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IN THIS EDITION

BOX ORGANIZATION FOLDERS & OFFICE ONLINE
SYMANTEC SECURITY FLAWS
COMPUTER LAB AND CLASSROOM UPDATES
CABLE TV LINEUP + STREAMING TV
IT COLLABORATIONS & PARTNERSHIPS
OFFICE 2016 VIA OFFICE 365

PLUS

• DISASTER RECOVERY & BUSINESS CONTINUITY
• PRINTING OFF-CAMPUS
• ISO CORNER
• KEEP YOUR BROWSER UPDATED
• AND MORE!
Computing Services Vision
Computing Services will meet the changing needs of Carnegie Mellon by combining the best of industry-standard information technology services, innovative solutions and best practices.

Computing Services Mission
Computing Services enables and advances an information technology environment that supports the research and education missions and the associated administrative functions of Carnegie Mellon.

Carnegie Mellon University
Computing Services

STUDENTS - JOIN US FOR A TECHNOLOGY TAILGATE

AUG 30
4:00 - 6:30
CUC RANGOS

Computing Services staff, SIO, lynda.com, University Police and others will be available for discussion. Free food and a chance to win a $100 Amazon gift card!
You've asked for a solution for managing content that's owned by a work or research group, project team or student organization and we heard you! Request a Box Organization Folder today to establish a group storage space that is owned by the group rather than an individual Box account.

- Group ownership eliminates the need to move or transition content as group membership changes
- Invite group members to collaborate and set access permissions to meet your needs
- 2TB of storage by default

Create, view and modify MS Office files (Word, Excel, PowerPoint) directly through a web browser using Office Online with Box. No additional programs or applications are required and you can save the file back to Box without downloading. This and real-time simultaneous editing by multiple collaborators are huge additions to the functionality already available with Box.

Visit box.cmu.edu
CENTREX TO UNIFIED COMMUNICATIONS
PHONE CONVERSION STATUS

5,085 OUT OF 8,200
PHONE LINES CONVERTED

CABLE TV LINEUP
Plus Streaming TV for Students

Computing Services provides cable and streaming TV to all main campus housing residents and most academic and administrative buildings on campus.

Streaming TV through XFINITY On Campus is available to the main campus student community. The same broadcast and cable channels that Comcast already provides to your TV are available on your laptop or desktop computer and Android and iOS smartphones and tablets. PLUS, you also have access to XFINITY On Demand – providing you with the best selection of current TV shows and hit movies anytime campus-wide. Just connect to the campus network (via a wireless/wired connection) to access the service.

Channel Guides
cmu.edu/computing/phone-tv/cable-tv/

Computing Services has been converting the campus community from the existing Centrex phone system to the Unified Communications (UC) service.

The service integrates communications across multiple devices, meaning you can use your phone, desktop, or tablet to make or receive calls. Since CMU owns and manages its own communications network, features that were previously itemized monthly have now been bundled (with the exception of international calling).

The UC team has converted more than half of all campus phone lines and expects to complete the conversion in the next 18 months.

For more information about the UC service visit cmu.edu/computing/phone-tv/uc/ or for support, email tc-help@cmu.edu.
Technology Enhanced Space

UPGRADES

Over the summer, Computing Services has been busy updating technology enhanced spaces across campus.

Computer Labs
Equipment has been updated at the following computer lab locations:

- CFA 317
- Baker 140C
- Hunt Library Open
- Morewood
- Wean 5207
- West Wing 109

Classrooms
Twelve Porter Hall classrooms received new equipment and laser projectors. Baker Hall A51, Gates 4307 and 4401 have updated touch panel interfaces and HDMI connections.

Printers
The lower level CUC printer was removed and a second, new printer, was added on the main floor. Additionally, printers were refreshed at these locations (cmu.edu/computing/printing):

- Baker Hall, 1st floor
- CUC, 1st floor
- Doherty Apartments, basement
- Doherty Hall
- Gates Center, 3rd & 5th floor
- West Wing, computer lab
- Wean 5207
- West Wing 109
- CFA 317
- Baker 140C
- Hunt Library Open

If you’re scheduled to teach a class in one of our technology enhanced spaces, contact us at mediatech@cmu.edu to schedule a consultation or demo of the technology available. For more information, visit cmu.edu/computing/tes/.
Critical security flaws have been identified in the core components shared by nearly all of Symantec Endpoint Protection enterprise and consumer anti-virus products. These security flaws can be exploited without user interaction when files are automatically scanned (e.g., on email receipt, web visit, file upload, etc.). Due to the critical nature of these flaws, the Symantec Endpoint Protection license is no longer being offered and the software should be removed from all of your devices.

