While IT security might be the last thing on your mind when online or using your phone or tablet, it is a topic that will always affect you, whether directly or indirectly. With this in mind, IS Services and the College IT Security Officer have developed a week specifically devoted to IT security.

Our aim with IT Security Week is to offer tips and guidance to keep staff and students proactive, rather than reactive, where IT security is concerned.

During February 2014, we hosted our second annual IT Security Week. Topics covered included advice on choosing secure passwords, guidance on how to identify scams and phishing emails in your inbox, as well as information on staying secure on the internet and when using mobile devices.

In case you missed IT Security Week, here is a summary (along with links to the full articles posted each day) of what was covered:

**MONDAY - Is your password on the list of worst Internet Passwords?** A recent report has revealed the Internet’s most commonly used and therefore ‘worst’ passwords. This article covers some tips on creating a strong, safe and reliable password.

**TUESDAY - Spam, Scams and Phishing emails** At the start of this academic year, we saw a significant increase in the number of ‘spear’ phishing attacks on College. Both staff and students are generally very good at spotting a phishing message. However, a good phishing attack can catch out the best of us. This article advises on how to be alert to the possibility of scams and fraud online and in your inbox.

**WEDNESDAY - Stay secure and protect your privacy online** The Internet can be a dangerous place with viruses, malware and spyware lurking at every click! This article is a checklist of ways to keep your computing devices and your important personal information properly protected.

**THURSDAY - Cloud computing & security** This article explains...
what you need to know about ‘the cloud’ and how to keep your personal information safe within ‘the cloud’.

You can read about cloud computing at TCD in our December 2013 enews, but the chances that you are already using some form of cloud computing yourself are very high.

FRIDAY - Phones & Tablets: Mobile Device Security 101
Smartphones and tablets are essentially mobile computers; they allow you to access the internet and email, download applications and games, store photos, videos and your personal information. This article provides valuable information on protecting and securing your phone or tablet just as you would protect your laptop or computer.

We also set up a stand in the Arts Building to provide staff and students with the opportunity to speak directly to the College IT Security Officer. Questions ranged from ‘what am I being made secure from?’ to ‘how secure is the College system?’

We hope that IT Security Week has raised awareness and provided some guidance to keeping you safe online. The Helpdesk, IS Services website and Twitter, as well as the TCD IT Security website are invaluable resources that can be used throughout the year to assist with any questions you might have.

Another reason to consider data encryption for your College-owned computer or device ...

In February 2012, it was reported by the Business Post and Irish Examiner, that Eircom experienced a data breach of security that affected nearly 7,000 eMobile and Meteor customers.

The data breach was caused by three stolen Eircom laptops which were not encrypted. The personal and financial information of many customers was ‘at risk’.

In August 2013, it was reported that dozens of HSE laptops, USB sticks, and smartphones with sensitive, unencrypted files were lost or stolen between January 2009 and December 2012. In this instance, personal data includes details such as a patient’s name, address, and telephone number, as well as the personal information of HSE staff.

The shocking bit of these two stories is that breaches happen so often that it’s not shocking anymore. This is why we are urging staff who use College-owned laptops or devices to consider data encryption.

It could happen to anyone: you’re on your way home on the bus after a long day, you put the laptop down at your feet, your stop comes, you get up and forget the laptop. It may not be a man wearing a weird ski-mask-and-business-suit combo who picks it up, but the fact remains that all of the data on your laptop is now at risk. Unless of course, the data was encrypted.

The College data encryption service, Check Point, fully encrypts the entire hard disk and all data including the operating system. It is easy to use and is vital to the security and protection of sensitive data.

If you’re interested in learning more, please see our page on the Check Point laptop encryption service.

IS Services Satisfaction Survey & Results: What matters to you in IT ...

From the School of English to the School of Medicine, to Human Resources to Accommodation and Catering Services, technology can benefit and assist all areas of College. With this in mind, IS Services launched our third annual Satisfaction Survey in January 2014.

The survey was primarily to help us find out how staff and students rate the IT services in Trinity, and to give you an influential voice in shaping and prioritising our continual service improvement programme.

The complete results will be published to our website in the coming weeks. In the meantime, please see the last page of this newsletter for a few key facts & figures from the initial findings.
Trinity Green Week 2014 was in February. Let us tell you a little bit about how IS Services is committed to helping College meet its aims under the Sustainable Development Policy.

