

Information Technology Division Bulletin

vol. 16 no. 4 | November 2019

Holiday Shopping Tips

Equifax Data Breach Settlement

Solutions for Online Data Storage

TTUnet WiFi Feedback Requested

Message from the CIO

The fall semester is upon us, complete with cooler weather, holiday festivities, and a rapidly approaching conclusion to the academic terms. In preparation for the holiday season, we offer online shopping tips to help you protect your confidential information. For the many of us impacted by the massive Equifax data breach in 2017, we are including a reprint of a Federal Trade Commission article (September, 2019) outlining victim restitution options. To protect institutional data and information resources, please review the solutions for online data storage available to the TTU campus community. Remember that we are all responsible for protecting institutional and personal information. Lastly, we are requesting campus feedback on our TTUnet WiFi services, as we have done before. We highly value your input and will continue to incorporate the feedback, as we work to continuously enhance TTUnet WiFi services. We hope you enjoy the fall season, exercise caution, and remember to think before you click!

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

10 Holiday Shopping Tips

This holiday season, the TTU IT Division encourages you to be mindful while shopping:

1. Avoid phishing schemes by being careful before clicking any content, including links, in emails/texts or social media, unless you are expecting the information;
2. Beware of fake charities and businesses that use current national or world conditions or situations, as well as the holiday season, to prey on the unsuspecting;
3. Don't leave mobile devices unattended, password protect device access, and lock when not in use. A stolen smart phone poses a risk to your personal information;
4. Don't install apps unless they are provided by a reputable source. Review the terms of service—protect your privacy;
5. Beware of eCards and other attachments in email. Opening an unexpected attachment can infect your devices;

6. Avoid public WiFi for conducting personal business on your mobile device. Public WiFi access is not secure and you have no privacy;
7. Keep your operating system, software, and apps current and updated;
8. Install anti-virus/anti-malware software on your home and mobile devices whenever possible;
9. Don't post your holiday trip details to social media while away from home. Doing so broadcasts your absence to criminals; and
10. Monitor your bank and credit card statements carefully for unknown charges that might be the result of Internet criminals.

We encourage you to be vigilant in practicing cybersecurity, and invite you to learn more by visiting cybersecurity.ttu.edu.

Equifax Data Breach Settlement | What You Should Know

Reprinted from Federal Trade Commission, "Equifax Data Breach Settlement." (September, 2019)
<https://www.ftc.gov/enforcement/cases-proceedings/refunds/equifax-data-breach-settlement>

In September of 2017, Equifax announced a data breach that exposed the personal information of 147 million people. The company has agreed to a global settlement with the Federal Trade Commission, the Consumer Financial Protection Bureau, and 50 U.S. states and territories. The settlement includes up to \$425 million to help people affected by the data breach.

If your information was exposed in the data breach, you can file a claim at equifaxreachsettlement.com for the benefits described below. Not sure if your information was exposed? Use the [look-up tool](#) to see. You can file a claim for:

Free Credit Monitoring and Identity Theft Protection Services

- Up to 10 years of free credit monitoring, including:
 - At least four years of free monitoring of your credit report at all three credit bureaus (Equifax, Experian, and TransUnion) and \$1,000,000 of identity theft insurance.
 - Up to six more years of free monitoring of your Equifax credit report. (Previously, a cash payment was identified as an alternative to the free credit monitoring, but there are limited funds available.)

- If you were a minor in May 2017, you are eligible for a total of 18 years of free credit monitoring.

Cash Payments (capped at up to \$20,000 per person)

- For expenses you paid as a result of the breach, like:
 - Losses from unauthorized charges to your accounts
 - The cost of freezing or unfreezing your credit report
 - The cost of credit monitoring
 - Fees you paid to professionals like an accountant or attorney
 - Other expenses like notary fees, document shipping fees and postage, mileage, and phone charges
- For the time you spent dealing with the breach. You can be compensated up to \$25 per hour up to 20 hours. There are limited funds available so your claim may be reduced.
 - If you submit a claim for 10 hours or less, you must describe the actions you took and the time you spent doing those things.
 - If you claim more than 10 hours, you must describe the actions you took AND provide documents that show identity theft, fraud, or other misuse of your information.

- For the cost of Equifax credit monitoring and related services you had between September 7, 2016, and September 7, 2017, capped at 25 percent of the total amount you paid.

