



# UNO IT NEWSLETTER

University of New Orleans Information Technology

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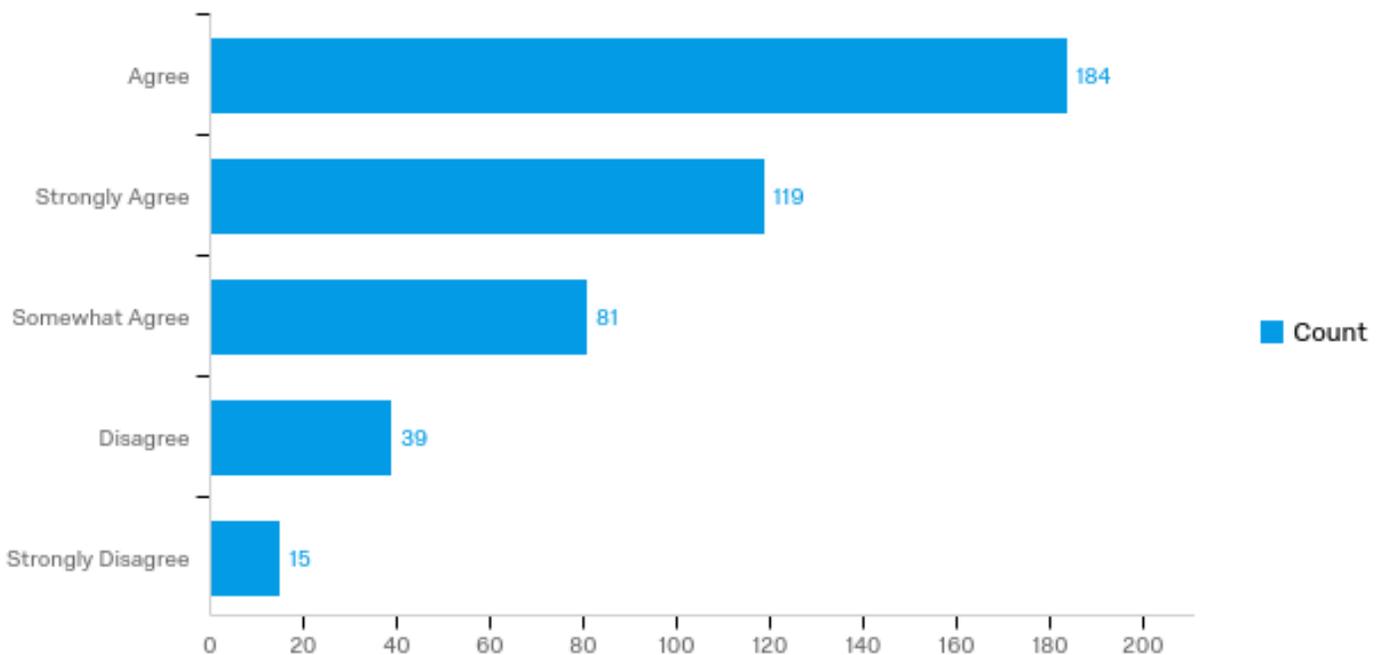
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## Service Satisfaction Survey

UNO Information Technology is conducting its annual (6-question) service-satisfaction survey. The purpose of the survey is to assess the level of computing systems services provided by IT support units: Administrative Computing, Enterprise Servers and Networks, and User Training and Support. Please help us serve you better by taking a minute to complete this online survey located at [ITSurvey2017](http://ITSurvey2017). Survey results will serve as a basis for improvements to computing support and services.

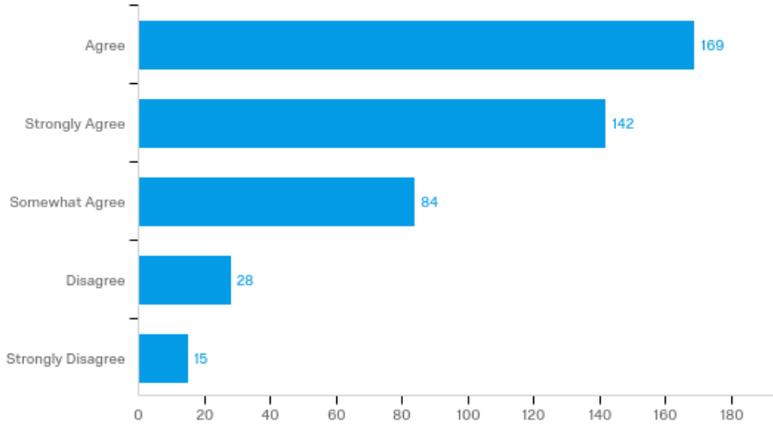
During our latest survey, we received 438 responses and we are pleased to share the results shown next.

