Subject: GLPI Training
From: Catherine Grimaldi <grimaldi@hawaii.edu>
Date: 3/8/2012 9:26 AM
To: hcc-admin-announce-l@lists.hawaii.edu

Training will be given on the new work-ticketing system GLPI. This program allows all staff to create work tickets for IT help requests.

Sessions will be in 2-401 Student Computer Lab.

Please plan to attend a session if you would like help to understand how to create tickets requesting help. Below is the schedule.

Start time is 10:00AM 3/15, 3/16, 3/22, 3/23/12 (thurs fri thurs fri). Classes are 30 minutes long.

Thank you,
Kay Grimaldi
x293

Quote:
Mike Meyer to hcc-admin-anno.

show details Mar 6 (2 days ago)

As promised we have set up training in the use of ITC's new GLPI ticketing system. This is the fastest way to request assistance from the ITC Call Center for computer, network or software problems or requests including purchase requests. You can open an Incident or Request ticket by going to the Intranet site and selecting ITC Support on the main menu bar. If you would like personal training using the GLPI system contact the Call Center at 333 and request GLPI training provided by Kay Grimaldi. You can also use GLPI to make a training request for GLPI (!?) as that works, too.
As announced there will be a series of complete power shutdowns affecting the entire campus from December 18 to 21. While the campus will be closed during these days there are a number of implications for IT operations. We would also very much appreciate your assistance in preparation for this on Friday December 16.

  ITC staff will be shutting down network components and servers from Friday evening December 16. All campus network and server hardware will be off by Saturday afternoon based on the last apprenticeship classes that are scheduled.

  Please shutdown all electrical and electronic devices including computers, printers, scanners, copiers and other less intelligent devices such as refrigerators at close of business on Friday December 16.

  While the power for the campus will be turned back on each evening, the campus network and all IT systems will remain off until December 21. That means off, dark, not working, down, kaput just to make things really clear.

  This will NOT affect Laulima, Banner, UH email, or any of the Manoa based services which will be accessible from home or anywhere else with Internet access. You will be able to continue working with Laulima based student exams, assignments, etc. and you will be able to input grades from home or anywhere else with Internet access.

  If you still have hcc.hawaii.edu email this WILL be affected. You will receive no email on that account for the days listed. You will receive approximately 72 hours of email when the system is turned back on but any email sent to you on the hcc.hawaii.edu account after power has been off for 72 hours will probably be lost. We cannot do anything about this.

  Now would be a very good time to move your email to UH system email so you will not risk any loss from this campus power outage or any future outage. You have three weeks and you may contact Connie Belanay at 844-2328 (x328) for help.

  This also applies to any web content hosted on HCC servers. These will be off and efforts to link to those URLs will return 404 or No Server errors. If this is important for the days of the outage this would also be a very good time to move your web content to UH System servers at Manoa. An alternative is to create a temporary "work in progress" page on a UH System server and do what is called a redirect to that page from your site URL. Connie can help you with that also.

  Critical systems will be brought back up on Wednesday December 21 focused on building 6 and Banner. This will allow grades to be rolled from 6:00 AM on Thursday, December 22.

  The rest of the campus will be brought back up and online by Friday December 23. This will allow us to have everything checked and working before the holidays and to be ready for the first week of January.

If you have questions or concerns just let me know. During the outage (or any other time for that matter) I am reachable at 783-1783.

Mike Meyer
ITC Honolulu Community College
808.844.2308
Greetings . . . In case you haven't noticed we are constantly hearing about computer, network, and information security. This is part of the daily drumbeat of the information age. As people have become more closely linked to the virtual universe that is evolving around us we are becoming more informed and aware of potential benefits and threats to each of us in this new environment. This also applies to organizations. The result is the end of innocence of the early days of the web. The wonder of sharing information with anyone who was interested led to posting incredible amounts of information online particularly in colleges and universities. An assumption was commonly made based on the copyright exclusion that was clarified in the 1970s allowing sharing of copyrighted print and, later video, in classes and for educational purposes. So a university or faculty based web site is just an extension of the classroom, right? Wrong.

