

THOMPSON RIVERS
UNIVERSITY

Information Technology
Services

Issue 14 September 2012

New Academic Inventory System

The Academic Inventory system, designed to assist faculty with the development and publishing of annual APAR reports, is now live at <http://kamino.tru.ca/ai/login/login.html>. Faculty can log in with their network credentials. One of the key timesaving features of the new system is that sections taught are automatically imported to the system from Banner. Please contact your Dean if you require additional assistance with using the new Academic Inventory System.

*TRU IT Services
is on Twitter*



TRU IT Services is actively leveraging social media to communicate to the TRU community. IT Services will “Tweet” updates with the latest IT related events, outages and other helpful information.

IT Services tweets are available at twitter.com/TRU_ITServices. By posting IT Services is benefiting from the myTRU feed which is becoming the go-to place for campus news and related announcements.

Academic Inventory THOMPSON RIVERS UNIVERSITY

Home Add View/Search Report My Account Help lbaxter is logged in - [logout](#)

What would you like to add?

TEACHING

- Courses Taught (TRU)
- Course Taught (outside of TRU)
- New Course Prep or Course Enhancement
- Instructional Design
- Supervision of Students
- Other Teaching Activities not listed

RESEARCH, SCHOLARLY & CREATIVE ACTIVITY

- Research / Scholarly Work / Creative Work in progress
- Creative Work
- Patent or Copyright
- Conference Participation
- Conference Proceedings / Presentations
- Education
- Book or Book Chapter Publication
- Journal Publication
- Research Program
- Research Grants
- Research Contracts
- Other Research, Scholarly or Creative Activities not listed

AWARDS AND OTHER DISTINCTIONS

- Award or Distinction

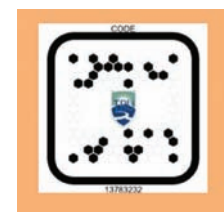
SERVICE

- Service
- Other Service Activities not listed

PROFESSIONAL ROLE AND RESPONSIBILITIES

- Professional Development Plan
- Professional Development
- Consulting
- Experience
- Membership of Professional Associations
- Non-Conference Invited Presentations
- Highly Qualified Personnel (HQP) Training
- Other Professional Roles and Responsibilities not listed

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www.beetagg.com



Moving Forward with New Email Solutions

We are in the process of migrating employee email to Microsoft Outlook 2010. As we plan the migration from Novell Groupwise to Microsoft Outlook, we are asked why we haven't gone with a cloud solution. Currently provincial FOIPPA legislation as well as indemnification clauses in cloud agreements, prohibit TRU, as a public body, from exposing student and employee PI on the web. We are hopeful some of these issues can be resolved in the future. Our emergent strategy is to:



1. Implement MS Exchange on our internal systems
2. Work with other HE stakeholders and the Province to address issues related to PI and Indemnification.
3. Roll out a "Hybrid" Private Cloud Email with Microsoft
4. Roll out Office 365 for students.

For Fall 2012 we will be installing the server and software infrastructure for our new email system and rolling it out as a pilot to select user communities on campus. The goal is to have all employees converted by the summer, 2013. Look for updates on when your department will be migrated.

Wireless on campus



A reminder for all staff, faculty, and students to use your network credentials to login to Eduroam wireless for all of your devices so that you are always connected when you arrive on campus within our wireless

network. TRU Wireless will require you to enter your credentials each time, and thus is often used for guest or temporary access. Please note that when you change your network password, you will also have to re-login to Eduroam to update your credentials for another year.

Check Your Mobile Phone Bills

Remember to check your cell phone bills each month to ensure you have the right phone plan to fit your needs. When you're travelling overseas for business please remember to let IT Services know and we can adjust your cell phone coverage to avoid unnecessary roaming charges.

myTRU Password Reset

Luminis has been adjusted so students, staff and faculty can reset their password using their own personal email address. This will speed up and simplify password resets and reduce the volume of calls for Service Desk staff.

