labs stayed within their allotment.

Beginning this fall, if students use up their allotment, they will not be able to print until they add money to their printing account. The allotment for each student each semester is the equivalent of 650 simplex pages. A simplex page (1-sided) costs \$.05 and duplex (2-sided) costs \$.08.

Students can check their remaining allotment each time they print. But to help remind them of their printing status, we will be sending e-mail from the system informing them when they have used 50%, 75% and 95% of their printing allotment. Besides reminding the student of their remaining allotment, the e-mail will let them know how to add money to their account if needed.

Students may add money to their GoPrint account using:

- Bursar's office—students can pay cash at the Bursar's office during normal work hours and their GoPrint account will be credited within one work day.
- IUPay—students can use their credit card online to add money to their account. Their account would be credited in approximately one work day.

We also expect to have a cash-to-account machine available in the Library Information Commons soon whereby students can add cash to their GoPrint account for immediate use.

For further information regarding GoPrint, check out the Print Management FAQs on the IT website. Go to, www.iusb.edu/~sbit and select Print Management.

What's New?

Enhanced 911 on Campus

Enhanced 911 (E911) has been successfully implemented on campus. What does that mean to you? Now when you place a 911 call from campus, the 911 emergency staff will see the specific campus address for that phone number. Previously when a 911 call was placed, the emergency staff could only see the Northside Boulevard location of the main telephone room. Emergency staff can now respond more quickly since they know the exact location on campus of the caller. This service covers all office, campus/emergency, and housing phones.

IT FAQs Available

Answers to frequently asked questions relating to IT procedures and guidelines were recently posted to the IT website. Some of the typical questions include: How do I request special software for the student labs? What is done with off-lifecycle equipment? How often are faculty and staff computers replaced? These and more are answered and available for your perusal. Find them on the IT website, www.iusb.edu/~sbit, and select FAQs for faculty and staff.

Specialty Rooms Equipped With Technology

The campus was given approval to use earmarked UITs funding to purchase classroom technology for three specialty rooms: NS020, the Elkhart science lab, and the Elkhart Polycom room. Plans are moving forward to have equipment permanently installed later in the fall semester but temporary computers and projectors will be available in the room when the semester begins. An additional ten computers were funded for the expansion of the Writing Center in AI 115b.

24/7 Support

IT User Support has been working with University Information Technology Services (UITs) to provide students, faculty and staff assistance 24 hours a day, 7 days a week. Our Helpdesk is currently staffed 8 a.m. to 8:30 p.m., Monday thru Thursday and 8 a.m. to 5 p.m. on Friday. With the new service, calls to the Helpdesk after hours will be automatically forwarded to the UITs Support Center. We have provided documentation of IT procedures and practices to assist UITs staff in answering your questions. Details are still being worked out, but we expect this service to be available early in the fall semester.

Upgraded Labs

IT staff have been busy replacing equipment in the student labs this summer. Over 200 new computers were placed in AI 121, NS211, and the Wiekamp labs and the 3-year old computers were used to upgrade 50 PCs in departmental labs. Surplus computers will be sold in the bookstore later in the year.

Upgraded Classrooms

Fourteen classrooms received new computers for life-cycle replacement. Also upgraded were four seminar rooms in Wiekamp Hall – 2170, 2260, 3160, and 3260—which are now supported by IT/CTS. We intend to make a more permanent setup for the computer and peripherals in the seminar rooms later in the year.

Turn It Off And Save!



In an effort to cut down on power usage and save dollars for the campus, IT is now recommending that you power off, or shut down, your office computer when leaving each night **EXCEPT** for Wednesday night.

On Wednesday when you leave, please “restart” your computer which logs you off but leaves the computer powered on so that it can receive security updates overnight. All other nights you can “shut down” your computer.

For even more savings, you should power off your monitor and printer as well.

Classroom tech desk computers need to remain on to interact with the anti-theft monitoring system. Be sure to log off but leave these computers powered on.

IT plans to power off computers in the student labs also. At this time we are investigating how to do this with an automated process. Faculty teaching in a lab the first class of the day will need to allow time for computers to be powered on and to boot up.

IT Helpdesk

DW1245

Hours:

8:00 am—8:30 pm, Mon-Thurs.

8:00 am—5:00 pm, Friday

www.iusb.edu/~sbit

Phone: 574-520-5555

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