A little background: Since I helped set up and manage one of the first broadband Internet services and a couple more sense then, I have been entangled in freedom of information and copyright issues from the first days of these services existence. Surprise! You give people the ability to post information to the world and all sorts of stuff appears having been created, copied, parodied, stolen and/or insulted. This is immediately followed by outrage and copyright claims. This was very scary and lead to the Digital Millennium Copyright Act of 1998 which, among other things, implemented protection for service providers (ISPs) from law suits based on copyright claims against customer posted material. Unfortunately universities and colleges don't qualify for this. So what does this mean for us?

If you have have copied documents of any kind to a public web site on a UH server of any kind (even one under your desk) without permission, we are at risk. You should remove this material from the site immediately. For educational uses you can provide links to web based material with a very short description accompanying the link (URL). The shorter the better. If you want to post copyrighted material you must have a written letter of permission for that specific material and that must be submitted to ITC along with the server location of the material to be posted. The material itself must include the statement that it is posted with permission. There are materials that are specifically posted with Creative Commons copyrights that grant usage with citation and this statement must be included. The rule should be, if in doubt, don't upload it. We in ITC are working on making this clearer and easier to understand but we also are required to enforce these laws for the protection of the college and the university system.

Below are some links to help explain what this really means:
http://www.educause.edu/Resources/Browse/DMCA/31236
http://fairuse.stanford.edu/Copyright_and_Fair_Use_Overview/chapter6/6-b.html#1

In a later update I will go over how to copyright your own material on the web using Creative Commons. You can check that out below.
http://creativecommons.org/

You can always contact me for more information. And I will be talking about this, briefly, at WILD on March 2. Hopefully that won't cause you to find other things to do that day.

Mike Meyer
ITC Honolulu Community College
808.844.2308
As promised we have set up training in the use of ITC's new GLPI ticketing system. This is the fastest way to request assistance from the ITC Call Center for computer, network or software problems or requests including purchase requests. You can open an Incident or Request ticket by going to the Intranet site and selecting ITC Support on the main menu bar. If you would like personal training using the GLPI system contact the Call Center at 333 and request GLPI training provided by Kay Grimaldi. You can also use GLPI to make a training request for GLPI (!?) as that works, too.

Also as promised we are in the final stages of testing the new Aruba Wireless system that was installed in February. What, you may ask, is taking so long? Give it a moment's thought and you will realize that this is not simple. We are in the process of transforming the HCC network to provide nearly transparent Internet and network connectivity to several thousand personal wireless devices at any one time. We also need to do this with maximum security based on the type of access that all the different HCC users require. And, to live up to our standards, we are implementing some technical refinements that no other UH campus has yet done. We will begin rolling this out later this month. If you are interested in finding out more about this, as usual, just let me know.

Mike Meyer
Director Information Technology
Honolulu Community College
University of Hawaii
808.844.2308
Subject: ITC Update: New Services
From: Mike Meyer <mmeyer@hawaii.edu>
Date: 1/26/2012 4:05 PM
To: "hcc-admin-announce-l@lists.hawaii.edu" <hcc-admin-announce-l@lists.hawaii.edu>

ITC will be launching or beginning development of a number of new services this semester. Some of these have been generally announced already or outlined in various committees. These updates will deal with only the broadest, campus wide services with limited reference to more technical or more narrowly focused services. As always if you see something you would like to know more about just email me or call. I am always available to talk to people or groups about our existing services, planned services, or ideas for new services.

The New ITC Call Center — As some of you may have noticed we have been implementing extensive changes to what had been the old ITC Help Desk. As outlined in the final Reorganization Plan all IT related issues, including problem reports, questions, new service requests for HCC as a whole now go to the ITC Support Call Center. The number is 333 and email is hcchelp@hawaii.edu or see below for the Intranet link. This is where you start with any problem or need that relates to data, communications, and/or information infrastructure including purchasing (more on this later).

Directly related to this, next week we are doing a soft launch of the new automated ITC Incident and Request system. The system is called GLPI and requires you to login with your UH account to enter problem Incidents or Requests including hardware or software purchasing. This service is available and live now on the main title bar of the Intranet as ITC Support. It is not yet fully loaded with the UH Directory system so all of your personal information may not automatically load when you first log in. This system will evolve to include all IT hardware and software inventory, history including purchasing and provisioning of IT infrastructure and will provide a growing knowledge base for efficient management and support. We will have online training with illustrated screen shots for next weeks soft launch and are planning the first, full ITC Town Hall meeting to provide training on this plus other services in February. Standby for more information . . .