Ensure you follow these steps to keep your devices secure:

- If your computer is managed by your departmental IT administrator or DSP, follow their anti-virus software recommendation.
- Remove existing anti-virus software and install or configure the recommended solution for your operating system. Visit cmu.edu/computing/security/start/ for detailed instructions on securing your computer.
- Visit cmu.edu/iso/aware/secure/ for safe computing tips.
As a learning organization, the Disaster Recovery and Business Continuity (DRBC) Services team of Computing Services continually strives to explore and deliver effective and engaging solutions. These solutions seek to strengthen awareness, preparedness, and collaboration among technology leaders to ensure that cyber-related disruptions to the university are effectively minimized and mitigated. DRBC activities empower us to identify gaps that will ultimately improve resiliency and performance of our services.

Read on to learn about Carnegie Mellon’s DRBC initiatives.

DISASTER RECOVERY CLOUD STRATEGY EXPLORATION

Over the past year, Computing Services has conducted market research, analysis, and vetted multiple cloud providers to determine if Disaster Recovery as a Service is a cost effective solution that would enhance the recovery capabilities of critical communications technology services, and minimize our dependency on a physical data center. The goal is to ensure the continuous availability of the university’s web presence with the ability to communicate in the event of a disaster.

Research has concluded that more cost effective and flexible solutions exist with an Infrastructure as a Service provider. As a result, the team assessed security and resource considerations over the summer, and will review findings to aid in the future development of a cloud computing strategy for disaster recovery.

DRBC TEAM TO COLLABORATE WITH THE ENTERTAINMENT TECHNOLOGY CENTER (ETC)

The DRBC team partners closely with organizations throughout campus to develop, exercise, and maintain their Disaster Recovery and Business Continuity plans. DR and BC plan exercises occur on an annual basis, and currently consist of tabletop and other functional exercises. During the 2017 spring semester, the DRBC team will partner with the ETC to develop an interactive, fun, and engaging gaming product as a method of simulating disasters for the purpose of exercising both DR and BC plans. The result will generate a higher level of awareness, increase team collaboration and communication, and improve the effectiveness of DR and BC plans.

COMPUTING CRISIS MANAGEMENT TEAM TO EXERCISE A CYBER ATTACK

The Computing Crisis Management Team (CCMT) is a team of key IT leaders across the university who are responsible for assessing, communicating, and managing the resolution of technology-related crisis or disruptive events. The team convenes on a quarterly basis to exercise their communications capabilities and receive training on events that have the potential to impact the university. On August 10, the CCMT conducted an exercise to demonstrate how communications and coordination will be handled in the event of a breach of the campus network. This is an example of on-going activities that will take place to ensure minimal disruption to university business in the event of a cyber-related event.

DRBC TEAM PARTNERING WITH PROFESSIONAL DEVELOPMENT SERVICES TO CONDUCT A FUSION FRAMEWORK WORKSHOP

Staff members campus-wide are now using the Fusion Framework, our cloud-based solution, to manage and exercise their Business Continuity and Disaster Recovery plans. In partnership with Professional Development Services, DRBC Services will be hosting a workshop on October 5th to provide the campus community an opportunity to update their Fusion Framework skills, learn about new development that is taking place, and take advantage of training. Register for the two-hour workshop through the Professional Development site under FocusU, Instructor Led Training Sessions (cmu.edu/hr/professional-development/). Refreshments will be provided and we look forward to seeing you there!
Computing Services offers a self-service option to meet your audio-visual event needs in the CUC Rangos Hall spaces.

Faculty, staff and students may now use the cost-effective self-service option when reserving Rangos Hall 1, 2 or 3 individually. Basic service includes use of one projection screen, lighting controls and up to two microphones (handheld or lapel). The full-service option is still available when reserving more than one of the Rangos spaces or when using the stage with lectern and stage lighting.

The upgraded technology reduces maintenance costs for the space allowing us to pass along additional cost savings for both the full and self-service models. See the updated Media Services rates for details.