Even if you do not file a claim, you can get:

Free Help Recovering from Identity Theft

- For at least seven years, you can get free identity restoration services. If you discover misuse of your personal information, call the settlement administrator at 1-833-759-2982. You will be given instructions for how to access free identity restoration services.

Free Credit Reports for All U.S. Consumers

- Starting in 2020, all U.S. consumers can get 6 free credit reports per year for 7 years from the Equifax website. That’s in addition to the one free Equifax report (plus your Experian and TransUnion reports) you can get at [AnnualCreditReport.com](https://www.annualcreditreport.com). Sign up for [email updates](#) to get a reminder in early 2020.

More details available at: <https://www.ftc.gov/enforcement/cases-proceedings/refunds/equifax-data-breach-settlement>



Multiple Solutions for Online Data Storage

The TTU IT Division provides and supports several free online file storage solutions:

Type of Data	Storage Solution
Institutional Data - Mission Critical*	TechShare (100 GB free to departments) TTU Enterprise SharePoint Microsoft Teams (powered by Share-Point Online)
Institutional Data - Non-Mission Critical Data**	OneDrive for Business (FERPA Certified)
Personal Documents	OneDrive

* Mission Critical information is any information or data that is critical to the academic, research, or administrative operation of TTU.

** Non-Mission Critical information is any information or data that is considered non-essential to the function(s) of TTU, a TTU business unit, or a TTU official research project.

Additional Notes:

- TTU Enterprise SharePoint is ideal for files that many people may own or need to access. SharePoint is also conducive for collaboration.
- TechShare is another resource for archiving large files or folders, but does not afford easy collaboration.
- Microsoft Teams provides a popular, collaborative environment, with Office 365 integration.
- OneDrive for Business is best for storing files that you need to retain as the sole user. OneDrive does allow for live collaboration and sharing during the document editing process.

We want to make the campus aware of these rich resources available for file storage and record retention. For any questions or additional information, please contact IT Help Central at ithelpcentral@ttu.edu, 806-742-4357 (HELP) or online at askIT.ttu.edu.

TTUnet WiFi—Feedback Requested



Wireless connectivity available on the Texas Tech University campus consists of WiFi and cellular (4G, LTE, etc.). Cellular services are provided by AT&T, Verizon, T-Mobile, and Sprint. A few years ago, we partnered with AT&T to significantly improve the cellular infrastructure on campus via a Digital Antenna System (DAS) build-out. The enhanced AT&T cellular network now also accommodates Verizon and T-Mobile.

This survey is not about the Cellular Services but about the TTUnet WiFi service which is provided by the TTU IT Division and was deployed by Telecommunications several years ago. As part of a multi-year, ongoing WiFi upgrade project, many academic buildings have already been upgraded over the last few years.

The quality of your WiFi experience can be negatively impacted by a variety of things, including the following:

- Installing (in violation of University policy) consumer or non-University provided WiFi routers or extenders (e.g., Apple, Netgear, or Linksys) will cause serious interference with those attempting to connect their devices to TTUnet WiFi;
- Physical barriers, such as thick concrete walls, may impede signals;
- With the exception of a few areas that have worked with the TTU IT Division for specific outdoor requirements, WiFi is generally not intended to be available in outdoor spaces;

- “Wireless” display devices (e.g. clicker technology and/or pointer devices) for conference and classrooms will interfere with WiFi devices in the vicinity;
- Incorrectly configured WiFi devices may not connect reliably to TTUnet WiFi; and
- WiFi-enabled printers, consoles, and other devices (e.g., Roku, Apple TV, PlayStation, etc.), as well as some microwave ovens, will negatively impact WiFi performance and connectivity, especially in heavy use areas such as residence halls, classrooms, and during events.

As a part of our efforts to continuously improve IT services to the TTU Community in support of institutional strategic goals and priorities, the TTU Office of the CIO requests a few minutes of your time to provide feedback on our TTU Campus Wireless (WiFi). Since our last analysis, the TTU IT Division has made major enhancements to our infrastructure and services, and we would appreciate your evaluation. We invite you to provide your review at the following address: <https://www.depts.ttu.edu/itts/apps/eval/wireless/index.php>.

We will collect feedback through December 6; thank you in advance for your time, as we partner to enhance TTU IT services.