

# NOVEMBER 2010

ITS @ Harrisburg welcomes you to our second newsletter. Read about our external IT Audit and take a look at new “Technology Spaces” in the Library.

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## ABOUT ITS @ HARRISBURG...

ITS @ Harrisburg supports 700 office computers and 700 public computers spread across 40 public spaces. In addition to computing support, we are also responsible for all classroom and event technologies such as Podium PCs, projectors, DVD players, the Polycom rooms, and audiovisual specialty equipment. Learn more or request assistance at <http://hbg.psu.edu/its>.

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## COLLABORATION SUITES...

The Library and ITS are proud to announce that two new “Collaboration Suites” have been installed on the first floor of the Library. Each facility has a desktop computer, input connections for up to three laptops (the Library will check out laptops to individuals for use in the building), and a large high-resolution flat screen monitor. Pictures are here: <http://picasaweb.google.com/Harrisburg.ITS/Lib102C#>.

What’s next? The Library and ITS will be creating a “Presentation Practice Room” where students (in a group or individually) can practice their class presentations in an environment much like the fifty plus technology enhanced spaces we have on campus. Library 108 will be undergoing a transformation involving technology and collaborative furniture. Stay tuned for more details!

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## NEW MEDIA COMMONS LOCATION...

The Media Commons is on the move! ITS and our Library have partnered with University Park to create a cutting-edge facility on the first floor of the Library. The Media Commons is a University-wide initiative to provide students and faculty with the means to enrich the educational experience through the creation of digital content for their courses. The Media Commons provides computing tools, support materials, and opportunities to create digital media of all kinds. To learn more about the Media Commons initiative, see <http://tlt.its.psu.edu/mediacommons>. For pictures of our new Media Commons facility, see <http://picasaweb.google.com/Harrisburg.ITS/LibraryMultiMediaRoom112#>.

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## ROOM CATALOG...

ITS maintains a Room Catalog on our website at <http://hbg.psu.edu/its>. The Room Catalog contains a description of nearly every public room on campus, including seating capacity, technology in the room, and pictures of the room. The Room Catalog is extremely useful in helping you find a room which meets your needs for teaching and/or meeting.

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## NEW POLYCOM REQUEST FORM...

A new addition to our website is the Polycom Request Form. Use this form when you have an upcoming Polycom event and need to schedule one of the Polycom rooms.

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## SERVICE REQUEST FORM...

The best way to contact ITS and receive a timely response is with the Service Request Form at <http://hbg.psu.edu/its/servicerequest.html>. The form is monitored by three people at all times, so you can be certain you aren't contacting someone who is out of the office or on vacation. This also allows us to manage our resources more effectively and provide the best possible service.

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#### **HELP PROTECT SENSITIVE DATA...**

The University Auditor asks us to remind you of your responsibility to protect sensitive data. In particular, you may not store any social security numbers, credit card numbers, or driver license numbers, including your own, on a University computer, unless you have the explicit permission of the Chief Privacy Officer. The University has a site license for an application called "Identity Finder." This application has been installed on all University computers. It seeks out sensitive data and gives you options to delete or ignore the offending data. If you aren't sure whether or not Identity Finder has run on your machine, please contact us.

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#### **IDENTITY FINDER FOR HOME USE...**

Identity Finder has made a website available to us where faculty and staff can purchase copies for \$10 (approximately 50% off retail). Once on the website, simply indicate whether you are faculty or staff and provide your name and e-mail address (must be a @psu.edu address) to get the software. The license key is sent via e-mail. See <https://www.identityfinder.com/store/customer.pl?accountid=62582>.

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#### **TERMINATION CHECKLIST...**

The University Auditor asks us to remind you that whenever anyone in a faculty or staff position leaves the University or becomes inactive—including part-timers, temporary workers, student workers, adjuncts, etc.—we are required to use the Termination Checklist so that we can be certain of cancelling all relevant computer accounts.

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#### **ENCRYPTION FOR LAPTOPS...**

The Privacy Office, Security Office, and University Auditor recommend that all University-owned laptops be full-drive encrypted to protect University research and data. The same is true of USB sticks or other portable devices with University data or research on them. Please call Greg Madden at 6184 if you have questions about encryption.

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#### **SELF-AUDITING...**

Every computer on campus is required to meet certain security standards set by the Security Office, the Privacy Office, the University Auditor, and university policies. Any machine provided to you by ITS @ Harrisburg DOES meet the standards. If your computer does not login to the PSH domain (e.g. Linux boxes, Sun boxes, Windows PCs which you have manually removed from the domain), you are required to complete an annual self-audit to verify you meet all the standards. Please contact ITS to learn more.

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#### **LINUX AND SOLARIS USERS...**

The University Auditor asks us to remind you that your machines must also meet university security requirements. Your computer must require a login ID and password to access it, and it must be scanned

for sensitive data. Although ITS does not have a version of Identity Finder to help you find and eliminate sensitive data, Cornell University has a product called "Spider" which you should acquire, install, and run. Contact ITS if you have any questions.

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**SECURE LOCKING MECHANISMS FOR LAPTOPS...**

The University Auditor advises that all laptop users purchase secure locking cables and keep their laptops physically secured while they are in their office or in public places.

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**THANK YOU FOR YOUR TIME...**

Thanks for taking the time to read this. Please visit <http://hbg.psu.edu/its> for more information. If you have specific questions about any of the information above, feel free to contact Dr. John D. Hoh (x6553, jdh30) or Mr. Greg Madden (x6184, gem19).

# SEPTEMBER 2010

ITS @ Harrisburg welcomes you to our new monthly newsletter. This month we will focus on a variety of security recommendations that arose out of our June external IT Audit. As part of the PSU system, our campus is required to comply with security requirements arising out of University Policies, the Security Office, the Privacy Office, and the University Auditor. Please note that our campus does not place any additional security restrictions on our computers--we simply follow University best practices.

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## CENTRAL FILE STORAGE...

ITS offers centralized network file storage for personal work-related use as well as shared departmental or workgroup use. The University Auditor advises all users to utilize central file storage rather than local (computer hard drive) storage due to issues of security, reliability, and disaster recovery. Please contact ITS to learn more.

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## WHEN TO SHARE YOUR PASSWORD...

Never share your password with anyone--not with your Staff Assistant, not with ITS staff, not with anyone. Doing so for any reason is a violation of university policy. There are many ways to share data with others that do not require sharing your password. Please contact ITS to learn more about sharing data without sharing passwords.

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## MACHINES MOVING FROM ONE PERSON TO ANOTHER...

When your department chooses to move a PC or Mac from one person to another, please submit a Service Request so ITS can reimage the machine. This will ensure that the person receiving the machine gets a nice, clean, well-functioning machine, and will ensure that the machine is free of the previous person's data.

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