It’s hard to believe that we are approaching the close of another whirlwind fall semester at Texas Tech University. The IT Division has been collaborating with campus areas on a number of new initiatives. In this issue, we will highlight the Advanced Threat Protection for email, and the new Symantec software upgrade, as our latest additions to the TTU IT Security Program. We have been facilitating a discussion between Apple and Microsoft to address a known issue for iOS users, and have included information about the scope of the current impact that we hope Apple resolves soon. Finally, we provide a reminder to please work with the TTU Office of the CIO when planning large IT projects and purchases, so that we can expedite review during the purchasing process. Please also note that we should be included in large non-IT projects where you are needing eRaider Authentication, eCommerce, Banner integration, or other institutional information technology resources.

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

Message from the CIO

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Advanced Threat Protection for TechMail

In recent months, the number of scam and phishing attacks have increased, and these attacks continue to grow more sophisticated. Regretfully, some in the TTU community continue to fall prey and click on malicious links and give up their eRaider credentials, thus placing institutional data and information resources at risk. To provide additional protection for faculty, staff, and student accounts, as well as institutional data and information resources, the TTU IT Division enabled Advanced Threat Protection (ATP) for all TechMail accounts on Wednesday, October 18, 2017.

ATP checks links and attachments contained in all incoming email to determine if they are malicious. Additional information about ATP:

- The system is fully automated. No action is needed on your part.
- As part of protecting users from malicious websites, links will appear slightly different:
  - Links will be prepended with https://na01.safelinks.protection.outlook.com/?url= when you hold your mouse pointer over them.
  - When you click a link, the URL will be checked against a list of known malicious sites. If the site is known to be malicious (i.e. the link could be asking you to provide login credentials), you will be notified by one of the following messages:
    - If known to be malicious by ATP, the message will read “This website has been classified as malicious.”
    - If known to be malicious by TTU, the message will read “This website has been blocked per your organization’s URL policy.”
    - Otherwise you will continue to the original site. This scan is almost instantaneous, and you may not notice.
- ATP will also scan all email attachments, and remove those that are determined to be malicious. Messages containing large attachments may be delayed slightly, typically less than one minute.

Thank you for your partnership as we work to further secure our community and our data and information resources. You may find additional information about ATP online at https://www.askit.ttu.edu/atp. For any questions or additional information, please contact IT Help Central at (806) 742-4357 (HELP) or via email at ithelpcentral@ttu.edu.
Red Raider Shred Week

For the past several years, the TTU Information Technology Division and the TTU Operations Division have partnered to provide the TTU campus with affordable, on-campus document shredding—Red Raider Shred.

This fall, our Shred Week initiative took place from November 13 to November 17. A grand total of 399 box pick-ups were completed, with an estimated weight of 15,295 pounds or 7.65 tons of paper!

To utilize this service, schedule a pick-up by filling out the ‘Shred Week Registration’ form at https://www.depts.ttu.edu/services/redraidershred/ and a Red Raider Shred representative will contact you to schedule a time for pick-up. Please remember to remove all binders, metal fasteners (excluding staples), CDs and hard drives. Then place all documents you need shredded in a sturdy, lidded box.

A big Red Raider thank you to the Operations Division for collaborating with us, and providing this valuable service to the TTU community. For questions or concerns, please contact Red Raider Shred at (806) 742-8327 (TEAR) or contact Andrew Jaco at andrew.jaco@ttu.edu.

New Symantec Endpoint Protection

On November 20, 2017, the TTU IT Division released a new version of Symantec Endpoint Protection software (Version 14 MP2) for both Windows and Mac OS, available to download on the eRaider Software Download site—www.eraider.ttu.edu. We have tested the new version extensively, and you will not experience any changes in the interface; the updates were to repair known issues and to include Windows 10 compatibility.

Notes for Downloading the New Version:
After you navigate to the eRaider site, you will click on “Manage Your Account,” and then select “Software Download” from the left navigation pane. Once you select an operating system, then you will see the option to select either “unmanaged” or “managed” versions:

- All university-owned Windows and Apple computers must use the managed package, that allows the Symantec software to check into our centrally managed server.
- Personally-owned computers should use the unmanaged package, that requires the owner to manage the Symantec software.

Once you select the appropriate Symantec software, an installation program will walk you through the simple process of upgrading.

The following table provides further information about each version:

<table>
<thead>
<tr>
<th></th>
<th>Managed</th>
<th>Unmanaged</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Antivirus Live</strong></td>
<td>Critical updates can be automatically installed on all Managed Clients in the event of a serious IT security threat.</td>
<td>The computer owner must obtain updates from the Symantec Live Update server through the Internet.</td>
</tr>
<tr>
<td><strong>Updates</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Release/Version</strong></td>
<td>Can be pushed out to all clients for automatic install/update.</td>
<td>The computer owner must obtain the updates from eRaider Software Download and install them on the computer.</td>
</tr>
<tr>
<td><strong>Updates</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Monitoring and Reporting</strong></td>
<td>Active Attacks and malware infections can be monitored and proactively corrected. <strong>NOTE:</strong> User activity and content are <strong>NOT</strong> monitored by this software.</td>
<td>None</td>
</tr>
</tbody>
</table>

Transitioning to managed anti-malware software on university-owned systems is a key piece of our IT Security Program, and we appreciate your partnership in transitioning university-owned systems to the managed platform. We also appreciate your efforts to protect your personal systems as well. Thank you for your assistance as we work together to protect our institutional data and information resources. For additional information, questions, or assistance, contact IT Help Central at (806) 742-4357 (HELP) or ithelpcentral@ttu.edu.
Texas Tech University will be instituting a new electronic course evaluation system in accordance with accessibility compliance standards and to help ensure more timely feedback to faculty. SmartEvals has been tested in a significant number of courses and in most colleges. We plan to implement the new service campus-wide for Fall 2017 evaluations.

SmartEvals key points and benefits:

- Evaluation questions will remain the same as on the current evaluation.
- The new system can reduce the amount of class time needed to administer evaluations.
- Provides a more environmentally-friendly method, eliminating the need for paper evaluation forms.
- Faculty will receive feedback faster.
- Electronic format provides a familiar, simple format for student convenience, and our pilot data to date indicates no significant drop in response rate, compared to paper evaluations.
- Provides more flexibility to students completing evaluations.

“The institution will be pleased to hear that students were delighted with the advent of on-line evals.”
Dr. Gretchen Adams – Department of History

“The students seemed more excited about the evaluation process because of the new online system.”
Dr. C. Nichole Morelock – Department of Community, Family, & Addiction Sciences

“The online tool not only made the evaluation process faster but also facilitated a seamless platform to receive students’ open-ended feedback.”
Dr. Ali Nejat – Department of Civil, Environmental, and Construction Engineering

SmartEvals is ADA-compliant and compatible with all web browsers and smartphones. For questions, please contact Mary Elkins at mary.elkins@ttu.edu or Kerri Ford at kerr.ford@ttu.edu.
As previously announced, Apple released iOS 11 on Thursday, November 16. However, an issue with the native Mail app prevented some TTU email users from sending or replying to email messages. In order to address this, and to patch other security vulnerabilities, Apple has released an update: iOS 11.1.2.

The TTU IT Division recommends that all iPhone and iPad users update to iOS 11.1.2 at their earliest convenience. You may find information about updating your iOS device online at https://www.askit.ttu.edu/iosupdate. A summary of the security updates for iOS 11.1.2 may be found at https://support.apple.com/en-us/HT208282.

For any questions or concerns, please contact IT Help Central at (806) 742-4357 (HELP) or via email at ithelpcentral@ttu.edu.