To request the self-service option, complete the Self-Service and CUC Lending Form located at cmu.edu/computing/class-event/orders/uc/selfservice.html after making your 25Live reservation from https://25live.collegenet.com/cmu/.
Computing Services manages and maintains a catalog of central IT services for the campus community. We also frequently collaborate with campus partners to lend analysis, planning and technical expertise for solutions that are owned and managed by a functional business unit.

The following examples demonstrate how Computing Services may be a valuable consulting resource or partner for your next IT initiative.

Titanium – New Patient Records System for CaPS

Computing Services acted as a solution consultant through the process of selecting, sizing and costing a new patient records solution for Counseling and Psychological Services. After evaluating the Titanium system, Computing Services presented multiple options to CaPS considering infrastructure costs, one-time costs and ongoing support needs. Once a viable solution that met CaPS’ business needs, budget and strategic vision was determined, CaPS continued the collaboration with Computing Services through the full conversion. This partnership leveraged multiple Computing Services’ areas of expertise including project management, systems, database, infrastructure, desktop support and data integration services.

The collaborative project that started in July 2015 came to a successful close in June 2016 with full conversion of historical data records from Point and Click, implementation of the new Titanium system and on-going infrastructure support by Computing Services. With the new system in place, CaPS stands ready to serve the wellbeing of the CMU student community for the start of the fall semester.

Content Management System and CMU.edu Redesign

The on-going partnership between Marketing and Communications (M&C) and Computing Services continues to focus on improvements and delivery of more modern and responsive Web Content Management System templates for the campus community.

Computing Services is progressing with work to upgrade the backend site architecture to the Sites Model contacting site owners directly as we work through a phased migration. The transition to the Sites Model architecture will support design and functionality changes in the future.

While this work moves along, M&C is working with pilot sites to put the new design into action. Additionally, the M&C - Computing Services team continues to define specifications and test templates that support news and biographical content and consider potential content migration options for existing CMS sites.

Content owners should look for a progress update this fall.

“Computing Services has been a great partner as we continue our joint effort to upgrade the CMU.edu design and infrastructure. We’re looking forward to offering site owners some exciting options for their websites in the coming months.”

Amanda Berneburg,
Director of Online Strategy, Marketing & Communications
**Sponsored Programs and Research Compliance System (SPARCS)**

Since 2013, Computing Services has partnered with the Office of Sponsored Programs in a multi-year program to evaluate and implement SPARCS at CMU. The Sponsored Programs and Research Compliance System (SPARCS) is a set of integrated modules used to automate processes, provide transparency and improve efficiencies and communications related to research proposal, award and compliance activities. To date, the Conflict of Interest, Institutional Review Board and Institutional Animal Care & Use Committee modules have been successfully developed and released.

The final module, Proposal & Awards (P&A), is in the design and development phase and expected to be complete in Spring 2017. The design teams are testing development for funding proposals and working to design the award setup features. The P&A module will provide master integration with the compliance modules as well as electronic workflow for routing, approval and submission of research proposals and data interfaces with Workday and Oracle financials.

Computing Services continues its role as an active member of the SPARCS team providing project management, technical direction, technical development and system infrastructure support to assist the project and on-going operations.

For more information about SPARCS visit cmu.edu/research-office/sparcs/

**Student Information Suite (S3)**

The Enrollment Systems and Computing Services S3 team completed the replacement of the legacy student information system with the cutover to the S3 suite in June 2015. Over the past year, they have implemented new features and functionality as well as major architectural enhancements to improve the user’s experience and maintain sustainability.

The S3 team is currently focused on updates to Admission functionality to address SAT and ACT scoring changes in compliance with the College Board and ACT testing services. After which there are plans to extend functionality for MyPlaidStudent. S3 features under consideration in 2017 include, a replacement for the legacy Academic Audit software as well as adding functionality to aid Faculty and Advisors in their efforts to improve student retention.

**Electronic Content Management System Pilot for New Award Setup**

In partnership with the Finance Division, Computing Services provided project management, process engineering, and application delivery support for the launch of the Perceptive Software Electronic Content Management System (ECM). The pilot with Sponsored Projects Accounting automates the New Award Setup process and provides electronic storage, retention and retrieval of associated documentation.

