Information Technology Orientation

For

Sessional Instructors &

Research / Teaching Assistants

Last Updated March, 2016

SFU SIMON FRASER UNIVERSITY
FACULTY OF HEALTH SCIENCES

Computing Support

IT Support is available through the Faculty of Health Sciences and SFU Information Technology Services (SFU ITS).

The Information Technology (IT) Staff in the Faculty of Health Sciences (FHS) consists of one desktop support person, Ted Seto, one systems analyst, Jasper Stoodley and an IT Services Manager, Darrin Grund.

FHS IT Staff manages and provides support for hardware, software, filespace and printers within Blusson Hall.

SFU ITS manages services provided to the entire University community. These include SFU Connect email and calendaring, web-based tools and services (Websites, Canvas, SIMS, mySFU). The IT support model adopted within FHS leverages these university-wide services wherever possible.

FHS IT Staff is available to provide end-user support to some centrally provided systems such as SFU Connect email, calendar and multifunction photocopiers.

Key Contacts

IT Support Request Email fhs-help@sfu.ca	SFU IT Services Burnaby Help Desk Email : help@sfu.ca Phone : 778 – 782 - 3230
Ted Seto – Desktop Support Phone : 778 – 782 – 6884	Jasper Stoodley – Systems Analyst Email : stoodley@sfu.ca Phone : 778 – 782 – 7623
Darrin Grund – IT Services Manager Email : dmgrund@sfu.ca Phone : 778 – 782 – 5341	

SFU Computing ID

An SFU computing ID is needed to access IT resources provided by FHS and SFU ITS.

Your SFU Computing ID is automatically created for you when you appear in Payroll. You will receive an email to your non-SFU email address saying that your SFU computing ID is ready for online activation. You will need to know your 9-digit SFU id. Alternatively you can visit any SFU ITS information point with picture id. (On Burnaby campus this is in Strand Hall, Rm 1001, phone 778-782-3234).

Once you have your SFU computing ID, please inform FHS IT staff to proceed with creating your profile and enabling your access to IT resources provided by FHS (e.g. filespace).

E-mail

SFU ITS currently supports the entire university with email accounts and mail infrastructure, called 'SFU Connect'. The Faculty of Health Sciences leverages email services provided by SFU ITS and does not manage its own mail server.

Your SFU computing ID is also used as your email address. An email alias may be setup to automatically forward all emails to your computing ID. Please speak to SFU ITS help desk for more information about aliases.

While SFU ITS runs the university-wide mail infrastructure and provides email accounts, FHS IT staff provides end-user support. You can access your email via the SFU Connect web client at https://connect.sfu.ca. Each user is initially provided 5GB storage quota. Use of a desktop email client such as Microsoft Outlook is not supported.

All users can access their SFU email, calendars, and contacts in the palm of their hand using their mobile devices.

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Instructions on how to setup your mobile device can be found at
http://www.sfu.ca/itservices/sfuconnect/getstarted/setup/mobile-setup.html

Please note that mobile clients are not officially supported by SFU, and that the SFU Connect web client is the only officially supported client.

Please contact FHS IT Staff when you receive notifications about your quota.

Calendar

Calendaring is built-in to the SFU Connect web interface. All FHS staff and faculty should use this calendar to arrange meetings, book rooms & equipment, and. A quick-links page with calendar links to all meeting rooms, teaching spaces, AV Cart equipment and staff members have been setup on FHS Infocentral.

The system also allows members to view each other's calendars to facilitate scheduling. You can set permissions for certain people to see your calendar as well as enable another calendar user to manage your schedule.

All users can view and manage their calendar via a mobile device. Please note that mobile clients are not officially supported by SFU, and that the SFU Connect web client is the only officially supported client.

File Space (Research Assistants Only)

Personal file space (P:) is available for FHS Research Assistants. This space is managed by the FHS IT group and is closely integrated with your SFU Computing ID and password.

Your supervisor may have setup a common, shared space (S:), only accessible to members of your research group.

Please speak to your supervisor to request access for you and for more information.

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For FHS-managed Windows Desktops, personal and/or shared storage is automatically setup for you. Your personal file space is accessible through the My Documents folder or through P: in My Computer. All shared filespaces are accessible through S: in My Computer.

For personal Windows Laptops and all Macs, please speak to FHS IT Staff for setup. Remote file access from anywhere off campus is available for your Personal (P:) drive and if enabled, the Shared (S:) drive.