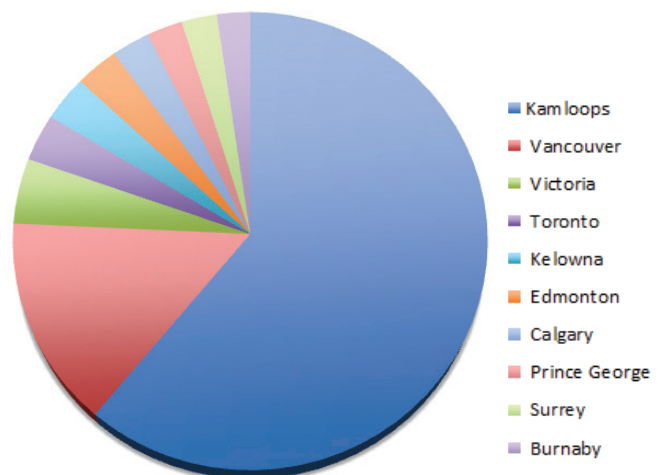
Encrypt your TRU Laptop and USB Sticks

In an effort to improve the security of data that is contained on all TRU Lenovo laptops, IT Services is using a product called "BitLocker" to encrypt your hard drive. This means one extra password, but also if something happens to your computer, no one can access your data. This is very important for faculty/staff that travel or take their computer away from the office on a regular basis. Contact the IT Service Desk to book your appointment. If you use USB sticks in the classroom or for moving your data files between home and work, you will want to use "Bitlocker to go" to password protect your stick. Instructions can be found on the ITS web page at: tinyurl.com/bm8fdo8

Records Broken

On Wednesday, September 5, 2012 myTRU had over 10,000 visitors.

Top 10 Cities for Web Visits to www.tru.ca



Phishing with TRU IT Services

We think that phishing is still one of the most effective hacking techniques, and at this year's Welcome Back BBQ the Information Security Office set out to raise awareness of this important issue and to see how many students we could phish. Our fun and popular phishing pond attracted 228 participants with examples of eight recent messages that have been seen at TRU. Six of these were phishes and two were legitimate.

We had seventy five participants who were unable to tell whether messages were phishing or not. Yikes! That's almost one third of our students who might fall victim to this common attack.

Remember! TRU Will Never Ask for Your Password in E-Mail.



Improving our Grades

Each year students are surveyed and the results are published in the Globe and Mail. (Canadian University Report)



TRU Information Technology results are as follows:

	2010/11	2011/2012
Software available on campus computers	B+	A-
Availability of up-to-date computer equipment on campus	B+	A-
Access to course/teaching materials online	B+	B+
On-campus network (e.g. Internet, Wi-Fi, email, etc.)	-	A-
Overall quality and availability of technology on campus	B+	A-

Important Faculty and Staff Updates for Fall 2012!

As we have migrated off Novell to Microsoft Active Directory, a number of changes have occurred:

- › Instructors: When logging into classroom computers please remember to put TRU\login-name as these computers are connected by default to the student (myTRU) network.
- › We have now upgraded faculty/staff storage (H: Drive) to 2GB from 500MB but please contact ITS if you require more storage.
- › For everyone who still uses the old instruct drive it is now located at O:\Instructors Share with a folder called "Instructors Folder" that contains the data. Students will find the Instruct drive located on H:\Instructors drive.
- › When ITS completes the transition of the P: Drive over to Active Directory, it will be re-located to O:\Public Temp Share. Data in this new folder will be cleared every 30 days as the purpose of this drive is to provide a temporary storage location for file sharing. On September 28th the current P:\Drive will be archived no longer. If there are important University documents or applications currently on the P:\Drive that are intended for all TRU employees to view or access, they should be clearly identified to Wendy Blake wblake@tru.ca so that she can include these into the O:\TRU Share drive available on the network.

