WE’VE MOVED!

On December 19th our office moved from the University Services Building to the Computer Center Building located on 1077 N Highland Ave. The entire move ran smoothly and there were minimal interruptions in service. The new space allows each team in SBSTech to collaborate more effectively with one another, since all members are now located in one central location. The office houses a new conference room and video production studio that will be open to all faculty and staff in the College. Information on how to reserve these spaces will become available at a later date.

PROTECT YOUR IDENTITY

In today’s connected world, it is more important than ever to secure your cyber identity. University employees are constantly targeted through spear phishing emails in an attempt to steal your NetID and password. We strongly advise you to enroll in NetID+, which is a second layer of authentication, to minimize the possibility of cyber criminals being able to use your NetID and password to log into your accounts.

Lo Que Pasa recently had an excellent article about phishing and how to protect your identity at https://uaatwork.arizona.edu/lqp/protect-your-identity-netid
UACONNECT WILL BECOME UACONNECT365

The University of Arizona is migrating from our current UAConnect mail and calendar system to UAConnect365 this semester. The current timeline for the mailbox migrations is March through June. In preparation for the migration, we recommend:

1. Enroll in NetID+. UAConnect365 will require NetID+ in order to log into your email. Information about NetID+ can be found at https://security.arizona.edu/netid-plus

2. Clean up your email to reduce the size that needs to be migrated.

3. Update Office 2010 for Windows and Office 2011 for Mac to Office 2016 for Windows and Mac. If you need assistance with any of these tasks, please submit a ticket at https://ticketdog.arizona.edu and let us know your availability.

To learn more about the benefits and timelines of UAConnect365, visit the following pages or attend one of the open forums https://it.arizona.edu/uaconnect365 or http://uits.arizona.edu/uaconnect365-faqs

- Wednesday, March 22, 10:30-11:30 am, SUMC Agave Room
- Monday, April 10, 1:30-2:30 pm, SUMC Agave Room
- Wednesday, April 26, 10:30-11:30 am, SUMC Agave Room

DID YOU KNOW?

- Faculty and staff can request resources that can be shared by multiple people. One of the biggest advantages of using a shared resource is that University data is easily managed when people transition in and out of a department.

Examples of shared resources are department email accounts, like SBS-comminfo@email.arizona.edu, and shared drives, like S:Comm_Busmgr. To request a department email account or a shared drive, please submit a ticket under the Research & Infrastructure category.

- When a faculty or staff member no longer works for a department, we need to remove access from network drives and department email accounts. Please let us know the name, NetID, and final work date by submitting a ticket under the Research & Infrastructure category.

- Student employees can be given access to UAConnect email, calendars, and Lync messaging by requesting a student employee account through UITS. For more information, see http://uits.arizona.edu/content/uaconnect-accounts-student-employees

- Over the summer Qualtrics was updated to the insight platform. Many excellent tutorials on the new features are available at https://www.qualtrics.com/support/. If you have any questions please submit a ticket through TicketDog.
HOW TO RESPOND TO A PHISHING EMAIL

Phishing is the practice of sending fake emails or setting up a fake website that mimics a legitimate website, in order to trick you into providing your personal information (including user names and passwords) or opening a malicious file attachment. Here are some indicators of a phishing email:

- Incorrect “From” address, such as president@arizona.edu.hk or support@ebay.com.wearephishing.co.tv.
- Spelling errors or poor grammar.
- Generic greeting such as “Dear Valued Customer” or “Dear University Employee”.
- Messages addressed to your email ID instead of your name, such as “Dear TargetedUser123”.
- Messages that say “Urgent action required!”
- Messages that say “Your account is compromised” or “Your account will be locked if you don’t respond within 24 hours”.
- The URL does not match that of the legitimate site.
- The URL may use a different domain name. (e.g., google.co.tv)
- The URL may use variations of the spelling of the actual address. (e.g., goole.com)

Here are some tips of what you can do to protect yourself:

- Do not respond to any spam-type emails.
- Do not send your personal information via email. Legitimate businesses will not ask users to send their sensitive personal information via email.
- Do not input your information in a pop-up window.
- Do not click a link in an email from an unknown sender.
- Do not open executable files. These are files which have an .exe extension.
- Be cautious about double file extensions. (e.g. Evil.pdf.exe)
- Be wary of container files, such as .zip files. Any number of files can be packaged inside, including malicious ones!
- Beware of attached files. Malicious code can also be embedded in commonly emailed files such as .doc and pdf, giving you another reason why you should only open attachments from trusted sources.
- If an email requests you to contact a company, call that company directly instead of responding to the email.