Over 20,000 students and staff depend on College IT services every day. With PCs, laptops, and smart phones connected to servers 24 hours a day and 7 days a week, it’s safe to say that as our need for technology grows, so does our carbon footprint. The question then arises: how do we become more energy efficient while also continuing to grow and change with technology to meet daily business needs? Enter the Green Data Centre.

In March 2013, the College’s Green Data Centre was opened. Since then, existing servers and IT services have been in the process of being transferred to this energy-efficient host. Over the next five years, IS Services and Future-Tech (partner suppliers) will work together on maintaining the data centre so that it continues to deliver reliable uninterrupted IT services to Trinity and to operate as one of the most energy efficient data centres in the world. The delivery of the Green Data Centre will allow IS Services to provision Infrastructure as a Service (IaaS) and cloud computing for College. IaaS provides College with an energy-efficient foundational platform to support the delivery of local centralised sustainable IT services.

The project was short-listed as a finalist for the Leadership in the Public Sector category at the Annual DatacentreDynamics EMEA Awards event. Although the facility lost out on the winning spot, it is a major achievement to make it to the top four of such a hotly-contested category.

Watch a short video about our Green Data Centre.

Green IT is about energy efficiency and eliminating electronic waste

Here are a few things we in IS Services are doing to be more energy efficient:

- We carry out responsible recycling of all old computing equipment and office materials
- We have moved to the use of communal multi-functional print devices
- Server virtualisation means we have reduced the amount of physical hardware used
- Power settings in College computer rooms have been optimised
- Datapac multi-function printers have been set to print on both sides by default and have a ‘scan to email’ option

The little things make a world of difference. Here’s what you can do to be more ‘green’:

- Turn off electronics whenever they are not in use, or put your computer in sleep mode
- Print less and recycle when you do
- Make use of online collaboration tools such as video conferencing
- Charge your mobile phone, electronics or tablet for only as long as necessary
- Dispose computers, monitors and other electronics responsibly, as per College policy
IS Services Satisfaction Survey - Initial Findings

This year we saw an increase in the number of people participating in the survey, with responses from 1195 students and 581 staff.

88% of staff were satisfied overall with IS Services and 4% were dissatisfied.

81% of students were satisfied overall with IS Services and 7% were dissatisfied.

92% of staff and 95% of students were satisfied with the reliability of email and calendar services.

88% of staff were satisfied with the time it took the Helpdesk to respond to their IT query, while 73% of students were satisfied with the ease with which they could get to speak to someone at the Helpdesk.

All participants were given the opportunity to enter the survey prize draw. The prize draw winner, pictured below with prize of an iPad 3, is Danielle Bruen, a student in in the Faculty of Engineering, Mathematics and Science.

Update College web server upgrade ...

Over the last month, the infrastructure for the main College web server was upgraded from a single server to a multi-server configuration. This work also included upgrading all applications running on the web server.

This upgrade means the College web server is now more robust and so even less likely to experience service disruption. The upgrade also provides performance improvements, particularly for College web authors working with web databases and other web applications that require high levels of processing power.

Update Password Recovery service for students...

As part of our on-going service improvement works, and in response to a large number of student password reset queries at the Helpdesk in recent years, we launched a new Password Recovery service for students in April 2013. This service allows students to remotely reset a forgotten password with ease, removing the need to call in person to the IS Services Helpdesk.

Since the service was launched we have seen the number of related queries at the Helpdesk drop by over 40%, a very welcome change at busier periods of the year.

If you’re interested in using the service, the only thing you’ll need to do right now is sign-up with your mobile phone number and, optionally, an alternative email address. The options to sign-up for the service, and to use it if you forget your password, can be found at mypassword.tcd.ie.

As always, the feedback will be invaluable in assisting us to improve the services we offer and we wish to thank all who took time to participate in this year’s satisfaction survey. We expect to make detailed findings available in the coming weeks.

Staff Profile

Meagan Bittman, User Communication Group

Who are you and what do you do?

I manage and draft departmental communications, as well as provide editorial direction for ISS publications, website, and user support materials.

What’s your favourite book or film?

I like to read art history books. At the moment, I’m reading a book on Hieronymous Bosch. And, I think the Back to the Future movies are great.

What music do you like?

Even though I can’t dance, I like music I can dance to: mostly poppy electronic stuff.

What do you think is the next big thing in IT?

Technology is an indispensable tool for gathering and sharing information. We speak to each other and share our thoughts and ideas easily and readily through apps like Whatsapp and Twitter, blogs and websites. I’m curious to see how technology will continue to shape our communications and redefine our understanding of community.