ITS Update

Issue 09 December 2010

THOMPSON RIVERS UNIVERSITY

In this Issue:

project SAGE
Banner Implementation

Since our last update significant progress has been made on the project. The campus student team was able to successfully convert all academic history from Colleague to Banner 8, completing that aspect of the project. The next crucial steps to the Open Learning go-live include upgrading Banner to 8.4, completing PCI compliance, converting OL Bookstore to WinPrism, completing all custom applications and converting historical Open Learning data. The scheduled go-live commences on January 28, 2011 and the two subsequent weekends to complete the implementation.

Campus Student Team Recognized for Hard Work

Larry Prins, AVP Academic was on hand to present awards to 24 individuals in the Registrar's office, Finance and IT Services who worked so diligently to make the campus implementation of Banner such a success.

Jola Belliveau and Brian Harris received awards for their contribution to the campus implementation of Banner

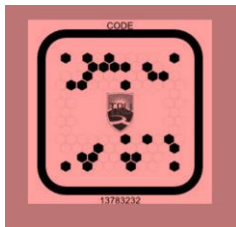Marion Hannaford congratulates the team on their success

Vera Merkusheva is presented an award for her hard work and technical expertise in the Banner implementation.

Making a Great First Impression!

Are you responsible for hiring new faculty or staff?

HR and IT Services have created a website to take you through the process of "Making a Great First Impression" by getting your new employee up and running quickly.

http://www.tru.ca/its/hdesk/firstimpression.html

The page covers general information like getting new employee accounts, wireless access, telephone and smart phone set up etc., as well as physical office set up.
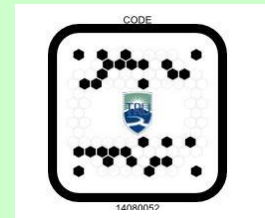
Meet IT Services

If you have technical problems, or questions, contact us

By Phone:
250-852-6800

Or email:
ITServiceDesk@tru.ca

TRU Partners with the City to Improve Disaster Recovery

By leveraging the power of the Kamloops Community Network (KCN), TRU and the City have established a unique partnership whereby critical information systems servers are stored in each other's protected data centres. In particular, new backup-to-disk devices that eliminate the need for backup tape will be used in this manner. This is yet another example of TRU's unique partnership with the City of Kamloops.

United Way Tie Cutting.....

Our very own Brian Mackay volunteered to have his tie cut for a good cause on November 9, 2010. TRU raised over $1,603.00 towards the TRU United Way Campaign.

Bobby Gill takes the scissors Brian's tie

Telecom Corner

- ➤ **Major Telephone Handset Upgrade** – If you have been using a classic superset 4 phone we will be replacing this 25 year old device with a shiny new Voice Over IP Phone.
- ➤ **TRU Moving to New Telecom Provider** – TRU is switching to SHAW Communications to provide inbound and outbound telecom services. What this means to you is your local will display when you call an outside party rather than the TRU switchboard number (250.828.5000)
- ➤ **New Teleconferencing Service** – As of September 1st, 2010 TRU has changed its teleconference provider to Bell Communications. Each Faculty/Department has been assigned an account moderator – generally this will be your Divisional Secretary or Assistant. They will provide you with the information to provide to the participants for your teleconference.
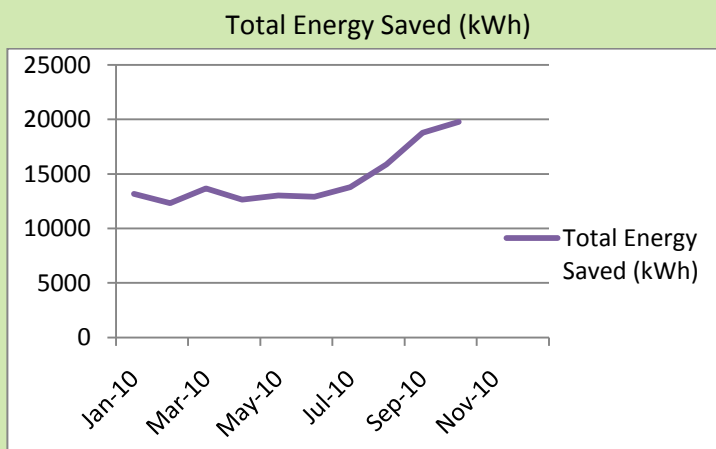
For more information on preparing your conference call visit our site at

http://www.tru.ca/its/hdesk/teleconference.html

Power Save Update

Since the roll out of the Power Save "Green" Initiative in January 2010 we have seen a total savings of 19,778.51 kWh in Energy.

As of October 2010, Power Save has been installed on 1,121 machines.

Total Energy Saved (kWh)

Multimedia Classroom Update

A number of classrooms in Williams Lake and Kamloops campuses have been upgraded to support multimedia (LCD Projector and screen, audio, controls, computer desk, DVD/VHS player, projection screen, etc. The new rooms completed are:

AE263	OM2517	OM2522
OM1761	WLK1264	WLK1292
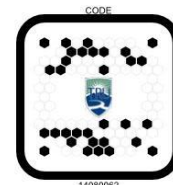
Information on the technology available in our classrooms can be found at:
http://www.tru.ca/its/mediaservices/multi_media_classrooms.html

Improvements to TRU Data Centre

On November 7th, a power fault resulted in a crash of the TRU Data Centre. We would like to thank you for your patience as we worked on restoring services after that incident. IT Services have made a number of investments on new equipment. To minimize the risk of this reoccurring, not only have all 40 batteries in the UPS (Uninterruptable Power Supply) been replaced, a redundant bank of batteries and a power monitoring system have been ordered to reduce the risk of an incident like this happening again. These devices should be installed by mid January 2011.

TRU Information Technology Services

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900 McGill Road
Kamloops, BC, V2C 5N3
http://www.tru.ca/its

New Faces in IT Services

Please join us in welcoming...

New End Point Security Protects TRU from Zeus

You probably didn't notice when in January of 2010 ITS turned on a new Host Intrusion Prevention Services (HIPS) feature for the Sophos End Point Security Client on all TRU desktops. The initial goal was to protect against exploitation of a zero-day attack against a vulnerability in MS Internet Explorer, but HIPS has really proven its value in defending against a much more serious attack from the Zeus botnet. Zeus has been stealing user credentials such as ID's, passwords and banking information by using sophisticated social engineering on web sites. Because TRU proactively invested in HIPS we have been able to block the vast majority of these infections. This is a step further in defending against increasingly sophisticated attacks against endpoint systems. Along with the already implemented HIPS, the Sophos client has several other tools that are currently under evaluation including Data Loss Prevention controls, Device controls for USB drives, and Application controls. The dashboard as seen in the picture below allows IT Administrators to have a heads up display of campus malware vulnerabilities that will help to defend against whatever comes next.

Michael Dillon
Electronics Technician

Laszlo Nemes
Software Analyst

Jim Hobbs
IT Service Desk Analyst