Users are assigned space quotas on the file server. Please speak to the IT Services Manager regarding these quotas.

Files stored in these file spaces are stored remotely on a server managed by FHS. The server is located in a secure location and is backed up daily. Users also have the ability to restore deleted files themselves.

Printing

A number of network multifunction devices (printer/copier/ scanner) are centrally located in work rooms on each floor of Blusson Hall (rooms 11501, 10501, and 9501) and are available for your use. A multifunction colour printer, serving all floors, is also available in the 2nd floor work room, 10501. In addition to printing, these devices can perform black + white photocopies, faxing and scan documents to PDF in colour.

For FHS-managed Windows Desktops, the printers closest to your office will be automatically setup for you. For personal Windows Laptops and all Macs, please speak to FHS IT Staff for setup.

Computer print jobs are tracked via your SFU Computing ID. For walk-up photocopying/scanning jobs on Konica Minolta Multifunction Copiers, an account access code is required. Please see the receptionist in the Dean's Office (BLU 11300) to have one assigned to you.

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Printing if you have multiple roles at FHS (Student, RA, TA, etc)

If you have multiple roles at FHS (e.g. Student and Research Assistant), it is important to understand how printing is charged and where to send your print jobs.

All printing within FHS is tracked via your SFU computing ID.

As a student, you have a balance for personal and studies-related printing. Such print jobs are to be sent to the lab printers in BLU 9402 or 11660. The cost of the job will be deducted from your account balance.

Print jobs in support of your role (RA, TA, etc) are to be sent to the printer nearest to your work area. Jobs sent to these printers will not be deducted from your balance and will be tracked and periodically reconciled to your researcher's account.

If you have any questions, please contact FHS IT Support at fhs-help @sfu.ca

Computer Network Connections

Wired connections

Computers that hook up to the Internet through a patch cable are connected to the SFU high speed network infrastructure. This wired network carries the majority of the SFU Internet traffic.

Wireless

SFU has a wireless network for all faculty, staff and students to use. To access the network you need to login with your SFU ID and password to the wireless network using your computer's web browser.

SFUNET-SECURE is the preferred wireless network (as opposed to SFUNET) to use as it is more secure and provides automatic login for your mobile device.

Eduroam is also provided by SFU and is intended for visitors from other educational institutions. Eduroam (**edu**cation **roam**ing) is the secure, world-wide roaming access service developed for the international research and education community. Your SFU ID and password can be used to log onto Eduroam at participating institutions.

Both SFUNET-SECURE and Eduroam can be setup using XpressConnect, an automatic secure wireless installer. This can be found at http://www.sfu.ca/itservices/technical/wireless.html

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Audio / Visual Equipment

FHS has in-room Audio / Visual equipment for instructional use.

FHS Computing Labs (11660), FHS Classrooms (10401 / 11401), Seminar Rooms (9920/ 9011 / 9021), FHS Boardroom (BLU11021) have built-in AV equipment. These rooms have a LCD projector built into the room that displays video from the front teaching computer. Instructions on use are posted in the rooms.

FHS Meeting Rooms (11002 / 11808 / 11028) have an LCD Projector permanently assigned to the room.

FHS IT Staff provides technical support for AV equipment used within FHS-designated teaching spaces (FHS Seminar Rooms / Classrooms).

For non-FHS teaching spaces and all space outside of Blusson Hall, SFU AV Services provides equipment bookings and technical assistance.

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Data Security

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Maggie Benston Student Services Centre   TEL: 778.782.2380   archives@sfu.ca
Simon Fraser University   FAX: 778.782.4047   www.sfu.ca/archives
8888 University Drive, Burnaby, BC
Canada V5A 1S6

MEMORANDUM ————————————————————————————

ATTENTION	All University employees	**DATE**	January 29, 2013
FROM	Judith Osborne, Vice President, Legal Affairs	**PAGES**	2
	Jay Black, Chief Information Officer		
RE:	Securing mobile digital devices to protect personal information		

The purpose of this memo is to remind all University employees about their legal obligation to protect personal information in the custody and under the control of SFU when such information is stored on mobile digital devices.

Under B.C.'s *Freedom of Information and Protection of Privacy Act*, employees must make reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal of personal information. Personal information means recorded information about an identifiable individual including students, employees, alumni, donors and others. Mobile digital devices include laptop, notebook and netbook computers, iPads and other tablets, iPods, smart phones, USB drives, portable external hard drives and other mobile digital storage media such as CDs and DVDs.