We have begun installation of the new Aruba Wireless system that we were able to purchase last semester. We expect to begin testing the first access points for this system in the next few days. This will not disrupt any current wireless services and will be transparent as we convert to the new system. This network will be primarily for students and UH personnel from other campuses who will have immediate access for their UH registered devices as soon as they arrive at HCC. You will have the same capability at Manoa and the other campuses who are part of this system. I will keep you updated on this also.

But that's not all . . . Call right now and we will give you immediate access to the new, online VOIP Phone User Guide. Actually you don't have to call. Just go to the Intranet Home Page and click on the VOIP User Guide link under ITC Status.

There is lots more coming so stay tuned.

Mike Meyer
ITC Honolulu Community College
808.844.2308
Subject: ITC Update: New VOIP Phone System
From: Mike Meyer <mmeyer@hawaii.edu>
Date: 10/21/2011 4:47 PM
To: "hcc-admin-announce-l@lists.hawaii.edu" <hcc-admin-announce-l@lists.hawaii.edu>

As I have mentioned in the previous ITC update we are installing a new Voice Over Internet Protocol (VOIP) phone system. This includes a major change to the campus network which brings HCC up to current network architectural standards and will allow integration of the HCC into the UH System network (the new wireless network is next). The new phones, which attach to the campus network just like a computer or other smart device, will be set to have the features you currently have. Later there will be new features which you will have the option to select.

Over the next three weeks ITC staff will be checking network connections in each office for your new phone. We will then begin installing the new phones which will not yet be useable. They will be installed and tested but will not be able to make calls outside or to all campus locations. You will be notified when the changeover is being made to the new phone system and then you will no longer be able to use your old phone. Before that happens you will be able to schedule a training session. Click here for more information and training registration.

New phone training. Monday November 7, 2011 Register
Planned cutover to new phone systems. Friday November 11, 2011 (Veteran's Day Holiday)

You will be updated on any changes. Please contact me with any questions. Answers are also accepted.

Mike Meyer
ITC Honolulu Community College
808.844.2308
Happy New Year and welcome back! The ITC staff has been busy over the holidays handling multiple campus power outages and resulting problems. We think most everything is fully operational but there may be individual offices that still have telephone and/or data connectivity issues. Remember that the new VOIP phones are now on the campus data network and, in some cases, may be connected through your office desktop.

If you have problems with your phone or connectivity please call our new Campus Call Center at 333 for assistance. Most problems that we have received today are related to setting up voicemail or forgetting a previously entered password. Below is the simple instruction sheet for setting up your voicemail on the new phone system that was previously sent. This includes the suggested campus script for both regular voicemail and 'out of office' voicemail. If you are having problems with your voicemail password call 333 and we will get things fixed.

Mike Meyer
ITC Honolulu Community College
808.844.2308

Quick Reference Guide – Setting Up Voicemail on Your Avaya Phone

§ Lift your handset and click the msg/inbox button to get to you voice mailbox.

§ Enter the temp password, 86245 followed by the # key.

§ Enter your new password (must be 4 - 16 digits) followed by the # key.

§ The phone will reply your password back to you. To keep this press #, or * to re-enter

§ Set name of voicemail box. Say your first and last name. This identifies you as the owner of the mailbox.

§ Press # to keep or * to re-record.

§ Set your personal voice box message push number “2” to say your personalized message.

§ Press 2, to start recording your message. Then press # when you are finished recording your message. The voicemail system will play your message back to you. If you choose to keep the message, press # or press * to re-record your message.

§ Below are examples of a standard personalized message and out of office message to utilize.

Standard Personalized Message

Aloha, you have reached [insert name, title or department]. Please leave your name, phone number, and a brief message and I will be sure to get back to you as soon as possible. If you need immediate assistance please contact
Standard Out of the Office Message

Out of Office Alert. You have reached [insert name, title or department]. I will be out of the office from [insert date] returning on [insert date]. Please leave your name, phone number, and a brief message and I will be sure to get back to you upon my return. If you need immediate assistance please contact [insert information]. Thank you for calling Honolulu Community College.
Subject: ITC Update: VOIP Phones  
From: Mike Meyer <mmeyer@hawaii.edu>  
Date: 11/3/2011 4:59 PM  
To: "hcc-admin-announce-l@lists.hawaii.edu" <hcc-admin-announce-l@lists.hawaii.edu>

