

# BITS AND BYTES

## NEWSLETTER

ISSUE NO. 5 | SEPTEMBER 2015

INFORMATION TECHNOLOGY SOLUTIONS

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**TECHNOLOGY HELP  
DESK CONTACT CENTER:**  
**1.855.877.9919**

Contact a Customer Liaison  
24 hours a day, 7 days a  
week.

For Technology Help Desk  
locations (and hours of op-  
eration) see Page 3.

## What We've Been Up To

This quarter ITS made improvements to the systems and work processes of several SNHU business units. A few of our projects are:

**IP Address Change Project:** In an all-hands-on-deck collaborative effort, the ITS department changed SNHU's IP address structure from a set of addresses owned by a third-party vendor to addresses owned exclusively by SNHU. (Computers, printers, and other network devices use IP addresses to communicate with one another over both our public and private networks.) While months of research was conducted prior to the project, its actual implementation was completed in four days, with virtually no down time for any system. Owning its IP addresses gives SNHU greater security, scalability, and control over its ever-growing network.

**Network Integration for the snhu.edu Site Redesign :** The ITS Infrastructure Team assisted the COCE Creative Team during the redesign/replatforming of snhu.edu. ITS provided limited integration between SNHU's internal systems and snhu.edu so that information, such as academic programs, course offerings, and academic requirements would be accessible to visitors of the site.

**New Site for CfA on my.snhu:** ITS developed a my.snhu SharePoint site for College for America. As a result of this development,

## From All of Us in ITS

Over the summer ITS ramped up equipment and security for the busy September terms. Among other initiatives, the Infrastructure team updated servers, increased Internet capacity, and added wireless access points on campus; the Information Security Management Office continued assessing and implementing security measures and processes; and the Technology Help Desk deployed the usual myriad of computers. Needless to say, ITS is excited to support SNHU in the launch of another eventful academic year!

The one dark cloud on the ITS horizon, however, is the departure of our fearless leader, Johnson Au-Yeung, who is leaving SNHU later this month. We in ITS wish Johnson all the best in his new endeavor. As Johnson says, "goodbyes are often bittersweet, so let's focus on the sweet!" Best wishes, Johnson; we will miss you greatly. Thank you for all you've done for ITS and for SNHU.

— Information Technology Solutions

information is more easily shared, secured, and maintained among CfA staff.

Have a project you'd like to explore with ITS? New Project Request Forms are available from Frank Mann, ITS's Business Systems Officer. Contact Frank at f.mann@snhu.edu for a form.



## BITS

The student email account migration to the Microsoft Office 365 Cloud continues:

Migration of student accounts began June 3, 2015, and over 173,000 accounts have been migrated since then.

The daily average of accounts migrated is 1,765.

## ITS POSITION PROFILE: INFORMATION SECURITY REPRESENTATIVE

Alison Choquette returned to SNHU in August after 15 months with RSA Security, where she worked developing information security best practices for Fortune 500 companies. As an Information Security Representative, Alison liaises between the ITS Information Security Management Office and SNHU business units, advising on security risks. She also monitors the network to prevent data loss from known malicious events, investigates the ownership of any compromised devices, and works to reduce further risk to the network. Additionally, Alison is undertaking the development of a security awareness program for SNHU. Welcome back, Alison!

## IS THERE A TOPIC YOU WOULD LIKE US TO COVER?

Contact:  
ITS Bits and Bytes Newsletter  
at [mmanos@snhu.edu](mailto:mmanos@snhu.edu)

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## CYBERSECURITY 101

### UPDATE YOUR WINDOWS OPERATING SYSTEM

Recently, Microsoft issued an important update to patch security risks found in Internet Explorer (IE). The [Microsoft Security Bulletin Summary for August 2015](#), states that “[T]he most severe of the vulnerabilities could allow remote code execution if a user views a specially crafted webpage using Internet Explorer.” On the bright side of the issue, Microsoft is quick to point out that no known victims have surfaced; and Zack Whitteker, writing for Zero Day’s cyber security division, confirms, “[I]t does not appear that the vulnerability is currently being exploited by hackers.”

Coincidentally, in the [last issue of Bits and Bytes](#), Cybersecurity 101 discussed fake websites, where “hackers... create fake log in sites with landing pages that appear virtually identical to the log in page of popular networking sites.” To expand upon the best practices we included on the subject, ITS offers the following pointers, gleaned from a relevant [pcworld.com article by Justin Phelps](#), on how you can determine whether a link is safe before you click it:

- *Unmask the link.* A lot of times a link may be masking the actual URL of a website. Knowing the actual URL might help determine the legitimacy of the site. In most browsers, hovering over the link will display the full URL in a lower corner of the browser.
- *Scan the link first.* To scan a link, use a free-service link scanner, such as [URLVoid](#). URLVoid is a website that enables you to submit a link and have it analyzed against a number of blacklist engines to determine the link’s integrity. After a brief wait, URLVoid will tell you whether the link/URL is associated with “malware incidents, fraudulent activities [or] phishing websites.”



