



Message from the CIO

With spring semester winding down, and the institution marching successfully towards our strategic education and research goals, you can sense the energy and productivity on campus. The IT Division contributes to this productivity and energy by providing information resources that facilitate and support campus activities. In this issue, we offer information on two recently launched services – General Purpose Classroom Technology Support and Online Technology Self-help Resources. Also included in this edition is information regarding New Measures to Prevent Illegal File-Sharing on our network, as well as a warning about Account Termination Email Scams. As you prepare for spring cleaning, now is a good time to start boxing unneeded documents for **Spring Shred Day on May 22**. We appreciate your partnership as we work to provide needed IT resources and to protect TTU information resources. Go Tech!



-Sam Segran

Associate Vice President for IT and Chief Information Officer

New Measures to Prevent Illegal File Sharing on TTU Network

The use of peer-to-peer (P2P) software for the purpose of distributing copyrighted digital content such as movies, music, games, and software is a violation of the 1996 Digital Millennium Copyright Act (DMCA) and is illegal on state of Texas computers and networks, including TTU networks.

The TTU IT Division has historically used various network-based technologies to detect and/or block this activity on the University networks. As required by Federal Law, the University has also been acting upon DMCA violation complaints it receives from content owners and publishers, such as the RIAA (recording artists), MPAA (motion picture artists), and others. As other state agencies and organizations across the country have also increased their efforts to respond to DMCA violation complaints and block illegal file sharing, P2P programmers have developed means of bypassing current preventive network measures.

Content owners and publishers have responded by proposing legislation-- such as the Stop Online Piracy Act (SOPA), and have renewed their efforts in filing DMCA complaints, primarily targeting US Colleges and Universities. These developments have resulted in a significant increase in the number of DMCA-related complaints received by Texas Tech University. These legal notifications require TTU to implement new measures to prevent this activity.

Effective March 1, 2012, TTU began blocking network access for any computer systems in the core TTU net network found to be actively communicating using illegal P2P software. Effective March 6, 2012, the same measures were implemented on the residence hall network. Any computers with P2P activity detected are being blocked from accessing our network. When a system is blocked, a message appears on the screen that contains instructions to disable or uninstall the offending software. After removal, the computer system should be able to access the network after a fifteen minute delay.

In addition to being expressly illegal on state of Texas networks, the use of P2P software for illegal file sharing could result in legal actions by content owners and publishers against TTU and/or individual TTU faculty, staff, or students. P2P software is also a known method of distributing computer viruses and other malware, often without knowledge of the user.

If you have questions about the use of peer-to-peer software or need technical assistance, please contact IT Help Central at (806) 742-4357 (HELP) or via e-mail at ithelpcentral@ttu.edu.

Need tech support? Just askIT!

AskIT - www.askIT.ttu.edu - is another resource provided/supported/managed by the TTU IT Division and IT Help Central. Our new service allows TTU faculty, staff and students to search for computer problem solutions in an online database – the same one used by IT Help Central! The self-service system allows you to customize searches spanning more than 20 different categories, or to browse for popular IT questions and answers. AskIT is an online solution tool, so it is accessible 24 hours a day, 7 days a week. Additionally, you are able to view a summary of your open issues with IT Help Central and track the solution progress. The TTU IT Division encourages faculty, staff, and students to begin taking advantage of this self-service resource.



General Purpose Classrooms

IT Help Central, in partnership with Academic Support & Facilities Resources (ASFR) and the Operations Division, is providing IT support for the new General Purpose Classroom initiative. These classrooms are designed to provide enhanced instructional technologies and teaching environments in support of TTU strategic priorities and the academic mission. ITHC manages the classroom technology and Academic Support and Facilities Resources handles room scheduling and general classroom maintenance.

General Purpose classrooms are located in Holden Hall, as well as in the Science, Mathematics, and Human Sciences buildings. TTU has 11 general purpose classrooms deployed, with another 33 in various stages of implementation. For any questions or additional information regarding the classroom technology, please contact IT Help Central at (806) 742-HELP or via email at ithelpcentral@ttu.edu.



SHRED DAY IS HERE!



Spring Shred Day: May 22, 2012 Mark your calendar and begin sorting through your files in preparation!

