Message from the CIO

As winter quietly exits West Texas and we embrace another spring, the energy, new initiatives, and activity on this campus is contagious! In this issue we provide information about two security topics, **The Importance of Safe Computing Practices** and the **Recent Adobe Security Breach.** We also provide information about the criticality of locating **Mission-Critical Servers** at our University Data Center. Please take the time to review these articles, as securing the TTU IT enterprise is a collaborative partnership between the TTU IT Division and the TTU community. Also in this edition, we announce the release of the new features to our **TTU Mobile Website**. Working in concert with the Student Government Association, as well as the Texas Tech University System IT Division, we have deployed features based on your feedback. Lastly, we highlight two **IT Help Central Staff** that recently received awards. Go Tech!

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

An Ounce of Prevention... The Importance of Safe Computing Practices

Gone are the days when software developers always had early warning for security problems in their applications. One of the biggest threats to security, especially in older applications are "zero-day" or "zero-hour" attacks. Such an attack occurs when criminals exploit vulnerabilities before software companies can repair them. For many older applications, developers only provide security updates for the latest versions of their products. Case in point is the upcoming end of support for Microsoft Windows XP and Office 2003. While these and other obsolete applications may continue to function, they will no longer be updated to prevent security exploits and may jeopardize critical University information. Those that continue to use outdated software packages pose a significant risk to TTU information resources and data, and may not be allowed on the TTU network.

Once a system has been compromised, data and connected systems are at risk for criminal activity. As a result, we strongly recommend:

- Keep your operating system and application software updated! Software companies often release regular updates and provide the ability to automatically install updates as soon as they become available;

- Only install and use Java when required by the websites or applications you need for TTU business. Installing Java on your computer can increase your risk of a zero-day attack. For more information regarding Java, visit *http://www.askit.ttu.edu*;

- Install and run anti-virus software. The TTU Office of the CIO provides Symantec proactive threat protection software at no cost to the TTU community, available on the eRaider website at *http://eraider.ttu.edu*;

- Keep your anti-virus definitions up-to-date;

- Enable your Operating System or third party firewall;

- Exercise caution when visiting Internet websites and clicking on search result links. Some websites harbor malware that can infect your computer;

- Avoid clicking on advertisements found on the Web, including social networking environments; and

- Do not open unexpected email attachments or click on links contained in an unexpected email.

Be vigilant in practicing safe computing, and remember that TTU IT Security Policies, *http://it.ttu.edu/security,* require all computing systems to be kept current with the latest security patches and updates. You can find additional Safe Computing tips at *http://safecomputing.ttu.edu*. For more information or questions, please contact IT Help Central at (806) 742-4357 (HELP) or via email at *ithelpcentral@ttu.edu*.

New Features @ mobile.ttu.edu

The TTU IT Division, in conjunction with the TTU System IT Division and the Student Government Association, solicited student feedback on the TTU Mobile Application features. Using this information, the mobile application has been improved to provide new functionality for TTU students, faculty, staff, alumni, and visitors looking for information on the go.

Some of the new features are:
- An enhanced campus map;
- Detailed campus service information and hours, and;
- MyTech:
    - Find open course information.
    - Check registration status.
    - Check tuition bill information.
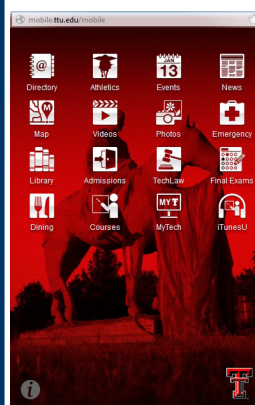
Use the TTU Mobile Application to keep pace with Texas Tech Athletics, find out what's happening on campus today, search the campus directory, and much more. The TTU Mobile Application can be used on mobile devices by visiting *http://mobile.ttu.edu* and is available as a native application for Android and Apple devices. Visit the Apple App Store or Google Play to download the free app today.

Recent Adobe Security Breach

Adobe Inc. recently announced a security breach of its user account database affecting an estimated 152 million Adobe customers. Adobe sent notifications directly to impacted customers, but they are still in the process of determining the scope of the security breach.