You may get more information on phishing at the UA Information Security Office website. Here is the URL: http://security.arizona.edu/phishing

PHISHING ALERTS

To view the latest phishing alerts go to: http://security.arizona.edu/phishing-alerts
WHAT HAS SBSTECH BEEN UP TO?

• WiseHUB, a portal developed by the SBSTech Applications Development Team, is in its final stages of development and will debut soon. This portal will help improve collaboration between staff and faculty in the College. Many of the workflows in the College are still handled through emails and phone calls. With Wisehub in place, this could be avoided, as it allows our routine forms to be added to the system, and users can submit their requests, applications etc. through it. This also lets the user interact with the form managers through the WiseHUB portal, and all the communication about a request will be found in one place.

• For the past few months, the SBSTech Research and Infrastructure Group has been building a video research lab for the Canine Cognition Center that is being led by Dr. Evan MacLean. The Canine Cognition Center studies the behaviors and thought processes of dogs. With the RIG Team’s help, Evan will have all of the tools necessary to cover multiple camera angles that can then transfer data directly to digital storage. These cameras will instantly collect all video footage, which can then be easily tagged, organized and redistributed throughout the web server.

• The SBSTech Applications Development Team came together at the beginning of the semester to help with student check-in support for the “What is Politics?” 7-week course that was taught by Professors Noam Chomsky and Marv Waterstone. The team created a card swiping web application that would help students check-in to the class. The system verified the student’s enrollment against the class roster. The students who signed up for the class were UA undergraduate students and UA students from the Humanities Seminars Program. New ID Cards were created by the Catcard office and given to Humanities students, so they would be able to enter the class.

• In an effort to provide cutting-edge tools and resources to the College’s researchers, the RIG team is currently in the process of designing an infrastructure that will house the most common applications in the cloud. More detailed information will be provided as developments unfold this year.

• SBS Tech’s Web and Multimedia Team has been working on a short film based on the 2016 Food and Water in Arid Lands Conference held at the University of Arizona Campus in November 2016. We used a variety of equipment to film; a few DSLR cameras, wireless audio and shot gun microphones, Ronin 3-axis camera gimbal and Manfrotto tripods. We also obtained drone footage to emphasize aerial views of Arizona land and water canals. The editing and color grading in the post-production stage was executed primarily in Adobe Premiere Pro.

To view the film go to https://www.youtube.com/watch?v=npjgpXPHvck
MEET OUR NEW TEAM MEMBERS

ZACH DODD
Zach is a Computer Operator who helps install, maintain and update desktop hardware, software and peripherals across the College and also helps support SBS events. Zach worked for Dining Services on campus before becoming a part of SBSTech and is excited to work for our team because he enjoys the technical aspects of the position and likes being able to assist faculty and staff. He also likes to tinker with the various gadgets used in the office. When Zach isn’t working, he enjoys reading, playing with his dog, hiking and camping.

ANTHONY ROBERTSON
Anthony joined our team as an Information Technology Support Analyst. He supports Gender & Women’s Studies, the Southwest Institute for Research on Women, Middle Eastern & North African Studies, the Center for Middle Eastern Studies, the School of Information and the National Institute for Civil Discourse. Anthony attended high school in Japan and after graduating joined the Air Force, where he served for 6 years working as an Arabic linguist. He enjoys working with technology because it’s constantly evolving, and in his spare time he enjoys mountain biking and video gaming.

NIVIDITA CHATANI
Nividita joined SBSTech this year as a Graphic Designer, and she will be helping our team create compelling layouts and well-designed/properly branded digital materials. Nividita became a graphic designer because she felt that it was a good way to get her voice heard in the form of design, and she believes that images have a huge impact on people that stays with them forever. She is excited to use her designs to get more people excited about what the College and each of its departments offers. In her spare time, Nividita has her own DIY youtube channel called nchatani creations that she likes to work on and she also enjoys animation, photography and exploring places.

TRAININGS

1. Mandatory All-Employee Security Awareness Program — All UA employees, student workers and DCCs who have access to University Information assets are required to complete security awareness training. For more information go to https://security.arizona.edu/all-employee-security-awareness

2. SBSTech will be offering one-on-one support sessions for UA Vitae training. Sessions will be held in our Conference room, which is located in the Computer Center (located at the SE corner of Speedway & Mountain) Room 236. To view available time slots and make a reservation, please complete the survey located at: https://uarizona.co1.qualtrics.com/SE/?SID=SV_oSMfuNY3zWYBscR
   If none of these dates and times work with your schedule, please submit a ticket at https://ticketdog.arizona.edu to schedule a different time.

3. The SBSTech Web & Media team invites all units to gather a group for a 2-hour website training session. We will customize the training to your unit needs, and we can provide a meeting room as well! Contact us by submitting a ticket through TicketDog and we will schedule a session with you.