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/replatformming 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, 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.

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

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.
2. 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, FRQÀUPV´>,@WGRHVQRWDSSHDUWKDWWKH vulnerability is currently being exploited by hackers.

Coincidentally, in the last issue of Bits and Bits, 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 sanitization” 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 Kamycz, 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, non-profit organizations, schools, and faith based organizations across the state.
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 Wi-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 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.

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 MANAGEMENT (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 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.

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.

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 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 if you have questions, or wish to schedule a one-on-one consultation.

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

<table>
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<th>Business Unit</th>
<th>No. of Projects</th>
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<tr>
<td>UC</td>
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<tr>
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<td>CfA</td>
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<td>TOTAL:</td>
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*Shows enterprise projects only (excludes Infrastructure, Administrative Software Support and Training, and Academic Technologies projects).