Message from the CIO

The fall is fast approaching! The IT Division is already gearing up for a fall full of activities and projects. In this issue we discuss new services and opportunities: Windows 8 availability, Online Reputation Customized Training, and the Online Course Evaluation Software Selection Initiative. We invite you to take advantage of these resources and opportunities. Finally, we ask the campus to join us in congratulating Danny Mar for his Technical Excellence Award. Danny is one of many shining stars in our division and at Texas Tech University. We hope each of you has had an opportunity to get some time away, but for those that will take vacations this month, we offer a few Tips for Protecting Your Identity while on vacation. Go Tech!

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

Danny Mar Earns Statewide Award for Outstanding IT Service and Support

Danny Mar, Manager of Executive and Advanced Computing Support, has received the Center for Digital Government’s 2013 Outstanding IT Service and Support Award for the State of Texas. Danny has been instrumental in providing world-class IT support to the Texas Tech University community. His technical expertise, positive attitude, and ability to communicate complex technical information in a manner that everyone can understand reflects his exemplary standards of performance. Danny was selected based on a number of criteria, including collaboration, innovative use of technology, economic benefits, and improving public services and processes. Danny has been with Texas Tech since 1998 and with IT Help Central since 2003. He holds Bachelor’s degrees in both Music Education and Management Information Systems from Texas Tech University as well as an Apple Certified Macintosh Technician Certification. Danny was nominated by Texas Tech University’s Chief Information Officer (CIO), Mr. Sam Segran.

The Center for Digital Government (http://www.centerdigitalgov.com/) is a national research and advisory institute on information technology policies and best practices in state and local government. The Center for Digital Government’s Best of Texas Awards program recognizes public sector professionals and local government organizations for their dedication and contributions to advance information technology in Texas.

Please join us in congratulating Danny on this well-deserved recognition!

Managing Your Online Reputation

First impressions are no longer always made face-to-face with a handshake. Facebook, Twitter, Instagram, YouTube, and other up-and-coming social media platforms have changed the way reputations are made – and ruined. With literally billions of people on social media, sharing, tagging and tweeting, it is important to be aware of your online reputation and to actively manage it.

Before posting, commenting, tagging, tweeting, or forwarding, ask yourself these questions:
1. Who has the potential to see what I am sharing online? Employers, potential employers, family members, friends, acquaintances . . . who else?
2. What will this say about me? Does it project the values and personality that I want to be known for?
3. How will it affect my reputation? How will it reflect on the reputation of others, such as my family, friends, or employer?

Anyone and everyone is watching online. It’s called the WORLD WIDE WEB for a reason – because the whole WHiDE WORLD is watching. Take time to think before you click. For additional information on social media and other cyber security topics, visit www.safecomputing.ttu.edu.

The IT Division offers a presentation on “Online Reputation Management.” Topics include why your online reputation matters, how to manage it and what we can learn from others who had to learn about online reputation management the hard way. This information is relevant to TTU faculty, staff and students in their roles at Texas Tech, and also in their roles as friends and family members. If you would like to schedule this presentation for your department staff, student assistant staff, student organization or any other group, please email ITEvents@ttu.edu to arrange the details.

In October 2012, Facebook reached 1 BILLION active users. That’s 1 in every 7 people on the planet.

Windows 8 Now Available

After extensive testing and evaluation, the TTU Information Technology Division announces the availability of the latest Microsoft operating system, Windows 8, for TTU faculty, staff, and students. Windows 8 includes the newly designed Metro interface to take advantage of the new touch screen technology, but can be utilized using the normal mouse and keyboard controls as well. We provide this information for those who are interested in upgrading to the Windows 8 operating system; there is no requirement for anyone in the TTU Community to upgrade at this time. Windows 7 will continue to be supported by Microsoft and the TTU IT Division.

Following the initial release of Windows 8, IT Help Central performed extensive testing to confirm its compatibility with TTU-affiliated applications and systems. While most services and applications performed optimally, there were some key applications that experienced significant problems in a Windows 8 environment. Among these applications were:
- TechBuy,
- Xtender, and
- PGP Whole Disk Encryption
A full list of affected systems and applications can be found online at www.ithelpcentral.ttu.edu/solutions/windows8. If you use any of these tools, we strongly recommend that you postpone upgrading to Windows 8 at this time.

