iTech/Faculty Senate

September 3, 2019

TEXAS A&M
UNIVERSITY
KINGSVILLE.

UTAC - Faculty Representatives

- Agriculture and Natural Resources –Humberto Perotto-Baldivieso
- Arts & Sciences – Haibin Su
- Business Administration - Leticia Salinas
- Education & Human Performance – Mike Desiderio
- Engineering – Robert Diersing
- Faculty Senate – Ari Sherris

TEXAS A&M UNIVERSITY KINGSVILLE.

Duo Multifactor Authentication (MFA)

- UTAC approved the activation of Duo in JNET for employee accounts.

- Additional layer of authentication.

- Duo MFA protects our "front door".

- Blackboard LMS is now behind JNET to protect confidential and sensitive student data.

TEXAS A&M
UNIVERSITY
KINGSVILLE.

Screen Lock

- Screen locking has been enabled after 15 minutes of inactivity for employee computers.
  - You will need to enter your password to unlock your computer.
- You are able to switch users.

Security Awareness Training

- Be sure to complete TrainTraq course 3001 - Security Awareness Training before the due date.

- An email notice is sent to employees and student workers whose course completion is past due.

- If the training is not completed within a week after notification, the employee's account will be disabled.

- Once you have completed the course, please submit your TrainTraq transcript to iTech (COLH 220) and your account will be reactivated.

TEXAS A&M
UNIVERSITY
KINGSVILLE.

Malware

- Out of 1,965,717 emails received in August, about 64% were blocked due to malware, black lists or spam score.

- Phishing

- Spoofing

- Ransomware

- Forward suspicious email to verify.email@tamuk.edu

TEXAS A&M
UNIVERSITY
KINGSVILLE.

Encryption

- Over the summer, iTech encrypted all employee computers to protect confidential or sensitive information.

- Please submit a Helpdesk ticket if there are any other computers that need to be encrypted.

- The encryption process will run in the background and will not interrupt business operations.

TEXAS A&M UNIVERSITY KINGSVILLE.

Adobe Acrobat

- During the IT audit, it was identified that all releases before Adobe Acrobat Professional 12 have ended support, are a security vulnerability and must be removed.

- An email will be sent to those who have an outdated version so that you may purchase a current version from CDW-G for $84 per computer.

- Adobe Acrobat Reader will continue to be installed free of charge.

Fresh Start Fridays

- University-wide initiative to restart computers weekly for critical updates.

- Restarting your computer:
  - Improves performance
  - Ensures you receive the latest patches
  - Improves security

TEXAS A&M
UNIVERSITY
KINGSVILLE.

End of Support (EOS)

- Windows 7 EOS is January 14, 2020
- Office 2010 EOS is October 13, 2020

VPAT

- A Voluntary Products Accessibility Template (VPAT) is required for the purchase, download or renewal of software and electronic information resources.

- The VPAT database is located on [JNET](#) and on [iTech's Service Catalog](#).

Virtual Faxing (vFax)

Virtual Faxing (vFax)

- Please submit a ticket with the following:
  - The fax number
  - List of up to 5 employees associated with the number
    - Availability for training
    - Email addresses

TEXAS A&M UNIVERSITY KINGSVILLE.

International Calling

- Requires a Cisco phone ($450)
- Submit a Helpdesk ticket if you need to make international calls

TEXAS A&M UNIVERSITY KINGSVILLE.

Viewfinity

- Viewfinity allows a user to install and update approved software on their PC.

- Viewfinity has been in use for several years and is installed on 1,100 computers on campus. You can view a list of approved Viewfinity software by going to the [iTech Service Catalog](#).
  - If the software is not already approved, the faculty puts in a request and iTech checks the software and responds, usually within a day.

PC Refresh

- The iTech Computer Refresh program allows for the replacement of qualified PCs that are 5 years old or older. You can tell the year the PC was purchased by checking the TAMUK asset tag as the 3rd and 4th digits indicate the fiscal year the PC was purchased.

- See JNET Tech Help for information on determining if your PC is qualified and how you can prepare for your PC to be replaced.

TEXAS A&M
UNIVERSITY
KINGSVILLE.

Department Share Drive

- This storage is available for you to store and share files among the people within your Department or group. Files stored in your Departmental Share are backed up on a weekly basis to an off-site storage.

TEXAS A&M
UNIVERSITY
KINGSVILLE.

Replicated Drive

- Data and files stored in My Documents folder are written to storage arrays located in the College Hall Data Center. These storage arrays are then replicated to our off-site storage location. If something happens to your computer, the files are recoverable.
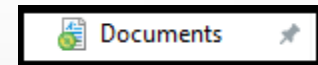
Documents

- To check if you have Replicated Drive turned on, look for the recycle icon next to your My Documents folder.

TEXAS A&M UNIVERSITY KINGSVILLE.

One Drive

- Microsoft Office 365 includes One Drive Cloud Storage of 1 terabyte per user, expandable to 5 terabytes.

- Files stored on One Drive are secure, can be shared and allow collaboration, anywhere across the internet.

TEXAS A&M
UNIVERSITY
KINGSVILLE.

Help Desk

- iTech provides Help Desk support to the TAMUK community.

- Voice Support, TAMUK's 24/7 hotline, can be reached by calling (361) 593-4357.

- You can also open up your own support ticket by going to JNET Tech Help.

- iTech also provides a Live Chat feature. Click on the Online Live Chat button found in JNET Tech Help.