IS Services was recently selected as the Data Centre of the Year at the 2014 Tech Excellence Awards held in Dublin on Thursday, 15th May, 2014. This award recognises excellence in the operation and running of a data centre (co-location, hosting, managed services) and is given to the data centre that demonstrates innovation, awareness of its environmental impact, integrated thinking and how the facility was developed to meet current and future needs.

Opened in March 2013, the Green Data Centre provides Trinity with an energy efficient foundational platform to support the delivery of local centralised sustainable IT services. The Green Data Centre was also short-listed as a finalist for the Leaders in the Public Sector Aware at the Annual DatacentreDynamics EMEA Awards event.

Great credit is due to all the people involved in getting the Green Data Centre up and running and completing the project on time and in budget. Special recognition is due to Brian O’Hora, IS Services, who project managed the initiative and special thanks to Kieron McGovern in Director of Buildings for his assistance with the Project.

The national Tech Excellence Awards are Ireland’s principal badge of honour in the IT industry and brings together industry people to recognise advances in technology and success in business.

Announcing the College Mobility Project ...

Since its introduction, our dependency on the College network for mobile communication and computing has grown significantly.

More staff, students, visitors and devices are connecting. Over 20,000 users are connected to the College network and demand for higher data speeds and more reliable connections just keeps growing.
In order to meet current and evolving user mobility requirements and to maintain existing mobility business service continuity, it is necessary to extend and expand, and in some instances replace, the existing physical infrastructure. This means that we will be replacing legacy hardware with newer Wi-Fi equipment as well as substantially expanding the overall Wi-Fi network coverage. This is the objective that underpins the Mobility Project.

**What are the benefits?** Among the infrastructural upgrades, the project deliverables include: high speed wireless access to web based IT resources; provision a low security public wireless service for visitors to College; fully enable the concept of ‘Bring your own device’ to allow more personal devices on the College network.

The project is in its design stage at the moment with the build stage beginning in Q4 of 2014, and is expected to close at the end of 2015.

**Spam & Phishing email: Change in the spam filtering service for staff email ...**

We have recently introduced a change in the way spam is filtered in the staff email service. Exchange Online Protection (EOP) will scan all messages addressed to staff with ‘@tcd.ie’ for spam and any messages that are infected with viruses. When the EOP service detects and identifies anything suspicious, it will place it in quarantine and send a notification email to you to inform you of this action.

Within the notification email you will be able to manage any emails that have been quarantined. This includes reviewing all quarantined emails and marking any message that has been incorrectly identified as spam. As well, you will be able to report unwanted spam or phishing emails that arrive in your inbox. Reporting such email is a benefit to all staff as it reduces the amount of spam or phishing emails that get through the filtering service.

The new EOP service replaces the previous service, Forefront Online Protection for Exchange (FOPE), and so the existing facility to login to your quarantine online will be discontinued in due course.

This service provides a means of combating the significant increase in the number of phishing attacks on College which we have seen recently. We are doing our part to help keep your inbox safe.

For full details on what to expect, how to manage your spam and how to report spam or phishing emails please see our Spam email filtering web page.

**IT Security Threat: Gameover Zeus and Cryptolocker malware ...**

You might have read in the press about GameOver Zeus and CryptoLocker which are malware affecting computers across the world. The best action to take is to avoid malware in the first instance, so as always take care when browsing the Internet and following links, especially links sent in an unsolicited email message.

**What does this malware do?** GameOver Zeus is designed to track each keystroke you make in order to steal passwords and other credentials when you visit online banking sites. CryptoLocker will encrypt the files on your computer and hand over control to hackers who, in turn, hold your personal files, photos and data to ransom demanding payment to decrypt your files. (Never make this payment.)

We are advising that everyone be aware that this threat is out there and that you should consider taking pre-cautions:

- Ensure your data is backed-up
- Make sure your anti-virus software is up-to-date

Windows computers which are
connected to the College network should be receiving automated Anti-Virus updates but it is always wise to check that the updates are running successfully. To check that the virus definitions are up to date on your computer follow our quick step-by-step guide.

IS Services recently released a new service for Mac computers which are connected to the College Network and these computers can also now be setup to receive automated Anti-Virus updates.

TCDconnect service upgrades ...

IS Services are happy to announce that the planned upgrade of the TCDconnect service was completed successfully. The upgraded service is fully operational and we thank everyone for their cooperation and understanding during the brief interruptions to the service that were required to carry out the upgrade work.

The growth in students bringing their own devices into College has risen dramatically over the last number of years. In 2013/14, we recorded the highest usage ever with approximately 12,000 students connecting over 18,500 desktops, laptops and mobile devices to the TCDconnect service.

With this upgrade College now have a service that can continue to meet the growing demand into the future and allow the rollout of new features that were not available in the older version of the software, such as:

- Support for a wider variety of mobile devices, such as Windows RT
- A new ‘remote registration’ feature that we hope to offer in the coming months. This will provide students with the ability to register their device with the TCDconnect service before arriving on campus.

Audio Visual and Media Services: Upgrades to Edmund Burke Theatre, Arts Building ...

Inside the classroom, teaching tools are rapidly developing and we are ensuring that academic staff have the best presentation tools and access to latest teaching technology.

Here is the latest news from our Audio Visual equipment upgrades for the Burke Lecture Theatre:

- New wired points for up to 8 table top microphones in floor boxes on the stage
- New teaching desk and document camera
- New lectern with laptop connection points and preview monitor
- New touch panel for control of AV equipment
- New Blu Ray player

The finalisation of the work in the Burke Lecture Theatre completes the Audio Visual equipment upgrade works for the 2013/2014 Academic Year. Planning is now underway for the 2014/15 upgrades.

IS Services would like to wish you all the best for the summer!

IS SERVICES LUNCHTIME LECTURE SERIES

Upcoming Dates:

Wednesday, 2nd July - Dermot Frost presents ‘Designing a modern digital repository’

Wednesday, 16th July - Paul Jones presents ‘The Network and Infrastructure Strategy 2014-19’

Wednesday, 6th August - Noel Cronin presents ‘Infrastructure as a Service’

All are invited to attend. Presentations will take place in the Lloyd Building (Rm 2.01) at 1pm. Space is limited to the first 25 people so please come a few minutes early to guarantee your seat. Please feel free to bring your lunch.