

YOUR ONE STOP SHOP FOR INFORMATION TECHNOLOGY NEWS ON CAMPUS!

IN THIS ISSUE?

## Windows 10 and Office 2016 are Coming!

Well you could say it's not so TEntative anymore!

During the summer months CCC will be rolling out Windows 10 and Microsoft Office 2016 to all classroom and lab computers in preparation for the Fall 16 Semester. This will enable our students to stay current in technological trends and learn relevant skills in regards to computing. All new staff and faculty computers will start rolling out with the updated software as well. Computers that are not being replaced immediately will be upgraded to Windows 10 throughout fall and spring semester as opportunity provides. Office will be installed campus wide as soon as the ITS department is ready to do so. Of course, E-mails notifications will be sent out when appropriate.

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### ASKING FOR FEEDBACK

We strive to provide you with great customer service. Therefore, your feedback is important to maintain this level of service. Please provide both positive and negative feedback and/or ideas for future newsletters.

ITS.Helpdesk@coconino.edu

## Computer Refresh Plan

A refreshing change of pace

Plans are underway to replace approximately 200 computers this year, starting this summer. Three computer classrooms (LT-109, 4th-C7, and P-D6) will be replaced with 25 units each. In addition, 26 classrooms will have their instructor stations replaced, and one COW (Computers on Wheels) will be refreshed with new systems.

In the spring semester, a second COW will be refreshed, along with several faculty and administrative computers. This will bring all COWs to two years or newer by the end of the process. If your individually assigned college computer is due for replacement this fall, you have already received a notice. You will be later notified regarding an appointment to backup and restore your data to the new system.



## DR Site Preparation

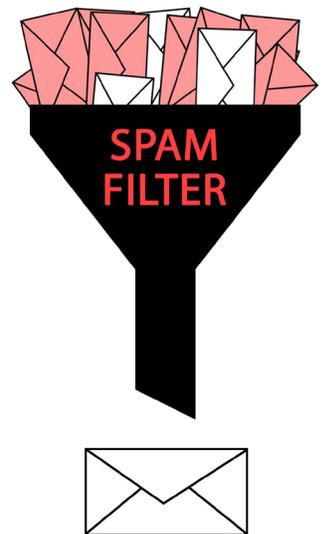
Better to be prepared than to be ... not prepared

DR, or Disaster Recovery, is a topic no one, except perhaps DR professionals, likes to discuss. Yet, the ability to maintain the critical operations of the college that rely on technology in the face of a disaster is essential for continued viability. Therefore, ITS has been working diligently on a disaster recovery and business continuity plan, roll-out, and test that will result in the ability to sustain critical functions in the event of a disaster. This has required a dedication of personnel resources, funding, and priority to address these requirements in a timely manner. Equipment is now arriving, services are contracted, and activities are underway to create a secondary site with replicated data outside of Lone Tree that will enable those critical and essential functions to be restored and continued while the main data center is reinstated.

## Protecting Student and Employee Information Through Outbound Email Filtering

Gotta Catch 'Em All, PokeSpam!

Consider this - email is not secure. Therefore, in an effort to better protect student and employee information in email, we are utilizing a new feature of our system that will filter our email by looking for financial and personal information that would compromise a student or employee's identity and information should it be captured by nefarious individuals. We plan to turn on the filtering starting May 16th. Please note that this is outbound email only, and email to others within our own Exchange system will not be affected. Those emails filtered will be sent to a quarantine area where they will be examined for any that were misinterpreted by the filter. Examples of data that should not be sent via email are bank account details, routing numbers, credit or debit card numbers, driver's license numbers, medical patient forms, passport numbers, and social security numbers.



## Wireless Expansion

Can you hear me now? Wait wrong wireless

We are adding six wireless access points at the Lone Tree campus in order to increase performance, allow for greater number of simultaneous connections, and provide for resiliency should a nearby access point fail. If you have any questions about using your own device for connecting to the Access network, contact the Help Desk.

# Participate in the Help Desk Technology Survey

Can't argue with potential gift cards



We want to hear from you! The bi-annual Help Desk Technology Survey helps to inform Information Technology Services on how we can better serve our students and employees at Coconino Community College. Take 10 minutes out of your busy day to reflect on how well we have met your expectations and how technology can better meet your needs. You may also win a \$25.00 gift card to Amazon! Deadline to complete the survey

is May 13, 2016. Use this link to access the Survey, and our terms and conditions of the gift card giveaway: <http://www.coconino.edu/its-help-desk-survey>

## Media Server Installation this Summer

If you build it, people will fill it up with recordings of kittens

Currently, there is no central storage for media processed by CCC, but that is about to change. The media server will be a central repository for CCC audio, photo and video media. Once it is configured, it will be available for use by PR, TLC and ITS. Other departments are welcome to use the storage for these purposes but the three mentioned departments will manage the incoming and outgoing CCC media.

## Some Tips from the US Department of Homeland Security

Only YOU can stop cyber fires

- Never click on links in emails. If you do think the email is legitimate, go to the site and log on directly. Whatever notification or service offering was referenced in the email, if valid, will be available via regular log on.
- Be suspicious of requests sent through email or text message. Do not click on unknown links or answer strange questions sent to your device, regardless of who the sender appears to be.
- Do not give out personal information over the phone or in an email unless completely sure. Social engineering is a process of deceiving individuals into providing personal information to seemingly trusted agents who turn out to be malicious actors. If contacted over the phone by someone claiming to be a retailer or collection agency, do not give out your personal information. Ask them to provide you their name and a call-back number. Just because they may have some of your information does not mean they are legitimate!

From <https://www.dhs.gov/how-do-i/protect-myself-cyber-attacks>

Now a word from the ITS Llama:



*Change Your Password  
Regularly!*

## Computer Passwords

*Is your password secure enough?*

Computer passwords are used to help identify and distinguish users and their access or capabilities on a computer or computer network. Passwords can also help restrict and prevent users from accessing confidential data or accessing programs they should not have access to. When resetting your password, there are a set of minimum requirements you should follow:

- Do not use a password that you have used in the past.
- Create a password that is at least eight characters long. (However over 10 is preferred)
- Create a password with both digits and at least one capital letter
- Create a password with at least one special character (!@#\$\$%, etc)

## And, in brief

*Not boxers*

- An upgrade to the audio capabilities of the LT Board Room is being investigated.
- In an effort to promote safe computing, the digital signs now include messaging with some helpful tips targeted to students.
- ITS intends to collaborate with other departments on exploring USDA grant funding for improving our outreach via technology. We may ask you for use cases and additional supportive information during the application process.
- If there is sufficient demand for remote classes in Kaibito, the Navajo Tribal Utility Authority's wireless broadband service will support video communications to the Lone Tree campus, based on a recent test in the area.