Message from the CIO

Amidst welcoming the spring and preparing for summer, the IT Division has been collaborating on some significant IT projects for the University Community. For example, in coordination with my Safe Computing Practices Campaign, I have launched a partner campaign, the "PC - Cradle to Grave" CIO Initiative. The IT Division has designed an application to facilitate the exchange of computing equipment among TTU departments. Some departments are able to upgrade computer equipment more regularly than others; Raider PC Mart allows departments to electronically find other departments that may be interested in the outgoing equipment, before the equipment is surplused through Property Inventory. The application allows individuals authorized by the department head to post computer equipment no longer needed in their department or to review the postings and express interest in equipment posted. While inventory transfer paperwork is a precursor to the exchange, the application allows interested parties to share information and negotiate PC and peripheral equipment trades. The IT Division will be hosting brief training sessions for Raider PC Mart in the near future. For those that are familiar with online applications, you may begin using Raider PC Mart by visiting http://www.raiderpcmart.ttu.edu; eRaider authentication is required to access the application. As with any equipment transfer, all TTU Operating Policies and Procedures apply. Links to the relevant policies are available on the Raider PC Mart homepage above. Raider PC Mart has the following operating principles:

- Computer and related peripheral equipment are posted for 30 days and renewed for an additional 30 days.
- Posting departments can include pictures of equipment available for exchange.
- Weekly email notifications are sent to computer support people (and others if they wish) of newly posted equipment.
- Internal mechanism that allows people to communicate directly with the posting department.

Please note that Raider PC Mart is a voluntary utility designed to foster communication and extend the life of TTU’s IT capital investment. Each department is responsible for the terms of the exchange and the condition of the equipment. The system is designed only for the purposes of computing equipment exchange. Please look for training notifications in the late spring and summer. On behalf of the IT Division and Operations Division, we invite you to use Raider PC Mart!

IT Division Quality Service Awards Recipients

The Information Technology is proud to acknowledge three employees that received Quality Service Awards this year:

O’Jay Barbee joined IT Help Central in March 2002 from Western State College in Colorado. O’Jay’s strong work ethic and determination have positioned him as an invaluable member of the Desktop Services team. His customer service skills along with a willingness to adapt to and learn new technologies have managed to extend O’Jay’s realm of support to our university Executive Community Support Team.

Tess Barlow has worked in IRIM for over 12 years. Tess takes on many challenging projects for the IRIM team. Her main duties include maintaining the IRIM web site and coordinating the TTU course inventory. Tess’s professionalism and good nature make her a delight to work with.

Although Tony Rando recently joined the IT Division, he has been assisting students, staff, and faculty at TTU with web-based course design for 4 years. Tony is currently the system administrator for several mission critical systems, including the WebCT course server. Tony brings his love for learning new technologies and his enthusiasm to every project and is a major asset to the IT Division.

Introducing... Raider PC Mart, A Component of the “PC - Cradle to Grave” CIO Initiative

As a part of the “PC - Cradle to Grave” CIO initiative and in partnership with the Operations Division, the IT Division has designed an application to facilitate the exchange of computing equipment among TTU departments. Some departments are able to upgrade computer equipment more regularly than others; Raider PC Mart allows departments to electronically find other departments that may be interested in the outgoing equipment, before the equipment is surplused through Property Inventory. The application allows individuals authorized by the department head to post computer equipment no longer needed in their department or to review the postings and express interest in equipment posted. While inventory transfer paperwork is a precursor to the exchange, the application allows interested parties to share information and negotiate PC and peripheral equipment trades. The IT Division will be hosting brief training sessions for Raider PC Mart in the near future. For those that are familiar with online applications, you may begin using Raider PC Mart by visiting http://www.raiderpcmart.ttu.edu; eRaider authentication is required to access the application. As with any equipment transfer, all TTU Operating Policies and Procedures apply. Links to the relevant policies are available on the Raider PC Mart homepage above. Raider PC Mart has the following operating principles:

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IT Spring Cleaning: Managing Your SPAM

