



Information Technology Division Bulletin

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IT Digital Cleaning Special Edition

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Message from the CIO

As we transition back to working from the office, we suggest you set aside time to reduce digital clutter and safely dispose of paper records containing confidential or sensitive institutional information that are no longer needed or need to be retained (see [OP 10.10: Records Retention](#)). Managing electronic and physical data wisely is critical to the protection of institutional information resources, including data. We encourage the TTU community to reduce unnecessary electronic files, sanitize devices, remove unnecessary social media pictures and personal information, and eliminate unneeded paper documents. We are all responsible for the privacy and security of personal and institutional data, and we encourage you to proactively monitor and maintain your devices. Stay vigilant and Go Tech!

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



Storage Management

In the spirit of “digital cleaning,” the TTU IT Division encourages you to schedule time to sort through your institutional files, emails, and resources. Taking a few minutes to look through your email inbox, folders, and archives will help you stay organized and conserve institutional data storage resources.

This same method can be applied to other TTU educational resources offered to faculty and staff, such as:

- Blackboard—learning management system;
- Mediasite—enterprise lecture capture system;
- OneDrive for Business—secure document storage for 365 applications;
- SharePoint—multi-purpose web platform used for document and file management;
- Wiki—user-managed website that allows the individual to create and edit web content; and
- Zoom —multi-purpose communications platform used for education and business at TTU.

A full list of educational and enterprise services can be viewed here: <https://www.depts.ttu.edu/itts/services/>.

We recommend the following practices when sorting and managing files:

- Establish a system to organize the files you send, receive, and store;
- Delete old/unwanted files you are not required to retain (Records Retention [OP 10.10](#));
- Be sure to check any Deleted Items, Sent Items, or Junk folders regularly; and
- Archive old files that you need to retain.

Thank you in advance for your efforts in conserving institutional data storage resources. For detailed instructions and support, please contact IT Help Central at (806) 742-4357 (HELP) or ithelpcentral@ttu.edu.

Digital Cleaning: Do Not Forget Social Media



We strongly recommend you make sure social media is on your digital cleaning to-do list. While Facebook, Instagram, Snapchat, TikTok, Twitter, and YouTube are heavily used across generations for recreation and entertainment, these platforms may store personal and sensitive information. For example, many social media users disclose a plethora of personal information about family, friends, ancestry, and current demographics. In addition to reviewing your personal information online, we also recommend following these three suggestions to “clean-up” your social media accounts:

Review and remove old posts or photos.

Where possible, look through old posts, comments, and photos. Ask yourself, “Is this the image I would like to reflect to the world?” Additionally, do your posts divulge any personal information about you, your friends, or your family?

Social networking sites are notorious repositories of personally identifiable information that cyber criminals can use against us! Information like “mother’s maiden name,” “model of your first vehicle,” or “name of your first pet” are all common security questions associated with email, bank accounts, and much more!

Scan your friends and followers lists.

Many things come into consideration when deciding to allow someone to “friend” or “follow” us on social networking sites. However, the focus or goal of your sites may have changed since they began. Look through your friend and follower lists and remove accounts of people you may not know, may not wish to keep in contact with, or suspect might be fake accounts.

Update your privacy settings.

Now that you have done the majority of your “clean up,” go ahead and take a look at your privacy settings. Make sure you are in control of who can view your profile information, as well as who has the ability to tag you in various posts, comments, or photos.

Taking these steps now can provide better protection going forward. Remember, what you post lasts forever. Even if you have taken the steps to delete a sensitive item, your followers could have already saved it.



Surprising Documents You Should Be Shredding

Adapted and updated from "10 Surprising Things You Should Be Shredding." PROSHRED® Connecticut, 31 Aug. 2019, www.proshred.com/connecticut/10-surprising-things-shredding/.

Once trash is off your property, it is legal for anyone to take. Prevent identity theft by making sure these documents are not tossed in one piece:

- **Boarding passes:** Your boarding pass has your name, your travel plans, and a bar-code that reveals your frequent-flyer number, which can be used to login to airline accounts to view upcoming travel plans, check in to flights, and even cancel trips;
- **Prescription labels:** These labels list your name, the date of initial dispensing, the name and strength of the drug, and the dispensing pharmacist's name, which could be used to refill prescriptions;
- **Receipts:** Shred all receipts you do not save, as they reveal the last digits of your card number and possibly your signature. Receipts can be used for fraudulent returns;
- **Pet medical papers:** Keep records of major events and shred the rest. Papers from a vet visit show a pet's name—which a recent survey of 2,000 people found is the most common password choice;
- **Return labels:** Shred free return labels you receive in the mail, along with any envelopes with your name and address. Thieves often pair this with what you post on social media (family member names, work history) to piece together your identity;
- **Resumes:** Do not toss resume copies or drafts without shredding. Resumes give your name, phone number, address, email address, past employment, and education history in one convenient piece of paper;
- **Extra birth announcements:** Children are more likely to be victims of identity theft than adults. Shred extra birth announcements that you do not need to save, which typically have the child's name, birth date, weight, eye color, and other personal identifiers; and
- **Extra funeral pamphlets:** The identities of more than two million deceased Americans every year are used to apply for loans, open credit card accounts, or file tax returns—leading to billions of dollars being collected in fraudulent refunds.

Sanitizing Your Devices



Even before COVID-19, the TTU IT Division encouraged faculty, staff, and students to periodically sanitize all technology devices, especially those used on a daily basis. Taking extra precautions to avoid contamination is more important now than ever before.

In the wake of COVID-19, Consumer Reports created a [video](#) on how to sanitize electronic devices. Additionally, [Apple](#) released cleaning instructions for all Apple products. The TTU IT Division encourages you to follow their guidelines:

- Clean your device immediately if it comes into contact with any damage-causing material (liquid, oils, sand, etc.);
- Do not spray cleaners directly onto the device;
- Unplug all external power sources, devices, and cables when cleaning the product;
- Clean your device with 70% isopropyl alcohol, Clorox Disinfecting Wipes, or a similar product without bleach;
- Do not get moisture into any openings;
- Do not use aerosol sprays, bleaches, ammonia, or abrasives;
- Use only a soft, lint-free cloth. Do not use paper towels, towels, or similar items because they are abrasive; and
- Avoid excessive wiping, that might cause damage.



Take Time to Declutter Your Devices

Adapted and updated from "Declutter Your Device! Spring Cleaning Tips for Your Tech." Asurion, 22 Jan. 2020.

In our world today, technology is a staple to most work environments, contributing substantively and substantially to the modern workplace. Similarly, our personal time is increasingly enriched by the entertainment, social interaction, and connection that technology provides in our lives. Unfortunately, spending countless hours on our phones, tablets, and laptops may cause them to become slow and encumbered, leading to inefficiency and productivity loss.

As part of our spring-cleaning initiative, the IT Division encourages the TTU Community to electronically clean their work and personal devices. We suggest the following tips to declutter those devices:

- Delete unnecessary files, photos, apps, texts, contacts, and voicemail;
- Upload pictures and videos to a cloud storage system;
- Clear out the cache and history;
- Archive email that must be retained, and delete email no longer needed;
- Keep electronic files organized to avoid redundancy and unnecessary data usage; and
- Eliminate browser bookmarks no longer used.