

Technology@UNCG

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<http://its.uncg.edu> • 256-TECH (8324) • 6-tech@uncg.edu

UNCG Implements Anti-Phishing Initiatives

Security awareness training required for all faculty/staff

In recent months, UNCG and other campuses have seen a considerable increase in the number of “phishing” attacks. Phishing is the act of attempting to gain personal information via email for the purpose of identity theft. Given this environment, the University has implemented additional measures aimed at limiting these and other information security attacks. Additional requirements for all UNCG email service users are necessary to safeguard personal and institutional data and resources.

Below is a description of the University’s anti-phishing initiatives:

- **SPAM Processing:** ITS has established stronger filtering criteria for processing spam. Users are advised to check their spam file to identify any valid addresses that might be filtered by this new criteria.
- **Proactive Monitoring of Email from Spoofed UNCG.EDU Addresses:** This measure assists in the identification of “spoofed” emails, where a non-UNCG person appears to be sending emails with a UNCG address.
- **Removing Phishing Emails from Individual Accounts:** ITS is able to remove known phishing emails from mailboxes before they are opened. This reduces the likelihood that recipients will see the email and click on a link to a phishing website.
- **Verified Campus Communications Repository:** UNCG campus-wide email communications are being collected in an online repository. Users are able to access the repository (<https://its.uncg.edu/Email/VCCR/>) to verify the authenticity of an email.
- **Security Awareness Training and Education:** ITS has developed a series of customized, online security-awareness training modules. The training is mandatory for all University faculty and staff. Go to <http://its.uncg.edu/training/security/> for more information.
- **Two-factor Authentication:** Two-factor authentication (2FA) requires the use of a second factor - like a phone or mobile device - with a UNCG username and password during login. This helps limit access to accounts even if attackers have discovered a user's password. Users may enroll in 2FA today. Beginning April 4th, some employees will be required to use 2FA based on university or departmental requirements. For more information on 2FA, visit <http://its.uncg.edu/2FA/>.
- **Improved Compromised Account Processing:** ITS will take steps to remediate compromised accounts more quickly.

ITS reminds users to confirm the safety of all links in electronic communications by hovering over them with your cursor and confirming legitimacy of the destination. In addition, never click on unverified website links and report suspicious messages and links to 6-TECH at 256-TECH (8324) or 6-TECH@uncg.edu.

Estimated Cost Savings under Managed Print Services Program

In March 2014, the UNCG Executive Staff approved a University-wide Managed Print Services (MPS) program. The purpose of the program was to reduce University costs for printing, right-size the printer hardware fleet, increase sustainability regarding electricity usage and recyclability of printer components, and combine multiple contracts into a centrally-managed state contract.

Business Affairs and ITS were charged with implementing and co-managing the MPS program. Systel is the MPS vendor that was selected through a state contract.

In the two years since the program’s inception, the MPS project team has met with 92% of campus departments to conduct a printing needs assessment. Using the information gathered during this process, the team generates a report for each department showing its current printing device locations and estimated yearly costs and the projected device locations and estimated costs under the MPS program.

The number of printers that were on campus at the beginning of the project was 2,014. The number of recommended printers as of February 2016 is 1,113, a 55.3% reduction.

The most recent University-wide savings estimates are as follows:

- Total Estimated Yearly Current Printing Costs Without MPS: \$617,133.00
- Total Estimated Yearly Projected Printing Costs Under MPS: \$353,272.45
- Total Estimated Yearly Savings Under MPS: \$264,099.55
- Total Yearly Percent Savings Under MPS: 42.79%

To learn more about the MPS program, go to <http://its.uncg.edu/printing/mps/>.

New ITS-Supported Synchronous Learning Management System

ITS worked in cooperation with the Division of Continual Learning to create a committee of faculty and staff to review Synchronous Learning Management System (SLMS) options. The SLMS committee recommended that UNCG move to WebEx Training Center as the ITS-supported SLMS, replacing Blackboard Collaborate.

WebEx Training Center enables students to participate in online class meetings from their computer or mobile device, and provides a classroom-style atmosphere – participants can “raise their hands” to signal to the instructor as well as use polling tools, break-out groups/rooms, and more.

UNCG also has access to the WebEx Meeting Center and will have access to other WebEx services later this year. Go to <http://its.uncg.edu/WebEx/> for more information about WebEx @UNCG.

Campus Technology Updates

Canvas Migration Complete

In January, UNCG completed its transition to the Canvas by Instruction Learning Management System (LMS). Canvas replaces Blackboard Learn. Go to <http://courses.uncg.edu/> for more information about Canvas.

Adobe Project

ITS has begun a project, in conjunction with several campus groups, to evaluate the Adobe product offerings for the campus. The current Adobe products licensed by ITS for the UNCG network are now over 3 years old and with Adobe's move to a subscription based licensing model for Adobe Creative Cloud, UNCG would see a significant increase in Adobe licensing costs if licensing remained at its current level.

The project will reach out to departments identified as using Adobe to determine the features and functionality they need and their interest in exploring alternative products. Based on the testing and feedback, recommendations will be made for acquiring alternative products, as appropriate, and regarding the most cost-effective procurement options for UNCG Adobe product needs.

Deadlines: Lab Reservations and Software Requests

- **April 8:** Submit requests to reserve ITS-managed computer labs for the Summer and Fall 2016 semesters. This deadline is for departmentally-coordinated reservations. For details about the reservation process, go to <http://its.uncg.edu/Labs/Reservations/>.

- **April 15:** Submit requests for software to be included in the Fall 2016 ITS PC or Mac Computer Lab software load (image). The guidelines for "Requesting Software for Campus Access" are located at <http://its.uncg.edu/Software/>.

Systat and Maple Software to be Removed from Network

Effective July 2016, ITS will not renew licenses for Systat (statistical) and Maple (mathematical) software on the UNCG network. Over time, use of these products has been replaced by other software, such as SPSS and SAS instead of Systat, and Matlab and Mathematica instead of Maple. If you use Systat or Maple and need advice on alternative products, or would like pricing on a standalone copy, contact the ITS Service Desk at 6-TECH.

ITS Forms PC Advisory Committee

Building on the experience of the Mac Advisory Committee, ITS has recently launched a PC Advisory Committee. As with the Mac Advisory Committee, the primary charge of the PC Advisory Committee is to provide a more agile support pipeline for campus PC (Windows OS) users. This collaborative team is comprised of both ITS staff and technology professionals from across the University that have key roles in infrastructure and end-user support.

The PC Advisory Committee has already come together several times to draft, prioritize, and provide solutions to a list of technical challenges facing the PC community.

In the coming months, both the PC and Mac Advisory Committees will create and lead a PC and Mac user's group to offer a platform for users of both systems to communicate their challenges and requirements directly to those that can affect change.

If you are a dedicated PC and/or Mac user, ITS encourages your participation. To express your interest in either user's group and to receive timely information related to your platform of choice, send your subscription request to either pc-users-group-1+subscribe@uncg.edu or mac-users-group-1+subscribe@uncg.edu.

For more information about the PC or Mac Advisory Committee, contact Zach Ratcliffe (ITS Client Applications Specialist) at zsratcli@uncg.edu or Derrik Jones (ITS Operating Systems Specialist) at dtjones2@uncg.edu, respectively.

ITS offers a range of technology training opportunities for students, faculty, and staff. To register for on-campus workshops, go to <http://workshops.uncg.edu/>. Online technical training is also available through Microsoft Imagine Academy. For more information, visit <http://its.uncg.edu/training/> or contact 6-TECH.