TECHNOLOGY HELP DESK HOURS

1.855.877.9919

Millyard:
6 am – midnight
7 days a week

Exeter Hall:
8 am – 8 pm
Monday through Friday

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What We've Been Up To

ITS is busy with many new projects that span the entire SNHU community. Here are a few recently completed projects:

MBS Voucher Interface allows students to purchase books from the MBS website using a voucher amount provided by SNHU. It then posts the book purchase amount as an institutional charge to the student's SNHU account.

Visualzen Orientation Data Extract/Upload allows the Student Center to export data from Colleague and upload it to an orientation reservation system that manages labor-intensive tasks, such as organizing, formatting and printing nametags, mailing labels, check-in lists and other reports, related to the undergraduate day campus orientation process.

CfA Database Integration II is well underway. Many processes now manually in Colleague are being automated.

The Learning Commons technology installations on campus are complete. In addition to two large classrooms — both of which have computing capabilities at each seat — the Learning Commons offers 62 open-area seats with computer access. The center also offers a 3D design and printing lab with four high-end computers, digitizers and engravers.

New Project Request Forms are currently handled by Business Systems Officer Frank Mann. If you have a project you'd like to explore with ITS, contact Frank at f.mann@snhu.edu to request a form.

From the CIO

It is my pleasure to welcome you to the first edition of Bits and Bytes, Information Technology Solution's newsletter. This publication is intended to keep the growing SNHU community apprised of ITS — our services, current projects, policies and procedures. In each edition we'll feature relevant tech news and information you otherwise might not have heard about. I encourage you to contact the editor at itsnewsletter@snhu.edu with content suggestions and questions that you would like answered in future editions.
— *Johnson Au-Yeung*

BITS

SNHU has more than 250 servers.

Since January 2014, the Technology Help Desk has deployed 384 devices.

SNHU has 50 terabytes of data storage capacity.

Since January 2014, the Technology Help Desk has answered 25,623 phone calls in an average of 22 seconds.

SNHU has 800 megabits of Internet capacity, and ITS has recently increased Internet capacity to 1.4GB, which is a 75% increase.
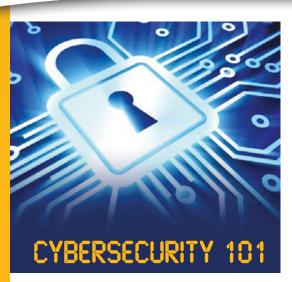
snhu ITS
IT SOLUTIONS

IS THERE A TOPIC YOU WOULD LIKE ITS TO COVER?

Contact: Information Technology Solutions Bits and Bytes Newsletter at itsnewsletter@snhu.edu

Melissa Manos, Editor
Southern New Hampshire University

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CYBERSECURITY 101

ASSUME YOUR PASSWORDS HAVE BEEN STOLEN

A security firm recently caused a media frenzy when it uncovered a Russian crime ring with a distinctively valuable asset: a database of more than one billion user credentials stolen from websites around the world. The database allows the hackers to walk through the front door of many different systems, perpetrating fraud and identity theft along the way. This situation highlights the sad fact that consumers can't really do much to prevent the theft of their passwords.

So, if we assume our passwords will be stolen, is there anything we can do to manage the risks associated with password compromise? The answer to that question is a resounding, "**YES**!" Please consider the following recommendations as you develop a strategy to protect your passwords:

- Change important passwords on a regular basis.
- Limit the reuse of passwords. Don't share them between websites.
- Avoid using dictionary terms, common phrases and public information about yourself when you construct new passwords.
- Go long – the more characters you use, the less complex your password has to be. We're talking 12 characters, at a minimum.
- Use a reputable password manager (like LastPass) to manage your credentials. They really do make life a lot easier.

BE AWARE OF PHISHING

What is phishing? It's one way hackers try to steal sensitive personal information from you. Phishing targets victims through email. By sending an authentic-looking message that appears to have been sent from a legitimate source, the email usually convinces you to click a link and then update or verify your account information. The email below is an example of phishing.

From: Dimatteo, Antimo
Sent: Thursday, July 10, 2014 1:49PM
Subject: IT Helpdesk News

Your Account Will be Closed Within 24 Hours. This is to inform you that your mailbox has exceeds its storage limit, you will be unable to receive and send emails. To re-set your Account Space on our database,

CLICK HERE.

Warm Regards,
System Administrator.

If you receive a suspect email, please contact the Technology Help Desk. For more information on phishing and other cyber crimes (and how to prevent it), visit this informative cybercrime page on the Norton/Symantec website.

SECURITY ACRONYMS DECODED

SSO: Single Sign On, a technology that allows computer users to access different systems or websites without having to constantly input usernames and passwords.

DLP: Data Loss Prevention, a technology that inspects data streams and prevents valuable information, such as social security numbers, from leaving a network.