### Q1 - I am satisfied with the computing services and facilities maintained by the Information Technology Department

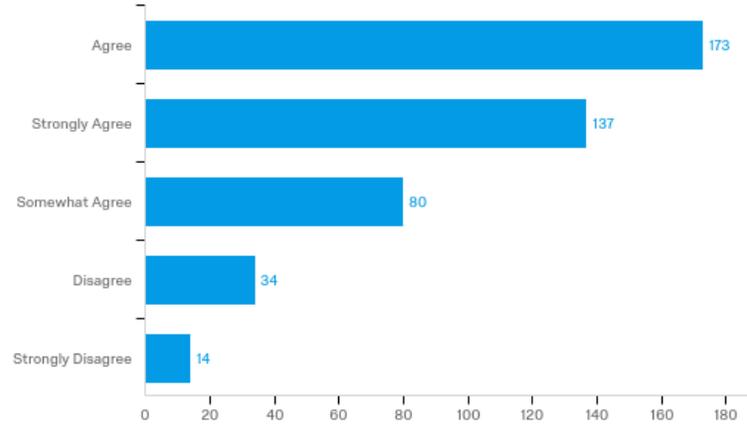


# Service Satisfaction Survey (Continue)

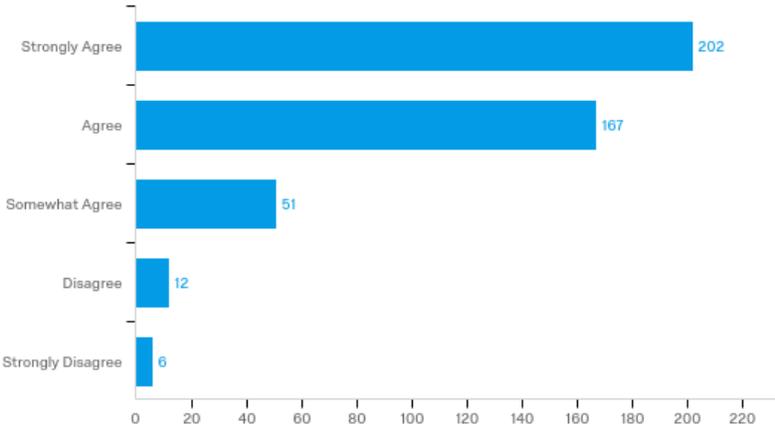
**Q2 - Overall quality of customer service is excellent**



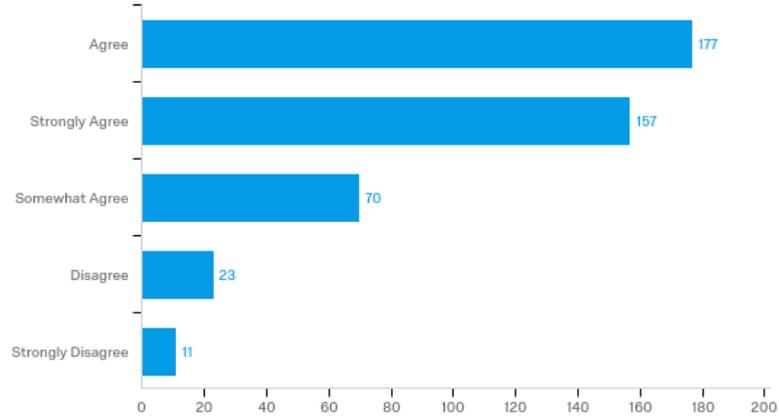
**Q3 - My request for services or questions are handled correctly the first time**