SPAM, unsolicited and unwanted electronic mail, comprises more email traffic than legitimate correspondence. At the institutional level, managing SPAM is a difficult balance between academic freedom and nuisance avoidance. Fine-tuning server solutions to catch unwanted mail without disturbing wanted mail is a challenging task. For those using TechMail, the IT Division has implemented two spam reduction strategies. A server-based solution automatically places suspect email in your “Junk Mail” folder, so that you may review at your convenience. A client-based strategy allows each user to configure client software to offer more SPAM filtering. With each strategy, suspect emails are only deleted after your review, giving you full control of any mail you receive. The more powerful SPAM management control comes from client-based solution settings within your email software. You can reduce your SPAM by implementing the following practices:

1. Configuring Junk E-Mail Filters in Outlook 2003: Enable Cached Exchange Mode (Note: Cached Exchange Mode creates a self-synchronized copy of your messages that are stored on both the server and your client.)
   a. On the Tools menu, select “E-Mail Accounts.”
   b. You will now see the E-Mail Accounts Wizard window. Select “View or change existing e-mail accounts” and click “Next.”
   c. The E-Mail Accounts window will now appear. Select “Microsoft Exchange Server” and click the “Change” button.
   d. The Exchange Server Settings window will now appear. Check the box next to “Use Cached Exchange Mode” and then click “Next.”
   e. Now click the “Finish” button.
   f. You must now exit and then reopen Outlook 2003 to continue.

2. Change Junk E-Mail settings in Outlook 2003
   a. On the Tools menu, select “Options.”
   b. In the Options dialog box, click on the “Junk E-mail” button.
   c. Choose the level of junk e-mail message protection you want and click “OK.”

3. Add a sender to your Safe Senders List, Safe Recipients Lists, or Blocked Senders List:
   a. Right-click on a message from the sender.
   b. Point to “Junk E-mail,” and click either “Add Sender to Safe Senders List,” “Add Sender to Blocked Senders List,” or “Add Recipient to Safe Recipients Lists.”
   c. The first time Outlook 2003 moves a message to the Junk E-mail folder, it will notify you with a dialog box.

If you do not use Outlook, please contact IT Help Central for assistance at 742-HELP (4357).

While email has become accepted as an efficient communication and productivity tool, email is also a means to spread viruses, worms, Trojan Horses, and spyware. Messages that contain destructive programs typically use patriotic or otherwise catchy titles, encouraging users to click on a document, pictures, link, etc., which automatically spreads the damaging code. If you are not expecting an attachment or an email containing a link, we encourage you to delete the message. The latest email hoaxes and scams include fraudulent messages from a bank, an ecommerce site asking for order validation, and messages encouraging donations to a worthy cause.

Malicious activities should be reported to TTUnet at abuse@ttu.edu so that, if necessary, they can disseminate the information to other agencies/universities. Also, if you receive virus warning emails from an unfamiliar recipient asking you to forward the email to others, please contact IT Help Central. Generally, these email warnings are hoaxes. Contacting IT Help Central to verify the validity of the message is recommended. Contact ithelpdesk-alert@ttu.edu or call 742-HELP (4357).

Computer Wellness: Time for Your Annual PC Checkup

A key component to Safe Computing Practices is routine “care and feeding” of your computer. We recommend the following:

• Update the operating system
  Windows upgrades are available for download at http://eraider.ttu.edu at no cost to the University community

• Update virus software
  Symantec AntiVirus is available for download at http://eraider.ttu.edu at no cost to the University community.

• Keep current on critical system updates:
  • Windows Users: http://windowsupdate.microsoft.com
  For instructions to set up Automatic Updates, visit www.ttu.edu/safecomputing/itu criticalupdates.php
  • Mac Users: Software Update in System Preferences

• Set up email filtering (refer to IT Spring Cleaning: Managing Your SPAM article in this issue)

For additional Safe Computing information, please visit safecomputing.ttu.edu

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Laws and Texas Tech Policies:
http://www.depts.ttu.edu/itts/documentation/laws

Past copies of TTU IT Division Bulletins may be found online at http://www.infotech.ttu.edu/itbulletin
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