Computing Services facilitated working sessions to re-engineer the award setup process, streamline forms, standardize communications, and worked through the technical issues to successfully deliver ECM through Citrix MyApps. The MyApps delivery includes a new roaming profiles solution that retains individual application settings improving user experience and efficiencies. This work will serve as a model for other MyApps applications in the future.

As a result of the effective collaboration between Finance, the Office of Sponsored Programs and Computing Services, ECM was successfully implemented to transition the New Award Setup process to 100% electronic storage, cataloging and retention for new awards. Paper files will not exist for new awards processed after July 18 and with the appropriate access permissions, these electronic files can be retrieved from anywhere!

Computing Services provides consultative support for functional and business partners to scope technology solutions requirements that meet the business needs of academic and administrative units.

Email it-consult@cmu.edu to schedule a consultation.
BENEFITS OF KEEPING YOUR WEB BROWSER UPDATED

Whether you use Chrome, Safari, Internet Explorer or Firefox, it is important to keep your web browser updated. ISO recommends that you Run QUALYS Browser Check regularly from https://browsercheck.qualys.com/. This tool will walk you through updating any browser-related applications, and will help protect your computer.

In addition to these security reasons, newer browsers load web pages much faster, offer time-saving features like tabs and toolbars and give you the most optimal view of a website.

Browser support is specified by the web application. Always verify the browser you choose is supported by the application. In the case of WorkDay, IE 11 and the latest versions of Chrome, Firefox and Safari are supported.

Want to know more? Visit the Web Browser page at cmu.edu/computing/web/browser/.

LOG INTO cmu.edu/lynda/
Lynda.com is a continually growing and evolving library of training videos and tutorials covering a wide range of software, technologies and business topics.
Support for Microsoft Office 2016 (via Office 365)

Computing Services has released Microsoft Office 2016 through Office 365. As part of the service, you will be able to enjoy all of the features of Word, Excel, PowerPoint, Outlook, and OneNote. Best of all, you can install Office on up to five devices (including mobile devices, such as Windows tablets and iPads).

**WANT TO UPGRADE?**

Download Office 2016 at cmu.edu/computing/software/all/msoffice/

**Note:** If your university-owned machine is managed by departmental IT support staff or DSP, contact them to request installation of Office 2016 under the university volume license.

**NEED MORE INFORMATION ABOUT OFFICE 2016?**

Visit the Microsoft Office Software pages at cmu.edu/computing/software/all/msoffice/ for more information on installing, running and using the software.

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**DECOMMISSION OF CYRUS EMAIL**

Computing Services will begin a multi-phased project to decommission the Cyrus email service as part of an effort to provide modern, industry standard, cost-effective email and calendar solutions.

The email and calendar services offered to campus have undergone a number of changes over the past several years. Many administrative departments have transitioned to Exchange providing an integrated solution with mobile support and advanced scheduling functionality; and in 2013, Google Apps @ CMU became the default email service for undergraduate students. The decision to decommission the Cyrus service aligns with the strategy to provide modern solutions that meet the needs and use patterns of our community.

The initial phase of this work will change the email options available for new Andrew accounts. New accounts will no longer receive Cyrus email as an option. Instead, new accounts will receive either Google Apps @ CMU or Microsoft Exchange depending on affiliation and department policy.

For more information, visit the Cyrus Project page at cmu.edu/computing/email/cyrus/project/.
You can’t see it, but across campus is a network of wiring closets, communications outlets and fiber optic cables that carry bits and bytes all over the world! Computing Services works with Campus Design and Facility Development, Facilities Management Services (FMS), engineers and architects to ensure communications cabling standards are met in all construction projects.

One example is the Scott Hall project which has been called a “crossroads for campus.” This is true for the unseen network as well. Scott Hall is a networking HUB with multiple links to other buildings. Even the placement of wireless access points is considered through wireless planning studies.

Likewise, the new Tepper Quad has been described as "a hub for technology-enhanced learning, research and practice." A robust cabling infrastructure is necessary to support this plan and the vision for future expansion. Two geographically diverse pathways were constructed beneath Forbes Avenue to accommodate cabling specifications that support the current construction plan, continued growth and business continuity concerns. Additionally, to support the goal of “creating interconnectedness throughout the building,” Computing Services technical staff lend their expertise to review building drawings ensuring that wiring closet locations will support robust network signal strength in the buildings and surrounding outdoor areas.