The new VOIP phones were installed in building 6 on Tuesday and Wednesday and all remaining buildings will be completed over the next two weeks. Please remember that when the phones are installed they will not be useable for off campus calling but will be on the new network for testing. Please remember to register for the initial training on the new phones and phone system. We have four training sessions scheduled for Monday November 7 (next Monday) and information plus registration for these sessions is available at https://pcatt.org/pcatt/phoneTraining/. This will be a hands-on training session which will give you everything you need to know to do what you do now with your current phone. During the spring semester we will be introducing additional, optional features.

The actual cutover to the new phones is now tentatively scheduled for November 18th. Our original date of November 11th will be used for an electrical transformer change producing a complete blackout on campus for several hours. The electrical change takes priority and we will need to provide extensive support to ensure that our IT infrastructure goes down smoothly and comes back cleanly after the planned power disruption. I will keep you updated on the revised date for cutover to the new phones.

Mike Meyer  
ITC Honolulu Community College  
808.844.2308
As most of you are aware I have taken over management of IT to provide assistance in implementing strategic plan changes. The goal is to consolidate Information Technology services into an effective and efficient organization focused on providing technical support for education and all elements of the campus community. Special thanks to Vern Takebayashi for managing the creation of a true Helpdesk to provide the centerpiece of the new ITC Support.

I will not normally be long winded in these notices but there are many things happening and I want to give everyone an idea of the main changes and projects happening now:

We have begun to consolidate the Support elements of IT into the main computer lab to provide student training and professional Helpdesk service. This includes establishing an organizational structure with clear lines of authority and new procedures. Francis Wong is now in charge of this.

Staff positions providing IT support based on the convergence of all voice, data and video in the new common HCC network have been functionally brought together. This provides efficient and consolidated staffing for greatly improved efficiency.

You may notice on the HCC Intranet that all pages now have an IT Status box on the page. This will be an immediate source of information on any problems or issues which are of concern to the HCC community.

A new role will be developing centralized IT purchasing approval aimed at providing standardization, centralized inventory and direct support to faculty. The goal is to provide technical consulting for all faculty and staff on any IT related purchase.

The HCC phone system is scheduled to be replaced with a new, UH Voice Over Internet Protocol (VOIP) system. This is now an ITC responsibility and is on schedule for completion prior to year end. You will hear much more about this in the next week as we confirm the schedule.

HCC is now back on schedule to upgrade our campus wireless network as part of the VOIP project. This will give common wireless access to all parts of the HCC campus and will be integrated into the UH wireless login system. Any student or faculty with a wireless account will automatically be online on any UH campus.

There are a range of other projects centered on new virtualization (cloud) technology and new services which will be following these 2011 projects. Please let me know if you have questions or would like to talk about any of this in detail. I'm always available to discuss the projects and goals of the New ITC.

Michael R. Meyer

Information Technology Center ? Honolulu Community College ? 808.844.2308
Subject: ITC Update
From: Mike Meyer <mmeyer@hawaii.edu>
Date: 11/16/2011 9:29 AM
To: HCC-ADMIN-ANNOUNCE-L@lists.hawaii.edu

VOIP Project:
Thanks to all who signed up and attended the VOIP telephone training classes a week ago. Many of you have received your new Avaya phones and if you have not you will receive it this week. Once you receive your phone you will be able to set up your voice mail and greeting. Those of you receiving phones this week will be assisted with setting this up. Please note that it is very important to set up your greeting and this only takes a minute or two to complete. It is much more professional for someone to hear your voice when they are sent to voice mail than to hear only a generic automated message. Standard greeting scripts are being prepared so that you can create a fully personal greeting. Watch for those.

We have confirmed the cutover date to the new phone system. Due to a number of factors we have moved this to the last day of the semester, December 16. While we had originally intended to do this earlier this will give us more time to confirm all campus telephone connections and to guarantee a painless changeover to the new system. Again, this is a confirmed date and you will be able to set up our voice greetings as soon as our phone is installed so that everything will be ready for December 16.

