

SalukiTECHNews

INFORMATION TECHNOLOGY NEWS AND NOTES

Telephone Etiquette Information

The Telecommunications Services department has telephone etiquette information online at oit.siu.edu/telecommunications/telephone-etiquette. Telecommunications Services will also provide telephone etiquette training upon request. This training is useful in understanding how to communicate over the phone in a courteous and professional manner. If you would like to have telephone etiquette training, call 453-2484 to make the request. Small groups are encouraged.

New VPN Service

A new VPN service has been

deployed on campus and is now ready for general use. Directions for accessing the new service are available on the Network Engineering OIT website(<http://oit.siu.edu/networkengineering/services/vpn/>). Users should stop using the old VPN service and start using the new VPN service immediately. After November 6, the old VPN service will be for use with special case scenarios only. The old VPN service will remain active until late November to allow time to solve special case issues. If you encounter any issues, contact SalukiTech at 453-5155, salukitech@siu.edu or by visiting SalukiTech on the first floor of

Morris library.

Information Security Program

Information Technology has a new Information Security Program. The formation of this policy is driven by many factors, the key one being risk. This policy sets the ground rules under which SIUC shall operate and safeguard its information and information systems to reduce the risk and minimize the effect of security incidents. The ISP can be found on the OIT website at <https://sp.siu.edu/acad/oit/isp/Pages/Information%20Security%20Program.aspx>.

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