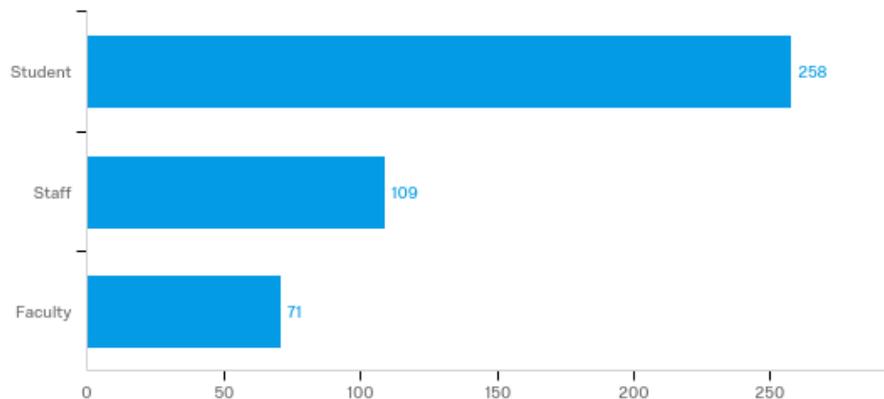
**Q4 - Staff responds in a polite and professional manner**



**Q5 - Staff listens and adjusts services to my needs**



**Q6 - My UNO role is:**





# CYBERSECURITY

The office of Homeland Security defines Cybersecurity as

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*the protection of computers and computer systems against unauthorized attacks or intrusions*

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and goes on to describe it as a shared responsibility between users and providers of technology. And in a recent report, it is indicated that the number of phishing websites detected has jumped by 250% during the first quarter of 2016. It is important that our community understands some of the risks and implements and practices safe online habits. One of the most common cyberattacks is phishing.

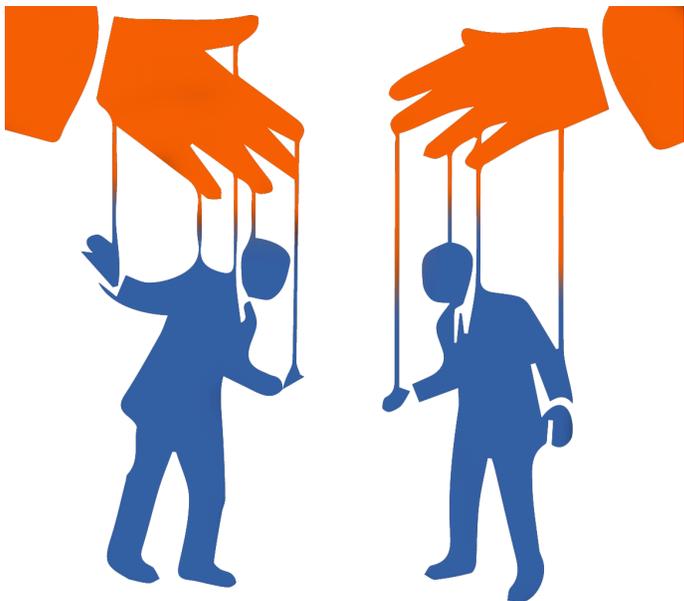
**Phishing**, is used to scam users into entering personal information on fake Web sites using e-mail forged to look like it is coming from a bank, organizations such as PayPal, the IRS, credit card companies, IT departments, or even from UNO organizations or people with legitimate names. An email becomes “spoofed” when a sender is able to alter the email to disguise himself and to make it look like it came from someone else. These emails would request account information such as user

name, password, or, simply ask to click on a link. Unsolicited emails, phone calls, and other correspondence from unknown senders should be viewed with particular caution.

Please be advised that no legitimate organization, including UNO IT or other departments, will require you to enter personal information such as SSN, DOB, account information, or passwords. If you receive these emails or other suspicious correspondence, including “greeting card” –type emails, please forward them to the IT Helpdesk immediately and DO NOT click on any links. The best advice is to be skeptical. Visiting suspicious websites may expose you to infection by **malware** embedded on the site (known as a “drive-by-download” attack). Even legitimate websites, as well as the files on them, may be compromised. Cyber attackers employ a variation of this type of tactic, a “watering-hole” attack, to target the employees of a company they know will visit the website. Therefore, caution should be exercised no matter where you navigate as well as with downloaded materials.

# CYBERSECURITY (CONTINUE)

In a **social engineering** scheme, an attacker uses human interaction (social skills) to obtain or compromise information about an organization or its computer systems. An attacker may seem unassuming and respectable, possibly claiming to be a new employee, repair person, or researcher and even offering credentials to support that identity. However, by asking questions, he or she may be able to piece together enough information to infiltrate an organization's network. If an attacker is not able to gather enough information from one source, he or she may contact another source within the same organization and rely on the information from the first source to add to his or her credibility.