Computing Services is continually working behind the scenes with campus partners in the planning of new construction projects including the ANSYS Building, Tata Consultancy Services Building and several locations near Fifth Avenue and Clyde Street. Although you don’t see it, there is a sea of technology below the surface supporting work to achieve the vision and mission of the university. It’s an exciting time at Carnegie Mellon!
Welcome to a new school year!
The Information Security Office (ISO) would like to thank you for collectively protecting our computers, networks, and data by observing good password management practices.

PASSWORD SECURITY

Top Tips…and Why They Matter!

1. Change your Andrew password periodically especially if you log in to public computers or connect via open Wi-Fi networks. If your password is stolen, it could take months for a password thief to use it.

2. Select a strong password and keep it secret. Never share your password with anyone including friends, family or an email sender claiming to be from IT or the Help Center.

3. Set your security questions so that you can conveniently reset your password if you forget it.

4. Don’t use your Andrew userID or password for other accounts. Don’t reuse previous passwords. Password thieves know people recycle passwords. They try older passwords hoping to catch you cycling through. They also know people reuse passwords. If they get a password for one system, they’ll test other systems with that same password.

5. Be aware of phishing emails asking for your userID and password or providing links to fake Carnegie Mellon log in pages. Always, verify the URL is affiliated with the university before you enter your Andrew userID and password. Occasionally used Carnegie Mellon log in pages include login.cmu.edu, phone.cmu.edu and exchange.andrew.cmu.edu. Notice that each contains .cmu.edu at the end of the URL.

PHISHING ATTEMPTS

The ISO notifies those who received confirmed phishing emails through the Network Incident System Console (NISC). Follow the instructions provided, if you fall victim to the deceptive email.

DID YOU SHARE YOUR ANDREW PASSWORD?

If you shared your password with a colleague, friend or family member or have an account with services that were breached, change your password immediately. If you shared your password in response to an email or a phone call, change your password immediately and email iso-ir@andrew.cmu.edu.

Should the ISO detect a password compromise, your Andrew account may be locked to protect your personal data. If this happens, contact the Computing Services Help Center to reset your password (it-help@cmu.edu). This process is much easier if you’ve set your security questions (cmu.edu/computing/accounts/passwords/).
RANSOMWARE?

CryptoLocker, Locky, Zepto… these recent ransomware titles sound scary. They don’t have to be if you protect your computer. Ransomware is a type of malware that: infects the computer, encrypts the files on it and demands a ransom be paid to unlock them. The ISO has seen a surge in ransomware infected computers within the campus community. Most were infected through email.

BEFORE YOUR COMPUTER IS INFECTED

These security practices specifically help you prevent, detect and recover from ransomware.

1. **Use a separate, non-administrator account.**
   Create a separate user-account for day-to-day use that does not have administrator permissions. Ransomware deletes automatic local computer backups making it difficult to recover files. If your account does not have administrator permissions, file backups cannot be deleted.

2. **Disable Office macros.**
   Many ransomware infections are caused through macro enabled Office attachments. Change your Office settings to disable macros. For steps search Office Support at [https://support.office.com/](https://support.office.com/).

3. **Install Anti-Virus Software**
   Most ransomware is detected by anti-virus software. Be sure you have the recommended anti-virus software installed. See [cmu.edu/computing/software/new.html](http://cmu.edu/computing/software/new.html)

4. **Backup your Data**
   Backup your data regularly to an off-site location or external drive. If you are using an external or network drive, be sure to eject it once the backup is completed.

5. **Practice Safe “Clicking”**
   Verify the URLs and don’t open attachments you’re not expecting.

If you suspect your computer is infected, contact the ISO as soon as possible. We can help determine your next steps.

DMCA PROCESS FOR STUDENTS

When requested, Carnegie Mellon is legally required to stop unauthorized downloading and/or distribution of copyrighted materials. If we receive a Digital Millennium Copyright Act (DMCA) notice and identify your computer as the offender, you will have 72-hours to resolve the issue with the Student Life Office. If it is not resolved, you will lose your network access and will not be able to register new devices or computers. For more information, see [cmu.edu/iso/aware/dmca/](http://cmu.edu/iso/aware/dmca/).

REPORT CONCERNS

The ISO welcomes any reports of suspicious emails, or concerns about computer, network or data security.

Email iso-ir@andrew.cmu.edu or call the ISO Hotline at 412-268-2044.