Message from the CIO

As autumn begins, complete with football, cool weather, and holiday festivities, I am reminded that we are approaching a peak time for Internet security threats on academic campuses. While most are eating pumpkin pie, napping after a delicious turkey dinner, and recovering from finals, others are busily attacking university information technology resources. In preparation, we have invested in infrastructure solutions that will minimize some aspects of our exposure, but an informed and empowered University community is critical in handling and thwarting IT security threats. In this issue, we will provide information and suggestions for protecting your system with Symantec AntiVirus, as well as suggestions for “Buying the Right Computer.” In the upcoming months, we will offer several training opportunities and workshops designed to raise your awareness of Internet threats and associated practices to increase our computing security. Amidst fall campus events, I invite you all to participate in our “Safe Computing Practices” campaign.

-Sam Segran
Associate Vice President for IT and Chief Information Officer

ATLC SUB Lab Opening

In collaboration with the Division of Student Affairs, the Information Technology Division officially opened a new student computing facility on September 17, 2004. Located in the newly renovated Student Union Building basement, the computing lab hosts 30 Dell computers available to all students, faculty, and staff with a TTU identification card.

President Whitmore, Provost Marcy, CIO Segran, Vice President Shonrock, Tom Shubert, and SGA representative Molly Burkhalter addressed the crowd at the ribbon-cutting ceremony, each noting the importance of technology resources for students.

After a brief ceremony, the crowd enjoyed refreshments donated by University Catering, High Tech Computer Store, Alumni Association, Center for Campus Life, Hospitality Services, Athletics Department, Housing and Residence Life, Student Union Building, Technology Support, Theatre Department, CiCi’s Pizza, 50th Street Caboose, Microsoft, Abuelo’s Restaurant, On The Border, and RibCrib generously contributed door prizes for the event. We invite you to visit and use the new ATLC SUB computing facility!

Buying the Right Computer

One of the most common problems that people face when purchasing a new computer is selecting from a confusing list of technology options. Pressured by technical jargon, limited time, and sales associates, customers sometimes end up with a "Cadillac" system when all they need is a dependable economy model! In order to reduce this confusion and assist the University community in buying the right computer for their needs, the TTU IT Division is collaborating with Dell Computer Corporation to provide computer bundles for departmental and personal purchase. By leveraging the University’s buying power, special pricing bundles are created for desktops, laptops, handheld devices, and projectors.

For colleges with "required" or "recommended" laptop programs, their technology professionals can specify an exact configuration. Currently, special bundles are in place for Engineering, Architecture, and the Law School.

For your department’s convenience, online purchase orders can be pre-populated through the Purchasing Department’s Web site. Equipment can be delivered to the location of your choice, such as your department or the Central Warehouse. Purchases made through this Web site count towards the University’s Historically Underutilized Business (HUB) credit. For departmental purchases, visit http://www.depts.ttu.edu/Purchasing/buyitmain.htm.

IT Help Central can assist in your ordering process. To view all bundles, please visit: http://www.depts.ttu.edu/helpcentral/recommend.php.
For further assistance, please call 742-HELP.
Symantec AntiVirus

With the explosion of Internet-based technology and innovative computing devices, information management has never been so productive, efficient, and entertaining! However, the other side of the coin indicates that we have never been in a more dangerous environment for our computers and information. Worms, viruses, e-mail hoaxes, scams, and malware pose a constant threat to our computer systems and information. Protection from this threat at work and at home is an absolute necessity. Antivirus software is an essential protective shield that thwarts many attacks and guards your system and information from intruders. The Information Technology Division provides Symantec AntiVirus at no additional cost to the University community, as a critical weapon in the fight against computer viruses and worms.

“Round-the-Clock” Protection

Symantec AntiVirus provides on-demand scanning of your hard drive and real-time protection whenever you access, copy, move, save, open, or close any file. Symantec AntiVirus provides protection by scanning e-mail attachments in your MS Exchange e-mail account (TechMail), as well as messages associated with non-MS Exchange e-mail accounts (POP, IMAP, etc.). Protection is essential because virus/worm programmers also work constantly to create new malicious programs and to deliver new methods of attack. Symantec AntiVirus works to detect these new viruses and worms by periodically updating its store of virus/worm definitions. To access all of these features, you must configure your Symantec AntiVirus. For assistance in configuring, please call IT Help Central at (806) 742-HELP (4357).

Convenience

The power of Symantec AntiVirus software is accessible without being disruptive. You can download data files containing virus/worm definitions or scan your hard drive at any time or according to a preset schedule. By using scheduled updates and hard drive scans, Symantec AntiVirus can provide the most advanced and timely protection for your computer. Because the Internet world is fraught with peril, it is imperative that you protect your work and home computer systems. Symantec AntiVirus provides protection for your computer, thereby allowing you to maximize your productivity by minimizing disruption due to viruses and worms. To obtain Symantec AntiVirus, use your eRaider account manager (https://eraider.ttu.edu) to download the software.

The physical security of your computer system is a key aspect of Safe Computing Practices. A few suggestions:

- When you leave your computer, your screensaver should be set to activate password protection on resume. As a shortcut, hold down the Windows key and type “L”. You will be required to retype your computer’s password to unlock your computer.
- Always be sure to lock your office or residence room door to avoid possible theft of your computer.
- Before leaving your computer, exit from secure applications such as TECHSIS, TECHRIS, or TECHFIM. (Also exit from external secure applications such as an online banking site or investments site.)
- For laptop users, do not leave your laptop unattended, even in a high-traffic area, such as the library, Student Union, or dormitory. Even in a public area, laptops are lightweight and easy to conceal.