Google/UH Email Conversion:
As you know the entire UH system is being converted to Google email. Students have a already been converted and faculty and staff will be moved over during the spring semester. There is no reason to wait and we have our own Connie Balanay available to assist you with conversion and training. Contact her at techhelp@hcc.hawaii.edu or call her at 844-2328 (x328). The HCC techhelp email addresses are being converted. Watch for updates on the new email address.

Security:
A regular feature of these updates will be this Security section. Information security is everyone's responsibility and an increasingly critical component in the health of all organizations. The new UH Information Security office under Jodi Ito is tasked with supporting all elements of information security system wide. An important and very dangerous problem is the tremendous growth in successful phishing exploits in the UH system. These tripled in 2011 to over 300 incidents system wide. Phishing exploits attempt to trick you into providing login and password information that will allow someone to take over your computer, copy all of your email and files, and, often, to use your computer for other illegal activities. Please delete unsolicited email that asks for personal information or asks to you to click on a link to confirm your information. If you have questions or think you may have been compromised please notify the UH office at infosec@hawaii.edu. You can always contact me for questions or help with security issues.

Mike Meyer
ITC Honolulu Community College
808.844.2308
Below, please find text from an email Bill Becker sent regarding the need to find and remove personally identifiable and sensitive information from computers here at school. The procedure is required of everyone and simple instructions are found below. In addition to this, the IT department will be giving training sessions on how to use the vt.edu program to remove unwanted files.

Please plan to attend a session if you would like further help. Below is the schedule. The room for the classes is 2-401 at the Student Computer Lab.

Start time is 1:00pm 3/15, 3/16, 3/22, 3/23/12 (thurs fri thurs fri). Classes are 30 minutes long.

Scanning your files is a requirement. The IT department is here to help.

Thank you,

Kay Grimaldi
x293

QUOTE:
William Becker to hcc-itc-l

show details Feb 23

Honolulu Community College – Information Technology Center  Feb 2012

Scanning of computers for Personally Identifiable and Sensitive Information

As a result of the recent data breaches, the University of Hawaii is implementing a new system-wide Information Security program to better protect the University’s sensitive information. see www.hawaii.edu/askus/1305 and http://www.hawaii.edu/apis/ep/e2/e2214.pdf

At HCC this will means that the HCC web server, HCC mail server as well as the O: drive network home directory server will be scanned for sensitive information. This will include all email on the hcc.hawaii.edu mail server. Files such as Inbox, mail, savedmail and sentmail will be included in the scan.

Before ITC attempts to scan the entire network drive system, individual users will be expected to police their own files
and scan their own file systems and their own network drives for files containing social security numbers or credit card numbers.

This is a required task mandated by the college.

The UH recommended program for scanning your personal files has been developed at Virginia Tech University. The program and the instructions for using it are located at the site http://security.vt.edu/resources_and_information/find_ssns.html

The HCC scan of personal files by users should be completed as soon as possible.

What you need to do

Use a browser and got to the Virginia Tech site.

http://security.vt.edu/resources_and_information/find_ssns.html

Download and install the Windows or Mac version

It can be unzipped and run from the desktop

Watch the “How to use Find_SSNs” video on the VT website

For Windows users: scan your O: drive as well as your local drives

For Mac Users: scan you local drives.

Delete or Archive any files that contain sensitive information. (Delete is suggested)

If you have a large amount of files, you can scan individual directories one at a time.

Note:

The scanning software is not perfect. It produces a lot of false positives, which means that it will flag files as Sensitive Information when in fact it may be numerical data that is not sensitive or personally identifiable information. Prime candidates are sample student files that come with accounting or database programs and do not contain actual data. Sometimes files with “cookies” or randomized numerical data are flagged as credit card numbers. Mail message ID’s also may be interpreted as Social Security Numbers or Credit Card info. In most cases it is obvious to the owner of the file if the data should be deleted.

HCC ITC network server scan

HCC ITC will begin scanning the network drives on March 7 2012. Any user with files that contain sensitive data will be notified.
If you know that you have sensitive information stored on HCC campus servers, enter it into the UH information survey http://www.hawaii.edu/its/information/survey/ and let HCC ITC know about it.

This is a good time to reduce the number of files on the HCC servers. ITC recommends that any files no longer needed be deleted from network drives even if they do not contain sensitive information. It saves disk space and reduces the amount of time required for scanning for sensitive information.

Scans for sensitive information will be conducted regularly. For help with the individual computer scan project call x333