Customers that obtained a private Adobe account may have provided personal information (e.g. name, email address, account password) that was compromised. While there is no connection between the Adobe breach and TTU, a large number of TTU faculty, staff, and students have, or have had private accounts with Adobe. Information regarding this incident can be found at Adobe's website: *http://helpx.adobe.com/x-productkb/policy-pricing/customer-alert.html.*

The TTU IT Division recommends that TTU faculty, staff, and students who currently have accounts with Adobe change their Adobe account password, if they have not already done so. Adobe also recommends that its customers who may have used the same password for their Adobe account at other Internet sites change those passwords as well. This includes changing the password of your eRaider account IF you used the same password for your Adobe account.

Here are some best practices to follow when registering with Internet sites:
- Always use a strong password, at least 8-10 characters with no words contained in a dictionary;

- Never use the same password at multiple sites or services; and
- Never click on a "reset/change password" link you receive via email unexpectedly.

For questions concerning your Adobe account, please contact Adobe Customer Support directly. For questions regarding this announcement, please contact IT Help Central at (806) 742-4357 (HELP) or *ithelpcentral@ttu.edu*.

Locating Mission-Critical Servers

The TTU Office of the CIO reminds NSC's, Organizational Unit Administrators, and Departmental System Administrators that all computer servers supporting a university, college, or departmental mission-critical service is required to:

- Be located at the University Data Center;
- Have an appropriate Business Recovery Plan in place;
- Be fortified and compliant with TTU IT Security Policies that are based on industry standard best practices; and
- Have appropriate access controls in place.

Those responsible for TTU mission-critical computer servers are responsible for adherence to the TTU IT Security Policies:

- Physical Access;
- Business-Backup Continuity;
- Administrative/Special Access;
- Information/Data Classification;
- Server Hardening; and
- Software System Development.

The University Data Center, operated and supported by Technology Operations and Systems Management (TOSM), provides a physically secure and cost-effective location for TTU information resources and data. TOSM provides physical hosting, as well as virtual servers for college/departmental use at extremely low cost to all University colleges and departments. If you need assistance relocating institutional information resources or need additional information, please contact TOSM at *serversupport.tosm@ttu.edu* or (806) 742-2900.

IT Help Central Staff Members Receive Awards

Gary Burns, Assistant Managing Director of On-Site Services, was recently selected as a Texas IT Manager of the Year by the Texas Public CIO Academy! Gary has been with IT Help Central since 2008 and at Texas Tech University since 2007. In that time, Gary has made significant

contributions to the service desk operations, desktop support, as well as the implementation of classroom technologies.

Gary's strong leadership skills, work ethic, and positive attitude are evident by all who have had the pleasure of working with him. Prior to joining Texas Tech University, Gary served our nation in the U.S. Army, retiring in 2006 as First Sergeant after 21 years of service. Gary holds a Bachelors of Professional Studies in Information Technology from Tennessee State University, a Masters in Management from American Military University, and is completing his Ed.D. in Educational Technology from North Central University. He is also MCSE (Microsoft) and computer forensics certified. Gary was nominated by Texas Tech University's Chief Information Officer (CIO), Mr. Sam Segran.

Logan Beaty, IT Support Specialist III, was recently selected as HDI West Texas Chapter's Analyst of the Year! Logan is an invaluable member of our team, and a hardworking individual with an obvious passion for doing the right thing. Through his tenure with the TTU IT Division, Logan has developed expertise with TechAnnounce, Dell Premier bundles, and Call Center administration. As a result, Logan has daily interactions with the faculty, staff, and students in the TTU community.

Logan has been with the TTU IT Division for over 10 years, first as a student assistant with Technology Support, then as a staff member with IT Help Central beginning in 2005. He holds a Bachelors of Science in Computer Science from Texas Tech University, and is an HDI Certified Support Center Team Lead. Logan was nominated for this award by IT Help Central's Service Desk Manager, Chris Oglesby.

Please join us in congratulating these hardworking members of the IT Division!

TEXAS TECH UNIVERSITY
Information Technology Division

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

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

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