## You can minimize cybersecurity risks by following some simple steps:

- Be suspicious of unsolicited phone calls, visits, or email messages from individuals asking about employees or other internal information. If an unknown individual claims to be from a legitimate organization, try to verify his or her identity directly with the company .
- If you are responsible for accessing UNO computing systems, do not provide personal information or information about how these are used or accessed, including the structure or networks, unless you are certain of a person's authority to have the information.
- Do not reveal personal or financial information in email, and do not respond to email solicitations for this information. This includes following links sent in an email.
- Do not send sensitive information over the Internet before checking a website's security.
- Pay attention to the URL of a website. Malicious websites may look identical to a legitimate site, but the URL may use a variation in spelling or a different domain (e.g., .com vs. .net).
- If you are unsure whether an email request is legitimate, try to verify it by contacting the company directly. Do not use contact information provided on a website connected to the request; instead, check previous statements for contact information.

If you suspect an email to be spoofed, simply do not respond or click on any link, and forward it to [abuse@uno.edu](mailto:abuse@uno.edu) where it will be examined by our IT department. For more information, contact [helpdesk@uno.edu](mailto:helpdesk@uno.edu).

# Academic Computing

As a Carnegie Research University, UNO is committed to the support of Research. To assist faculty, researchers and students, UNO licenses several key mathematical, statistical, and other applications managed by Information Technology.

## MATLAB

integrates mathematical computing, visualization, and a powerful language to provide a flexible environment for technical computing.

## ANSYS

is a general purpose software, used to simulate interactions of all disciplines of physics, structural, vibration, fluid dynamics, heat transfer and electromagnetic for engineers and scientists.

## Mathematica

is the tool of choice for scientific research, in engineering analysis and modeling, from simple calculator operations to large-scale programming and interactive document preparation.

## Qualtrics

software is a web-based, research surveying software that allows for the creation of online surveys which can be distributed bearing the UNO logo.

## SAS

Statistical Analysis System is a software suite developed by **SAS** Institute for advanced analytics, multivariate analyses, business intelligence, data management, and predictive analytics. SAS provides a graphical point-and-click user interface for non-technical users and more advanced options through the SAS language.

## Home Use

We are pleased to inform the UNO community that through licenses agreements with several software providers the following applications (besides being available campus-wide) are also available for faculty and students' home use: Mathematica, SAS, and SPSS. For more information, please visit the IT website.

## SPSS

Statistical Package for the Social Science is a popular statistical package which can perform highly complex data manipulation and analysis with simple instructions. It is designed for both interactive and non-interactive (batch) uses.

## Training Workshops

Our department is glad to announce the offering of several workshops available to faculty and staff during the Spring semester.

# Academic Computing (continue)

## Desktop Familiarization

For UNO employees (newly hired and/or existing hires) to become more knowledgeable about commonly used computer applications. The workshop will provide brief overviews of software applications, such as Windows 10, Skype for Business, One Drive, Microsoft Outlook Mail Clients (Web & Desktop), and many more! The course also allows you to inquire about specific issues you commonly face when using these applications.

## PeopleSoft Financials

This workshop is designed for users who are currently working with nVision and who are familiar with basic Excel functions. Participants will gain the skills and knowledge necessary to organize the nVision data for presentation purposes using advanced Excel functions. Demonstrated Excel features will include Macros and Pivot Tables.

## Introduction to Qualtrics

Designed for beginner-level users to introduce this web-based, research-surveying software for the creation of online surveys which can be distributed bearing the UNO logo. Participants will gain the skills and knowledge necessary to create and distribute surveys.

## Intro to IT Systems & Services

This workshop is designed for all Faculty and Staff to introduce the services and systems provided by the Information Technology department. You will learn what the different units in the IT department do and how you may use these services.

## Quick Notes

**Kivuto** is a software distribution company that specializes in hosting electronic software delivery. This service comes with UNO's Microsoft site license and is available for all active faculty, staff, and students. Kivuto's UNO web store is available on [myapps.uno.edu](http://myapps.uno.edu). Using your UNO account, everyone can access the service to buy Windows, Office, Adobe Creative Cloud, training materials, utilities software, plus a large amount of other titles for personal use at greatly discounted prices.

The **UNO Media Server** ([media.uno.edu](http://media.uno.edu)) has been previously used by faculty and staff to store video files and now is scheduled to be turned off on May 31st, 2017 and archived for storage. The server has been blocked for new submissions for some time and all new UNO academic (media-related) content needs to be distributed using Moodle.

For more IT training workshop information, current workshop schedules, or to register, please visit:

<https://sharepoint.uno.edu/ucc/uts/training/documentation/Pages/Workshop.aspx>