

# Information Technology Division Bulletin

vol. 15 no. 8 | May | 2019

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## Message from the CIO

Texas Tech University has had a very exciting spring season and we extend our congratulations to Coach Beard and his amazing basketball team! In this issue, we provide information on updates to the FaceTime features on various Apple devices, as well as Apple operating system requirements for Microsoft OneDrive. This semester we have been piloting our new online cybersecurity training materials, and are planning to launch the training this fall for faculty and staff—details to follow. On May 1st, we opened nominations for the CIO "Excellence in IT Innovation Award." Award recipients will be announced and honored at our annual IT Year in Review in December. We look forward to receiving your nominations. Finally, storm season is upon us, so we urge you to update your contact information in the TechAlert emergency contact database. Go Tech!

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

## Apple Releases Update to Fix FaceTime Vulnerability

A bug was recently identified in FaceTime that allowed remote callers to access a call recipient's audio and front-facing camera. Apple released an update on February 7 to eliminate this vulnerability. In order to secure your devices, **the TTU IT Division recommends updating your Apple devices immediately.** You may find instructions for updating your device in the following locations:

- **iOS iPhone or iPad:**  
<https://www.askit.ttu.edu/iosupdate>
- **macOS Laptop or Desktop:**  
<https://www.askit.ttu.edu/macupdate>

After installing these updates, you can safely re-enable FaceTime by following these instructions:

- **iOS iPhone or iPad:**
  - Open the Settings application
  - Scroll down and tap the FaceTime option
  - Slide the toggle switch to the right
- **macOS Laptop or Desktop:**
  - Open the FaceTime app
  - Click "FaceTime" in the menu bar
  - Click "Turn FaceTime On"

We encourage you to be vigilant in practicing cybersecurity and invite you to learn more cybersecurity tips online at [cybersecurity.ttu.edu](https://cybersecurity.ttu.edu). For more information, assistance, or questions, please contact IT Help Central at (806) 742-4357 (HELP) or via email at [ithelpcentral@ttu.edu](mailto:ithelpcentral@ttu.edu).

## macOS 10.12 or Higher Required for OneDrive

In order to increase application, data, and information resource security, Microsoft announced that macOS El Capitan (10.11) and Yosemite (10.10 and lower) are no longer supported by the Microsoft OneDrive application, as of February 1, 2019.

### Microsoft indicated:

- Existing OneDrive sync client installations on unsupported operating systems no longer update. Older clients will continue to run, but their functionality is no longer tested and monitored. Please discontinue use of unsupported operating systems.
- New product installations will not be permitted on unsupported operating systems.

- Bugs and issues found on, or specific to, unsupported operating systems are no longer investigated or fixed.

The newest Apple operating system for desktops and laptops, macOS Mojave (10.14), has been available since September and provides the most recent security features for Mac users. In order to protect yourself and TTU data and information resources, please update your Mac to the latest operating system as soon as possible.

Note that the requirements for running OneDrive with Windows (Windows 7 or higher) have not currently changed, but we will continue to monitor this closely. For any questions or concerns, please contact IT Help Central at (806) 742-4357 (HELP) or via email at [ithelpcentral@ttu.edu](mailto:ithelpcentral@ttu.edu).



— The TTU Office of the CIO —  
**“Excellence in IT Innovation Award”**

In December 2017, at our annual Year in Review, we launched the TTU Office of the CIO “Excellence in IT Innovation Award,” created to recognize TTU areas and departments outside of the central IT Division, that have demonstrated exemplar use of innovative technology.

For Fiscal Year 2019, we invite any Texas Tech University faculty or staff member to nominate an innovative, technology-based project, based on the following general criteria:

- Project substantially completed by TTU faculty, staff, and/or student worker(s)
- Majority of project implementation occurred during the nominating fiscal year
- Project supports key institutional strategic priorities, and associated operations and business needs
- Project provides tangible benefit to TTU and must involve innovative use of technology
- Project use of innovation significantly improves service to faculty, staff, or students

Please visit <https://www.depts.ttu.edu/infotech/awards/> to learn more or submit an eligible project—all nominations must be received by 5:00 p.m. on Friday, September 13. Our award selection process:

- May 2019: Nominations Open
- Mid-September 2019: Nominations Close
- October-November 2019: Chief Information Officer will lead a review panel that will determine award recipient(s)
- December 2019: Award recipient(s) announced at our Annual IT Division Year in Review event

We thank you in advance for your nominations and look forward to recognizing the outstanding and innovative use of technology by the TTU Community this year. Award Recipients will be announced at the TTU IT Division Year in Review event, event details to follow!

For questions regarding the nomination process, please contact [itevents@ttu.edu](mailto:itevents@ttu.edu).

### 2018 Award Winners



CISER  
Emerging Research  
Website Project



National Wind Institute  
iOS Mobile Application for  
West Texas Mesonet Data



TTU Operations Division  
Predictive Student Course  
Demand Dashboard



RCOBA  
Rawls Testing Center



SOAR  
TSI & PADR Student  
Success Project



Texas Tech Museum  
zSpace & Museum Exhibits

## Update Your Emergency Contact Information

Texas Tech University provides an emergency alert system for faculty, staff, students, and other campus affiliates. Please take time this spring to access the resource and make sure your emergency alert information is accurate. You may visit <https://appserv.itts.ttu.edu/EmergencyAlert> to update your information.

Please note, that the TechAlert emergency contact database is a separate database managed by the Office of the CIO. The information that you provide in our emergency application will not be shared with anyone or any other system, but is reserved for emergency notifications ONLY. For any questions or assistance in updating any of your information, please contact IT Help Central at (806) 742-4357 (HELP) or via email at [ithelpcentral@ttu.edu](mailto:ithelpcentral@ttu.edu).





## Coming this Fall: Online Cybersecurity Training

As part of our plan to meet State of Texas cybersecurity training requirements, the TTU Office of the CIO has developed basic cybersecurity training for all faculty and staff, as well as more advanced training for campus IT professionals. We are currently piloting the training materials with various campus faculty and staff, and we thank those that have assisted us with feedback. We plan to release to the campus this fall, and we will provide further details in the coming months.

We developed training with the following principles:

- Very brief, touching only the critical points
- No scored assessment
- Appropriate for faculty and staff
- Includes engaging multimedia, such as brief videos