For those interested in upgrading to Windows 8, Microsoft media purchases are available to TTU students, faculty, and staff, according to the terms of the Texas Tech University Microsoft Campus Agreement. Two versions of Microsoft Windows 8 media are available at the ATLC (West Basement of the Main Library Building):

- **Enterprise Version**: For faculty/staff campus use on University-owned workstations, faculty/staff may pick up Windows 8 Enterprise 32-bit and 64-bit editions from the ATLC. Due to Microsoft licensing restrictions, Windows 8 Enterprise is not available to students or for faculty/staff Work at Home use.
- **Professional Version**: For student and faculty/staff Work at Home use, Microsoft Windows 8 Professional 32-bit and 64-bit DVD’s may be purchased for $10 in the ATLC.

Please note:
- Due to Microsoft activation requirements, Windows 8 is not available for download.
- As with all site licensed software not distributed electronically, you must sign a license agreement and present photo identification at the time you purchase the media in the ATLC.
- Purchases must be made with cash or check only; we are unable to accept credit card payments at this time.
- For more information on software license agreements for TTU, please visit the Technology Support website at http://www.depts.ttu.edu/its/software.

Faculty/staff campus users are strongly encouraged to consult with their local IT support providers before upgrading their computers (or ordering new computers) with Microsoft Windows 8. For those interested in upgrading, we suggest that you consult www.ithelpcentral.ttu.edu/solutions/windows8 as a resource. For other questions or for further information regarding Microsoft software sales at the ATLC, please contact IT Help Central at (806)742-HELP (4357) or ithelpcentral@ttu.edu.

**Tips to Keep Your Vacation from Becoming a Paradise for Thieves**

Vacations are a time to relax and unwind. Taking some simple precautions will help safeguard you from personal theft or identity theft. The IT Division offers these tips to keep your personal property and identity safe while you enjoy your vacation:

1. Keep track of your device. Relaxing vacationers are likely to let their guard down and, therefore, are more vulnerable to having their devices stolen. “Apple picking,” the new term for stealing iPhones, is becoming common, with thieves stealing the phones right out of the owners’ hands! Also, make sure you protect your mobile device with a PIN or password.
2. Only carry your passport when necessary. By carrying your passport only when needed, you lessen the chances of losing it or having it stolen. A found or stolen passport can lead to serious identity theft – especially if a thief finds other pieces of personally identifiable information.
3. Avoid using public Wi-Fi to access personal accounts. Public wireless connections are not secure, so avoid using them to log into accounts that require a password – such as banking sites – or sites that could disclose personal information – like Facebook. You may forget to log out and leave your page open to the next user. Cybercriminals are known to hack into public Wi-Fi networks to capture personally identifiable and confidential information, such as your password.
4. Wait until you get home to post pictures. It’s tempting to post beach pictures or impressive mountain scenes, but this “advertises” that you are not home or even close to home, making your home vulnerable to theft.
5. Turn off location settings on your phone and don’t “check in” to locations. Even if you aren’t posting pictures, your location tag or “checking-in” to a location can reveal that you are away from home.

If possible, take a break – vacations are a great time to unplug and take it easy. For more safe computing information, please visit www.safecomputing.ttu.edu.

**Course Evaluation Software Selection**

Institutional Research will be conducting an assessment of online course evaluation software solutions. As part of an evaluation by the TTU Office of the CIO, Dr. Kathy Austin, Ms. Mary Elkins, and Ms. Vicki West will be leading a diverse group of faculty that will assist with the review of market leading solutions to automate our course evaluation process. Our current paper course evaluation process is resource intensive and can be improved significantly with this new solution. Students will be able to evaluate their courses via an online form at their convenience. Faculty will no longer lose class time, and the data processing will be faster and more accurate. If you would like to assist with this evaluation, please contact either Kathy Austin (kathy.austin@ttu.edu) or Mary Elkins (mary.elkins@ttu.edu).

Contributions by: Katherine Austin Belz, Ph.D., Jeff Barrington, Logan Beaty, Shannon Cepica, Scott Hall, Britta Tye, Vicki West, and Allen Young.
Safe Computing Practices Committee: Sam Segran, Katherine Austin Belz, Ph.D., Jeff Barrington, Darrell Bateman, Shannon Cepica, Scott Hall, 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 staff.

**Scan the barcode to view IT Bulletins online**

www.it.ttu.edu/itbulletin

---

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

IT Website: www.it.ttu.edu
Texas Tech University Website: www.ttu.edu
Computer-BasedTraining(CBT): cbt.ttu.edu
Safe Computing Practices: safecomputing.ttu.edu

Copyright 2013 Texas Tech University