Log Management/Security Incident & Event Management (SIEM)

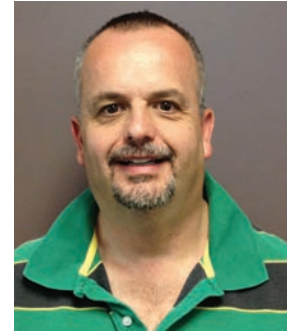
TRU's ITS Department currently manages hundreds of systems, all of which continuously generate log files. These large files are full of useful information but it is not currently possible to store them for more than a couple of months and in most cases logs are only reviewed after something goes wrong. Administrators then begin running queries for specific information or just start looking for any anomaly that occurred around the time of a reported incident. These reactive manual reviews are time consuming and costly.

Log Management and Security Incident & Event Management tools attempt to automate much of this work and provide key information proactively. A faster response and more complete information help to reduce the risk of hackers getting any value out of their efforts and reduce overall cost for the University. TRU will be implementing a managed services solution for log management/SIEM late in 2012 or early in 2013.

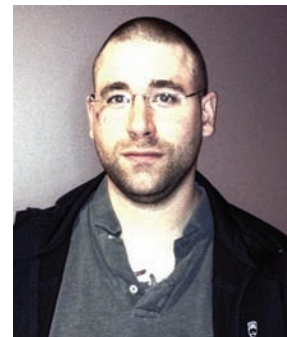
Information Security Awareness Essentials I - goes on-line this fall

Many staff and faculty have been unable to attend classroom based annual information security awareness training sessions. If you are one of those individuals, we hope you will take advantage of TRU's first on-line session starting this September. Watch for an email invitation.

Welcome to Our New IT Staff



Michael Dillon
Electronics Technician



Adam Peacock
IT Service Desk Analyst

Contact

Information Technology Services
900 McGill Road
Kamloops BC V2C 0C8
www.tru.ca/its

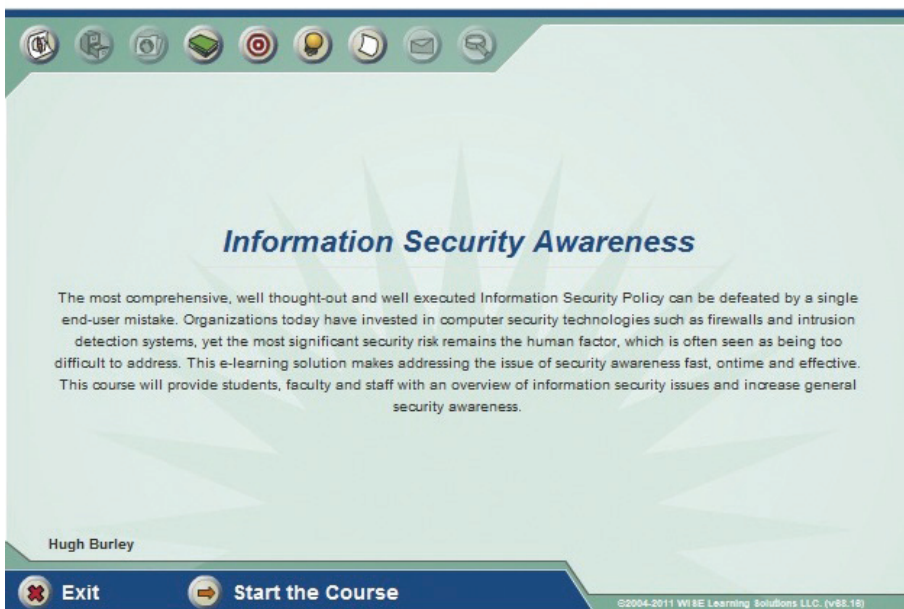
For Students

T: 250.828.5332
E: labsupport@tru.ca
O: OM1326

For OL Students Faculty and Staff

T: 250.852.6800
E: ITServiceDesk@tru.ca

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The screenshot shows a web-based e-learning interface for 'Information Security Awareness'. At the top, there is a navigation bar with icons for home, back, forward, search, and other controls. The main content area features the title 'Information Security Awareness' in a large, bold font. Below the title, there is a paragraph of text explaining the importance of security awareness and the role of the human factor. At the bottom of the interface, there is a blue bar with 'Exit' and 'Start the Course' buttons, and a small copyright notice: '©2004-2011 WISE Learning Solutions LLC. (v88.18)'.



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