

SalukiTECHNews

NEW STAFF MEMBER EASES TRANSITION INTO COMPUTER ORDERING PROCESS

Shannon Newman, assistant manager, has recently joined Information Technology's Business Services Department.

One of her main duties is to assist faculty and staff with ordering computer equipment that is outside of the standard desktop replacement cycle.

Newman says, "I come from a life-long dedication to customer service. The last 14 and a half years were spent working at 710 Book Store providing technology pre and post-sales and customer support to up to nine different college and university campuses across Illinois, including SIU, as well as the more local K-12 schools in southern Illinois."

Newman's knowledge includes Dell computer operations, technology and services. Email (newman@siu.edu) is her preferred way of contact for the quickest

response. She is also available via phone at 453-6253 or in person at Northwest Annex C 230. Dell and Apple requests may be sent via email to newman@siu.edu or fax to 536-0019.



"Technology is ever changing and evolving, so feel free to reach out with any questions, comments, great thoughts and relevant geeky info. It is a non-stop educational ride and even I learn something new every day," Newman says.

As a part of the Basic IT Fee, Information Technology provides services for each user and department, including desktop hardware and equipment.

The IT Department has analyzed needs for each college in order to bring hardware and equipment to current standards. The first cycle of desktop replacement equipment installation will be complete during the spring semester.

For more information about Information Technology services funded by the fee and for a general overview, visit <http://infotech.siu.edu/campus-agreements/it-charge>. Requests

for services should be forwarded to the LAN administrator responsible for each college or department (the list is available at <https://netweb.it.siu.edu/lanadmin/>).

SCOTT BRIDGES NAMED INFORMATION SECURITY DIRECTOR

SIU Chief Information Officer David Crain recently announced that Scott Bridges has accepted the Director of Information Security position. Bridges has been an invaluable member of the university in his role as Assistant Director of Student Information Systems. Crain says, "Scott will bring a deep knowledge of both the university and its data to this new position. While this new appointment is effective immediately, Scott will continue to lead the Student Information

Systems group during a transition period the duration of which is yet to be determined."

In addition to a new director, the entire Information Security team will be moving to new offices in Northwest Annex C. "We plan to continue to grow the number of staff assigned to this team and this move will give the space that they need. The move should take place within the next few weeks," adds Crain.

Information Security Has New Charter and Training Material

A new SIU policy, Information Security Charter, formally establishes the Information Security unit to act on behalf of the university for data security. The charter lists major functions of information security, including the creation of a security plan, which is under development.

The Information Security Charter establishes campus responsibility, managerial responsibility and information security responsibility, along with sanctions for non-compliance. More detailed information is in the charter, which may be viewed at <http://policies.siu.edu/policies/info-security.html>.

Information Security has also recently created training material on a variety of subjects, including HIPAA, FERPA, red flag rules, PCI-DSS, protecting SSNs, patching and data classification, inventory and encryption. This training material is located at <http://infosec.it.siu.edu/technical-functions/training>.



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