SAAS: Software-as-a-Service, a method of delivering software over the Internet on a "per user" basis.

TEST YOUR IT AWARENESS

Take the online quiz from the VT CIO's website to test your IT Security Awareness.

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At Your Service
News and Tips from the Technology Help Desk

SNHU WIRELESS NETWORK

Want to connect to SNHU's wireless network? If your computer (or other device) is new to the SNHU network or has been off-line for 21 days or longer, you must first register (or re-register) the device. To register a device, visit http://networkregistration.snhu.edu. Click the link for "SNHU Community Members," and follow the registration instructions. A valid SNHU user ID and password is required; only SNHU staff, faculty and students can access our secure network. Your hardware will be scanned with the Bradford Agent, which on some hardware will be presented as a required download to run before proceeding. This could run for a period of up to 10 minutes while an antivirus security check and operating system update check are performed.

If your device does not pass the security check, you may need to install antivirus software. SNHU provides a link to free, supported antivirus software for both Mac and PC. Once it's installed, you can return to the network registration page to run the security check again. An authentication error indicates that the user ID or password has been entered incorrectly or the SNHU email account has become locked. The Help Desk can assist with resolving authentication errors.

For guests and vendors who wish to connect to SNHU's wireless network, the sponsoring SNHU department should contact the Technology Help Desk for assistance.

AV MEDIA SERVICES

The AV Media Services team at the Technology Help Desk provides requested services, such as video recording and streaming, sound, lighting and video post-production, for any event at the Millyard, on campus or at the Elm Street offices. To schedule video recording, streaming or other AV-related event assistance, please contact the team 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.

ITS Position Profile

Along with the rest of SNHU, ITS added many new hires recently. One area in ITS that has experienced considerable growth is program management. The function of the program management team is to provide strategic guidance to SNHU business units as they look at new initiatives, to evaluate and consult on the selection and implementation of new technologies, and oversee the technology integration into the business unit. The Business Analysts (BAs) are members of this team and play a vital role.

Sara Santoro

The BAs serve as liaison between the SNHU department requesting the work (the "customer") and those on the system development team developing the enhancement, update or new functionality. The BA meets with the customer to clarify the requirements of the project and compiles the information into a Business Requirements Document (BRD). The BRD informs all of the ITS contributors to the project of the customer's specific needs. It also serves as a review for the customer of ITS' understanding of the project.

Wendy Kaplan

The system development team currently includes two BAs, Wendy Kaplan and Sara Santoro. Wendy joined ITS last November and comes to SNHU from Allscripts, a healthcare software development company based in Chicago. Sara joined ITS in March and was previously at Scudder Retirement Services, a 401k planning and management company in Salem, NH.

Apps and Applications You May Find Useful (and Cool)

CALLING ALL FOODIES

It's summertime. It's lunchtime. And it's hot. You're traveling through an unfamiliar town, and you're craving fresh fruit. Farmstand is an app that identifies and maps the location of farmers markets and farm stands in the area. Fooducate is another helpful app. It helps you understand tricky food labels. Check out these and other cool foodie apps at TechRepublic.

IMPROVE YOUR PRODUCTIVITY

Do you ever have one of those days when you wonder where all your time went? RescueTime is a free application you can download and run in the background on your computer. It tracks, compiles and reports on how you've spent your day (e.g., reading/answering emails, attending meetings, browsing the news). You can even create a productivity score for each day.

Spending too much time on Facebook? Facebook now offers a way to collect and save certain posts to read later. Find out about how it works in this article from PCMag.com. Here are a few other productivity-boosting apps and applications to check out as well.

Your Training and Professional Development Resource

Through the Instructional Support Services team, ITS provides personalized training and consulting services to SNHU faculty in all locations, including overseas and remote locations. These services are designed to assist with the appropriate and effective use of academic technology and incorporating it into the curriculum.

For details on training and consulting on academic tools, technology integration, software research and acquisition and more, visit Instructional Support Services.

Atomic Learning, a free service available to all SNHU students, faculty and staff, offers many how-to video tutorials on topics like APA and MLA formatting, plagiarism awareness, programming languages, Blackboard, Microsoft Office and Adobe Creative Suite applications, operating systems and much more. Visit atomiclearning.com, and use your SNHU email and password to log in. Are you faculty or staff? View this quick tutorial about Atomic Learning. If you're a student, check out this tutorial to learn how Atomic Learning can help you with your studies.

Please contact instructionalsupport@snhu.edu with any questions you may have about ISS services or Atomic Learning.

BYTES

Between Aug. 1 and Aug. 27, the Technology Help Desk answered 3,298 phone calls and handled those calls on average in 9 minutes.

The Technology Help Desk participated in 968 chats and handled those chats on average in 16 minutes.

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