

Protecting Personal Information on Campus Computers

Universities are rich sources of identity information and have fast access to the Internet and network resources. According to Chuck Curry, ITS Information Security Officer, these are a few of the reasons that universities are increasingly becoming targets of those intent on stealing personal information. Furthermore, states Curry, there is a definite move from the hacker who is only interested in taking over and running a computer to the hacker who is seeking to obtain personal information to use for financial gain. Hackers are constantly probing in an attempt to find the most vulnerable computers. In response to the problem, North Carolina passed the Identity Theft Protection Act in December 2005.

It is the responsibility of everyone who uses campus technology resources to safeguard these resources in order to ensure the safety and security of University data.

UNCG has several policies related to the security of University data and computing equipment. The Security of Networks and Networked Data policy located at http://its.uncg.edu/Policy_Manual/Network_Security/ outlines several expectations for users of computing resources at UNCG. For example, users are expected to keep their operating system and application software (including antivirus software) up-to-date with manufacturer patches, to not allow anyone to use a

computer when logged in with your authentication credentials, and to store restricted data on network storage devices rather than individual computers. For more information on what constitutes "restricted" data, refer to the Data Classification Policy (http://its.uncg.edu/Policy_Manual/Data/).

Application server administrators are expected to adhere to similar standards to safeguard campus servers, including physically securing the server, maintaining systems activity logs for auditing purposes, and adherence to the Enterprise Systems Policy (http://its.uncg.edu/Policy_Manual/Enterprise_Systems/).

It is incumbent upon all University employees to exercise caution when requesting and storing personal information. Together, everyone can help protect campus technology resources.

If anyone suspects that a computer containing personal information has been compromised, UNCG University Counsel has developed a protocol for handling security breaches. The purpose of the "Personal Information Security Breach Notification Protocol," is to establish a procedure for how to notify individuals whose personal information has or may have been compromised. For more information, go to http://its.uncg.edu/Policy_Manual/Security_Breach_Notification/.

ITS Changes Schedule for IT Professionals Roundtable

Information Technology Services (ITS) started the IT Professionals Roundtable in June 2005 to encourage an open exchange of information between ITS, the university's central IT organization, and other IT Professionals on campus. The Roundtable began as monthly sessions and changed last fall to a different schedule. Roundtable sessions will be held two times each semester and once during the summer. This will allow ITS to develop more in-depth presentations of topics and to maximize the effectiveness of each session.

Prior Roundtable sessions have included updates on major technology project initiatives, the UNCG Web development environment, and the ITS Project Management process. More recently, ITS presented an overview of refreshing the UNCG network and security enhancements. Additional information, such as upcoming meetings, meeting notes, and directions for subscribing to the Roundtable listserv can be found on the IT Professionals Roundtable Web page located at http://its.uncg.edu/Round_Table/. The next IT Professionals Roundtable is scheduled for February 14, 2007.

"ID Lookup" Available to Locate Non-SSN ID

UNCG no longer uses the Social Security Number (SSN) as the primary identification number used in administrative processes. To assist in the transition to a newly-generated ID number, ITS developed a Web "ID Lookup" tool. Current faculty, staff, and students can locate their new identification number under the Personal Information Section of UNCGenie and on the University ID Lookup Web page located at https://its.uncg.edu/Accounts/University_ID/Lookup/.

UNCG Technology Project News

Below are updates on technology projects and initiatives:

Client Data Backup Procedures Project

In the coming months, ITS will begin field testing new procedures to back up and restore client data. These new procedures will allow faculty and staff to more easily create their own backups. Upon the successful completion of testing, documentation will be made available on the new procedures. ITS guidelines regarding this service will be made available to faculty and staff pending review by key client group representatives. Clients are strongly encouraged to create their own data backups, and will be asked to review a Statement of Understanding, stating that they adhere to UNCG's Electronic Records Retention policy and the Security of Networks and Networked Data policy.

Laptop Initiative-Phase One Complete

Phase One of the Student Laptop Initiative (SLI) project is complete. The next phase, which will involve the laptop ownership requirement for new incoming freshmen in Fall 2007, is being developed. The next phase will include selecting updated hardware and software to be available for

student purchase in late spring 2007. The selection process will consider the most cost-effective, time and feature-effective solutions for the laptops offered by Lenovo and Apple. The UNCG Academic Technology Coordinating Committee will be involved in the hardware and software selection process.

Also, Apple has recently changed the models of MacBooks available as part of the SLI program. As of this writing, the new models are not available for purchase, but will be available soon. To date, 952 ThinkPads have been purchased, and 160 MacBooks have been purchased. For more information about the SLI, go to <http://its.uncg.edu/Laptop/>.

PlanView Implementation Project

ITS has purchased and installed PlanView project management software. All projects led by ITS will be stored and tracked within the PlanView application. Initial configuration and validation testing was completed in December. ITS staff will be trained in the use of PlanView in January. ITS currently anticipates that clients will see reports and statistics generated by PlanView in the first quarter of 2007.

UNCG Evaluates Plan to Outsource Student Email

Outsourcing student email is being evaluated as part of a multi-year cost control and service improvement plan. In addition to potential cost savings, other possible benefits of an outsourced email solution are increased user satisfaction, improved resistance to disasters, and improved functionality when disasters do occur. UNCG is currently evaluating options from several vendors who offer hosted email solutions. The University will continue to meet data privacy requirements as mandated by federal and state laws. The plan to outsource student email will likely involve a phased rollout whereby the current student email system will co-exist with the proposed email system for a specified period of time. Collaboration with key client groups and stakeholders on campus as well as a thorough risk assessment will be part of the overall evaluation process. A recommendation regarding a vendor is planned for Spring 2007.



Jim Clotfelter
Vice Chancellor,
Information Technology
Services (ITS)

In the past year, the UNC System has focused a great deal of attention on becoming more cost-effective. Being cost-effective can mean doing more with the same funds, doing the same with less money, and/or restructuring activities to avoid future costs.

As we attempt to assist UNCG and other UNC campuses to become more cost-effective, central technology organizations have both strengths and challenges. The challenges are fairly obvious: as more faculty, staff, and students want more technology services for academic and administrative purposes, costs increase. In addition, Universities must spend more on IT for reasons of security, compliance, and business continuity.

Central technology organizations have strengths as well. The larger the scale (the more computers, the more clients served), the more cost-effective technology services are per transaction. In addition, central technology organizations have a critical mass of people with the high-level technical skills essential to meeting faculty, staff, and student needs.

At UNCG, the division of Information Technology Services (ITS) is developing a 5-year cost control plan for ITS and for IT services across the campus. The examination of our e-mail options (see the story in this issue) is part of the efforts in this plan. Once finalized, it must be carried out in conjunction with carefully-targeted increases in other IT areas required for the continued growth of UNCG.

Technology at UNCG

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Getting Help

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Element K (e-learning site) <http://elementk.uncg.edu>