Message from the CIO

The campus has been a flurry of activity as spring has sputtered in this year! In this issue, we offer guidance concerning storing files and data in the cloud, as well as reminders about the relevant TTU IT Security Policies. We also announce the enhanced online directory—a collaborative project with the Texas Tech System and the Texas Tech Health Sciences Center. Included in this edition are reminders about hardware discounts for personal purchases. With the rise in costs (triple), we are unable to offer Shred Day this year, but we encourage the campus community to continue shredding practices. We provide information on purchasing secure shredders, as well as record retention tips from the University Archivist. Lastly, we want to recognize Randall King, IT Division employee, who received a prestigious national service award. Please join us in congratulating Randall! Our spring cleaning bulletin will be out soon, as we conclude another successful spring semester for our campus—here, it's possible!

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

Caution: Data and File Storage in the Cloud

Based on interest within the University Community, the TTU Office of the CIO has been carefully evaluating the use of external cloud-based storage and collaboration services, such as Dropbox, Google Docs, SkyDrive, and others. The convenience of these services must be balanced with the need to protect institutional data. In addition, state and federal regulations restrict certain types of institutional and/or personally identifiable information (PII) from being stored in and/or transmitted over public networks and commercial storage facilities without sufficient protections and access controls.

The restricted data types include, but are not necessarily limited to:

- Data designated by the institutional data owner as confidential; such as:
  - Student data protected by FERPA; and
  - Personally identifiable information (SSN, date of birth, driver's license numbers, combined with name, address, and other personal information).

- Payment card information as defined by the Payment Card Industry Data Security Standard (PCIDSS);

- Data or media files subject to copyright protections and/or the Digital Millennium Copyright Act (DMCA); and

- Data designated by the University and/or University data owners as sensitive; such as:
  - TTU proprietary and/or intellectual property; and
  - Security information related to institutional information resources.

For more information, please review the TTU IT Security Policies at http://www.depts.ttu.edu/infotech/security.

If you have an interest in pursuing cloud-based services, please contact the TTU Office of the CIO to help you explore options.

If I Could Just Remember That Number...

The Information Technology teams of the Texas Tech University System, Texas Tech University, and the Texas Tech University Health Sciences Center have completed a collaborative project to produce a new online directory. Visitors to the websites of all three institutions can now use a single stop to search for a person's publicly available information.

The new directory is accessible from the link (Directory) below the search box on all three institutional home pages, or by going to http:\directory.texastech.edu.

The redesigned directory provides two options for searches; the standard Employee Search tab, and the Advanced Employee Search option. Searches can be conducted across all three institutions or limited to a single entity. The search allows the option to find variants of desired names. The Advanced Employee Search includes the ability to utilize discreet terms or combinations of search criteria. The available search fields are First Name, Last Name, Department and Job Title.

We invite you to make use of this new and exciting service; visit http:\directory.texastech.edu today!
**IT Help Central Staff Member Randall King Honored with International Award**

Randall King, Programmer Analyst III in IT Help Central, was recognized as the 2013 RightAnswers IMPACT Knowledge Expert of the Year. Randall was selected based on his exemplary efforts in managing knowledge in our IT support model. Randall currently maintains TTU IT Division service management system (BMC FootPrints), as well as the knowledge base/customer support portal (RightAnswers) at www.askIT.ttu.edu. As IT Help Central’s new services coordinator, Randall also works to make sure support agents have the information and training needed to provide high-quality technical support to the TTU community.

Mr. King has been with Texas Tech since 2001 and with IT Help Central since 2004. He holds an MIS degree from Eastern New Mexico University, and is certified by HDI in Knowledge-Centered Support (KCS) and as a Support Center Team Lead. He has conducted numerous training sessions and presentations on Knowledge-Centered Support and other IT topics. Randall was nominated by his supervisor, Scott Hall, Assistant Managing Director in IT Help Central.

Please join us in congratulating Randall on this national recognition!

---

**“Bits” of Wisdom about Shredding**

TTU Operating Policy 70.40 makes it the responsibility of all Texas Tech employees to safeguard confidential information. Secure shredding of documents helps to protect student, faculty, and staff confidential information, as well as protecting Texas Tech from data loss.

If you are considering purchasing a departmental or area shredder, be sure to examine the type of shredding the unit performs prior to purchasing. As a rule, the smaller the cut or piece of paper, the higher the security of the document information. Therefore, the TTU IT Division recommends you purchase cross-cut shredders. For your information there are two types of shredders:

- **Strip-cut shredders** provide the least amount of security since they only cut the paper into single strips. Identity thieves may piece together strips of paper to steal information.
- **Cross-cut shredders** have multiple blades, slicing in different directions that cut documents into varying sizes and shapes. The smaller the pieces are cut, the more securely destroyed the information.

Before shredding or destroying any documents, please review the TTU Records Retention Schedule. For additional information regarding retention policies and guidelines, please contact University Archivist Lynn Whitfield at (806)742-8675.

For information on shredder purchases using existing Texas Tech University vendor contracts, please visit the TechBuy web site at http://techbuy.ttu.edu.

---

**Record Retention Tips from TTU University Archivist Lynn Whitfield**

Texas Tech University’s Records Retention Schedule, located at http://www.swco.ttu.edu/recordsmanagement/index.php, lists every recognized classification of university record type, length of required retention, and proper disposal methods. The retention time for a record applies to the original or “master” copy, regardless of the format of the document. When discarding master versions of university records, please fill out a Records Retention Disposition Log, which can be found at http://www.swco.ttu.edu/recordsmanagement/dform.htm. Your department will need to maintain copies of disposition logs. The logs must be retained for 10 years and can be kept as one ongoing document. For records flagged as having archival value, the University Archivist should be contacted at (806)742-3749 about preserving the record.

---

**Contributions by:** Katherine Austin Beltz, Ph.D., Darrell Bateman, Scott Hall, Yung Ng, Kyle Parker, Britta Tye, Lynn Whitfield, and Allen Young.

**Safe Computing Practices Committee:** Sam Segran, Katherine Austin Beltz, 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 Scalcup, Britta Tye, John Vandygriff, Allen Young, and assistance from IT Division staff.

---

**Apple & Dell Discounts! A Perk for All Red Raiders!**

Laptops, desktops, printers, tablets, LCD screens – they’re all there and waiting for you to shop!

**TTU students, faculty and staff – and even alumni – all receive discounts on Apple and Dell products by being a part of the Red Raider community! Visit www.depts.ttu.edu/ithelpcentral/recommend.php for links to the Apple and Dell online stores.**

Scan the barcode to view IT Bulletins online

www.infotech.ttu.edu/itbulletin

---

**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