When: Tuesday, May 22, 9am-2pm

What: The TTU Office of the CIO has contracted with ShredIT/SecureIT, WesTex Documents and Document Shredding & Storage to provide mobile shredding units; shredding will be done at no charge to the TTU community.

Where: United Spirit Arena Parking Lot, north end

Please follow these guidelines to ensure the safe destruction of confidential and sensitive data:

- All documents must be brought in a sturdy box with a lid -- we will not be able to accept boxes without lids or boxes that are falling apart;
- Please take all documents out of binders and folders with metal brads - we will not be able to accept documents in binders or folders with metal brads;
- The shredding companies we contract with are not able to shred hard drives due to mobile unit constraints; and
- All documents must be accompanied by a Disposition Log. Please visit <http://www.swco.ttu.edu/recordsmanagement/index.php> to obtain a blank disposition log and to review the University Retention Policy. For your convenience, a list of Records Management FAQs can be found at <http://www.swco.ttu.edu/recordsmanagement/RM%20FAQ.pdf>. For assistance with document retention policies and guidelines prior to Shred Day, please contact Lynn Whitfield at (806)742-8675 or lynn.whitfield@ttu.edu.

Reminder: While you are reviewing documents, now is also a good time to review any documents you have archived in Xtender. Please delete Xtender documents that are no longer needed or have passed their retention dates. For additional information regarding Shred Day, please email: ITevents@ttu.edu.

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Safe Computing Practices Committee: Sam Segran, Katherine Austin Beltz, Ph.D., Jeff Barrington, Darrell Bateman, Pulin Bhatt, Shannon Cepica, Paco Diaz, Scott Hall, Mark Holwerda, Danny Mar, Ron Nail, Yung Ng, Randall Osborne, Mike Simmons, Phil Smith, Ph.D., J Stalcup, Britta Tye, John Vandygriff, Allen Young, and assistance from IT Division leadership and staff.



TEXAS TECH UNIVERSITY

Information Technology Division

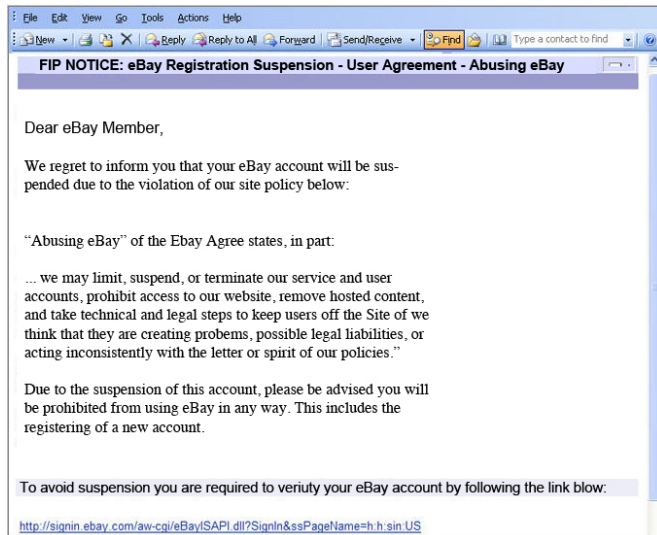
Mail Stop 2008
Phone: 742-5151
Fax: 742-5155

IT Website:
www.infotech.ttu.edu

Texas Tech University Website:
www.ttu.edu

Computer-Based Training (CBT):
cbt.ttu.edu

Safe Computing Practices:
safecomputing.ttu.edu



Beware - Account Termination Scams

Have you ever received an email like this? Were you worried about account termination? Internet criminals often pose as legitimate companies to lure you into disclosing your personal information, such as your password or PIN number, by asking you to verify your account information. Credible institutions and organizations will not request personal information via email and will certainly never ask you for your password.

To avoid these types of scams, remember the following tips:

- Remember your password is the electronic equivalent to the key to your house. Never give out your password for any account;
- Never respond to email requests for account information, passwords, PIN numbers, your birth date, your birth place, or other sensitive information;
- Do not click on links in an email message, instant message, or text message unless you trust the sender and are expecting the information. If you are unsure, check with the sender directly without using email; and
- Remember no one at Texas Tech University is ever permitted to ask for your eRaider password. You may be asked to provide your eRaider user name, but you should never be asked for your eRaider password.

Scan the barcode to view IT Bulletins online
www.infotech.ttu.edu/itbulletin

