

What's Happening? - Sam Scoma, CIO

Technology Services has been heavily involved in assisting with the start up of a new academic year. Support for students on "Move In Day" was provided by setting up technical service centers in two campus locations—Main Hall and the new Residential College. Nearly 60 students were assisted in getting connected to the campus network. We also provided a high level of communication to the campus regarding the new 24x7 Help Desk service—utilizing posters, business cards, and direct face-to-face meetings in various settings to "get the word out." The first edition of *The Alabamian* also provided information about the new Help Desk. During the month of August, the Help Desk answered over 1,000 calls and closed 735 tickets on the initial call. Informative technology guides for faculty and students were also developed. You can access these guides at the following links: [Faculty Technology Guide](#); [Student Technology Guide](#).

The server virtualization project is underway. Hardware and software have been ordered and is starting to arrive now. This vital project will result in a reduction in the number of servers from about thirty independent systems to only three virtual servers and will provide capacity for continued growth. This will save the university a considerable amount of money over the next five years—provide better performance of services—be more energy efficient and environmentally "green" — and provide greater flexibility and disk storage capacity. The estimated return on investment is in excess of \$100,000 over the next five years and the entire project was funded by a federal grant — eliminating any direct expense to the university. Preparations are underway for the installation of the system — which is scheduled for the week of October 5. The virtualized environment should be fully operational by the Spring semester.

Wireless Accounts for Guests

Do you have a guest planning to visit UM? Contact Technology Services to get the current Guest username and password for registration on the UMNET wireless network. Guests can use this username and password to register their computers at <http://netreg.montevallo.edu>. This password changes frequently, so be sure to call to get the current one.



Blackboard Briefing

Should I use the *Assignment Manager* or the *Digital Drop Box*? When deciding which tool to use, think about your needs and your students' needs.

Consider using the **Digital Drop Box** when file exchange is required between you and a student, a select group of students (via the "Group File Exchange Function" in a study group), or when a project or assignment will not be graded.

Using the **Assignment Manager** may be more effective when a grade will be assigned and the item to be graded requires your students to submit documents, such as research papers or essays.

For additional information, contact Leris Hambleton at hambletonlj@montevallo.edu.

Verify Web Links

The Internet may be a "virtual" world, but the criminals who inhabit it are very real. Just like old-fashioned con men, Internet criminals often count on their victim's unthinking trust for their scams to succeed. One example of this is misdirected web links. Never click a web link in an email, text or web page without verifying it first. It could lead to a fraudulent web page that attempts to steal your personal information, or a site crafted to install spyware or viruses on your computer.

How do you verify a web link? Hover your mouse over the link in question, then look at the bottom of your web browser. The actual url of the link will be displayed there. If the url doesn't match the web page it allegedly links to, don't click it. If you're not sure, don't click it.



October is Cybersecurity Awareness Month

National Cybersecurity Awareness Month is a campaign designed to educate all citizens on cyber threats and how to safeguard themselves at home, work and school. For more information, please visit http://www.dhs.gov/files/programs/gc_1158611596104.shtm.

Phishing—Don't Get Hooked!

Phishing is a form of organized crime in which con artists attempt to steal personal information through fraudulent emails, websites and even instant messages. A typical phishing attack involves an email, crafted to appear as if it comes from a legitimate source, warning the recipient that unless personal account information is revealed, the account in question will be promptly deleted.

If a victim falls for the con and sends in the requested information, the targeted account becomes compromised. If it is a financial account,



the money in it can be drained away; if it is an email account, it might be used to relay further phishing attacks. If the targeted account allowed network access, the entire network could be compromised.

In the past, phishing attempts were indiscriminate and relied on sheer volume to be effective. Potential victims would receive numerous notifications of account closings for organizations with which they had no association at all. Recently, however, a new form of phishing has appeared.

Spear Phishing is a more sophisticated form of phishing in which the criminal targets members of specific organizations. The message, usually an email, is not only crafted to appear to be from the organization, but is intended to be delivered only to members of that organization. The idea is to make the fraudulent email appear more legitimate, and hence make it more effective. An even more specific variant of spear phishing, in which attacks are targeted specifically at high level executives is called **Whaling**.

Further reading on this topic is available at:

<http://www.microsoft.com/protect/fraud/phishing/symptoms.aspx>.

UM Police Have New Ticket Writer

The University Police now utilize a technology solution to write tickets. This unit contains permit information on each registered vehicle to improve efficiency and provide accurate information. Tickets written using the handheld will automatically post to the BossCars system eliminating a manual process.



ForUM Statistics



During the month of August, ForUM received 45,484 visits from 21 countries! The most ForUM visits were logged by visitors from the United States (45,257 visits). There were also 68 ForUM visit from the United Kingdom and 66 from Canada during the month. Other countries in the top 10 list were Sweden, South Africa, Germany, Russia, New Zealand, Spain and Nigeria.

Security Tip of the Month

You can take ten steps to help protect your Windows XP computer:

1. Ensure Windows is up to date;
2. Ensure you have antivirus software installed on your computer and that it is up to date;
3. Install and use anti-spyware software (either SpyBot or MalwareBytes);
4. Use strong and secure passwords;
5. Use password protected screensavers that are set for at least 10 minutes;
6. Lock your computer when you leave your desk;
7. Do not share your password with others;
8. If your computer is located in a high traffic area, use a privacy filter on the monitor;
9. Turn off the auto complete feature for forms and passwords;
10. Properly shut down and turn off your computer at the end of each work day.

Contact Technology Services for additional information or assistance.

Account Creation Procedure

With the implementation of Banner, the process for the creation of new employee accounts has changed dramatically. Most of the process now occurs automatically. Once HR receives an approved PAF for a new employee, they enter the employee into Banner. Overnight, Banner automatically generates a file that creates the employee's network account and notifies Technology Services. The next working day, we create the new employee's email account and contact the appropriate office or department.