- *Safely copy the link.* In order to submit a link to a link scanner, you first have to copy it. Here’s how to do it in IE without opening the link: Right click the link, and from the submenu select *Copy shortcut*; in Firefox and PDF files, select *Copy link location*; in Chrome, select *Copy link address*.
- *Scan links that have been shortened.* Use a service called [Sucuri](#) to scan links that have been shortened using [bitly](#), [Ow.ly](#), or [TinyURL](#). Sucuri strips the original URL from its shortened version (which URLVoid does not do) and runs the link against a set of services, such as Norton SafeWeb, to determine the integrity of the original link.

## THE EQUIPMENT DISPOSAL PROGRAM

The Technology Help Desk and the Information Security Management Office have developed a “data sanitation” process that ensures the safe, secure destruction of data and the removal of datastores (i.e., devices, such as internal and external hard drives, etc.) from computer equipment too old to re-deploy. The procedure varies for each type of technology. Essentially, the process goes like this: The Technology Help Desk collects the outdated equipment and prepares a Sanitization Release Request form for each item. Jon Kamyck, Information Security Officer, reviews the request and returns a detailed set of instructions on how to destroy the data and remove the datastore from the equipment. Once the sensitive components are removed, the equipment is donated to the nonprofit organization, Computer Technology Assistance Corps (CTAC), in Manchester, NH. CTAC refurbishes computers for distribution to low income residents, nonprofit organizations, schools, and faith based organizations across the state.

### TECHNOLOGY HELP DESK LOCATIONS/HOURS

#### ITS Service Desk at the Learning Commons:

Sunday, 10:00 am – 6:30 pm

Monday, 8:00 am – 9:00 pm

Tuesday, 8:00 am – 9:00 pm

Wednesday, 8:00 am–9:00 pm

Thursday, 8:00 am – 9:00 pm

Friday, 8:00 am – 9:00 pm

Saturday, 10:00 am – 6:30 pm

#### Technology Help Desk and Repair Center at Exeter Hall:

Monday through Friday  
8:00 am - 6:30 pm

#### Technology Help Desk Embedded Liaisons (for staff only):

Monday through Friday:

@ the Mill 8:00 am - 9:00 pm

@ Elm 8:00 am - 9:00 pm

@ Portsmouth 8:00 am - 9:00 pm

## At Your Service

### News from the Technology Help Desk

#### UNIVERSITY COLLEGE MOVE-IN

Technology Help Desk teams, including Field Services, the Contact Center, and Media Services, had a large presence on campus, from August 30 to September 1, supporting new and returning students with their technology questions and requests. The Help Desk also introduced a Wif-Fi Hotline, which students were able to call for assistance with difficulties accessing the wi-fi network.

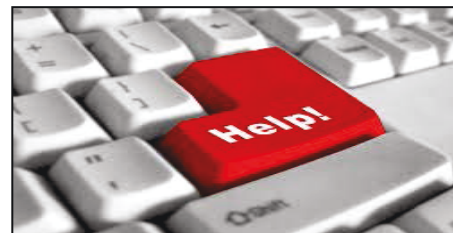
#### ANNUAL COMPUTER DEPLOYMENT COMPLETE

The Annual Computer Deployment is complete! Special thanks to Jay Burnham, Alaa Dhahir, Karen Farmer, Ed Hawk, Tim Companion, Tiffany Bessette, and Roger Surprenant, who all have at one time made the Annual Computer Deployment successful. Thanks also to Carrie Woodward for her early efforts in assisting with the organization of the deployment team.

#### TECHNOLOGY HELP DESK STAFF JOIN OTHER TEAMS

The Technology Help Desk congratulates the following staff in their new roles throughout ITS:

- Carrie Woodward joined the Infrastructure team as Engineering Operations Manager.
- Brian Peirce joined the Information Security Management Office as Information Security Analyst.
- Erik Mullins joined the Infrastructure team as Network Technician.



- Mike Duval joined the Information Security Management Office as an Information Security Representative.
- Leigh Brunelle joined the Infrastructure Team as Assistant Enterprise Architect.
- Alex Montenegro joined COCE Admissions as Telephony Systems Administrator.

#### THANKS TO OUR CUSTOMER LIAISONS

Thanks to our customer liaisons, all of whom do a superb job. Particular thanks goes to those who worked over the summer holiday weekends so that others could enjoy those days.

## BYTES

#### The Technology Help Desk:

- Since June 1, 2015, fielded 23,054 calls and chats;
- Since June 1, 2015, relocated 282 employees.

## Administrative Software Services and Training

The ASST team now uses LogMeIn Rescue, a remote support tool. Using this tool, ASST staff are able to see user issues in real time and more quickly assist remote staff with effective resolutions.

Need Colleague access for yourself or a new employee or group of employees? Submit an [ASST TRAINING REQUEST FORM](#). It's the easiest way to give ASST the details they need for resource and schedule planning. Template/Core Colleague training is available Tuesdays from 8:30-11:00 at the Mill; 2:00-4:30 on the main campus; and anytime, via Blackboard. For

Web Intelligence training, visit the [ASST-Query Training Schedule page](#) for training dates.

#### ELECTRONIC DOCUMENT MAN- AGEMENT (EDM) TEAM

is working with the Center for Community Engaged Learning on campus and the COCE Nursing and Health Professions group to move these departments to a paperless process.

From June 1 through August 31, a total of 11,642 ImageNow eForms were submitted into ImageNow by students, faculty, and staff. The highest volume day was July 7, with 458 forms submitted.

Interested in EDM? Contact [imagenow@snhu.edu](mailto:imagenow@snhu.edu) to explore what ASST's Electronic Document Management team can do for you.

### MEDIA SERVICES

Over the summer, Media Services updated 23 classrooms with new data projectors. The team is currently in the process of upgrading the Penmen room with an updated screen and projector.

Media Services provides video recording and streaming, sound, lighting, and video post-production, for any event held at the Millyard, on campus or at the Elm Street offices. To schedule video recording, streaming, or other AV-related event assistance, please contact Media Services at [snhuav@snhu.edu](mailto:snhuav@snhu.edu).

You can view the livestream of an event while it's happening on campus by visiting <http://avstream.snhu.edu:8134/livestream.html>.

To view the livestream of a Millyard event, visit <http://avstream.snhu.edu:8134/millyard.html>.

### INFRASTRUCTURE

The Infrastructure team has added a number of talented staff over the past two quarters. Among other projects, the team (headed by Director, Bill Lynch) is currently at work on the installation of a direct Internet connection for the Millyard. At project completion, all staff at the Millyard will be positively impacted, as Internet traffic will no longer be routed through the connection on campus.

The ImageNow team is in the process of testing a Virtual Desktop Infrastructure (VDI) to provide students, staff, and faculty access to eForms. A virtual desktop will be available when users are unable to access eForms on their computer. The VDI will be configured with the correct browser and java settings to ensure the successful use of ImageNow eForms.

### BITS

From June 1 to August 31, ASST:

- Provided Colleague training for 162 employees;
- Provided Web Intelligence training for 9 employees;
- Currently supports 1,086 EDM users.

### Instructional Support Services

Students, staff, and faculty can get Office 365 for free. Office 365 Education for Faculty is available, also for free. This plan allows students and faculty to install Word, Excel, PowerPoint, Outlook, OneNote, Publisher, and Access on up to 5 PCs or Macs. Office apps can be installed on Android, iPad, and

Windows tablets. The plan comes with 1TB of OneDrive storage, which is managed by SNHU. Go to [www.office.com/getoffice365](http://www.office.com/getoffice365) for details and scroll down the page for FAQs.

The ISS team provides consultation, training, and support on academic technologies used in the delivery of online, hybrid/blended, flipped, and on-ground classes. Learn how to use Blackboard, Tegrity, Turnitin, Chalk & Wire, RefWorks, and more! Visit ITS' [Instructional Support Services team on mySNHU](#) or in our new location, the Library Learning Commons, to learn more about services we provide. You can also contact us at [instructionalsupport@snhu.edu](mailto:instructionalsupport@snhu.edu) if you have questions, or wish to schedule a one-on-one consultation.

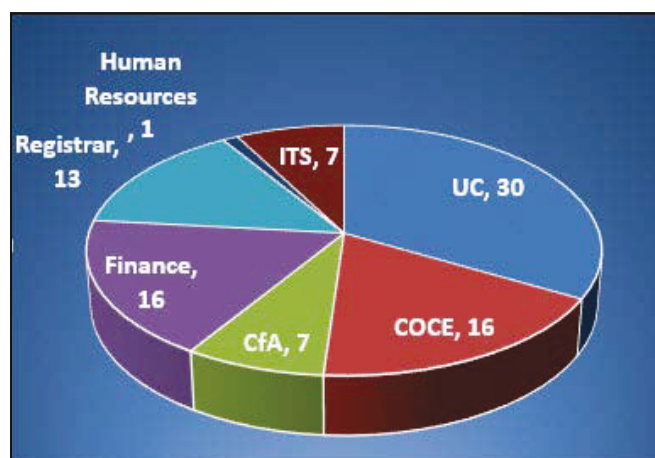
### BYTES

- In June ASST made 8,220 address changes and updated 216 high school records.
- In July ASST made 7,733 address changes and updated 659 high school records.
- In August ASST made 7,475 address changes and created 195 new high school records.



### 2015 Completed Projects<sup>\*</sup> by Business Unit

The graph below breaks out, by SNHU business unit, the 90 enterprise projects which ITS has completed since January 2015.



Business Unit	No. of Projects
UC	30
COCE	16
CfA	7
Finance	16
Registrar	13
HR	1
ITS	7
<b>TOTAL:</b>	<b>90</b>

<sup>\*</sup>Shows enterprise projects only (excludes Infrastructure, Administrative Software Support and Training, and Academic Technologies projects).