The preferred and recommended option is to store personal or confidential information only on secure University, faculty or departmental data servers.

However, personal information may be stored **temporarily** on a mobile digital device when there is a demonstrated need to do so. In such instances, and to appropriately manage the risks noted above, all SFU employees using mobile digital devices or digital storage media of any type must apply the following minimum, security standards:

1. Any files containing personal information or confidential University business information must be encrypted and protected with a strong password. For example, files such as spreadsheets, databases, text including Word documents and PDFs, presentations, images and audio/video recordings. In most cases, the most convenient mechanism involves encrypting entire disk images containing information, rather than individual files.

   For Macintosh computers, use FileVault 2 for full-disk encryption of internal and external disks, including removable USB drives. See http://support.apple.com/kb/HT4790 and http://www.macworld.com/article/1168077/encrypt_any_disk_in_mountain_lion.html.

   For Windows computers, use BitLocker for the same purposes. See http://windows.microsoft.com/en-US/windows7/products/features/bitlocker.

   There are also a number of commercially available products that can be used to provide acceptable protection.

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Apple iOS devices must use Data Protection; see
http://support.apple.com/kb/HT4175?viewlocale=en_US&locale=en_US.

Android devices must use the built-in encryption facility; see
http://support.google.com/android/bin/answer.py?hl=en&answer=1663755.

Blackberry devices must use the built-in encryption facility; see
http://docs.blackberry.com/en/smartphone_users/deliverables/1487/Encryption_34117_11.jsp.

Smartphones without encryption ability must not be used to store SFU personal information or other SFU confidential information.

2. Access to any mobile digital device on which personal or confidential information is stored must be secured with a strong password, which must be required on exit from sleep or screen savers. Numeric passcodes are acceptable for securing smartphones, although stronger passwords should be used where possible. Instructions for applying a strong password can be found at this link http://www.sfu.ca/itservices/accounts/computing_id/choose-password.html;

3. The mobile digital device must be physically secured at all times; and

4. If a mobile digital device is lost or stolen, the user must notify the Information and Privacy Officer, SFU Campus Security and IT Services as soon as possible after realizing the device is missing.

The reasons for this reminder are the quantity of sensitive third party personal information entrusted to the University's custody and care, the increased availability of mobile storage devices and a reported privacy breach incident involving an unsecured stolen laptop on which personal information was stored.

The above standard will be part of a comprehensive information security website that the Chief Information Officer currently is developing, which will provide members of the university community with further information and resources about this important topic.

We appreciate your continued vigilance to secure and protect the personal information held by SFU.

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Don't Cloud SFU Data (Revised)

February 03, 2012

This is a revision of my earlier blog posting, with minor clarifications and additions. Thanks to all who contributed comments to the previous posting. This is now being circulated more widely, and will lead to an official "Best Practices" page on the IT Services web site.

Storing information in "the cloud" is becoming more compelling, but great care is required to ensure the cloud is used by SFU faculty and staff only when appropriate. We must ensure we comply with the provisions of the BC Freedom of Information and Protection of Privacy Act (FIPPA).

In general, using the cloud or "Software-as-a-Service" (SaaS) systems is legal only if SFU can guarantee that any personal information in the data remains in Canada. This is not true for many SaaS systems (Apple's iCloud, Amazon Web Services including EC2 and S3, ElasticHosts, IBM SmartCloud, Rackspace Cloud, ...), free email and collaboration services (Google, Microsoft, Yahoo, AOL, ...), and various document-storage and backup systems (Dropbox, Windows Live, ASUS WebStorage, FilesAnywhere, IDrive, Syncplicity, and many others).

All systems implemented or controlled by SFU IT Services comply with FIPPA, and should be used by all faculty and staff.

An assumption

SFU has to assume that all email accounts, all electronic calendars, and many SFU documents ("business records") contain personal information subject to FIPPA. Here are some consequences.

Consequences

- ***Do***: Use SFU Connect for all SFU business, including email, calendars, and shared briefcases of documents.
  - ***Do Not***: Forward your SFU email to a cloud email account, such as those of Google or Microsoft.

- ***Do***: Access SFU Connect from all your personal devices, whether desktop or laptop computers, tablets or iPads, smart phones or iPhones.
  - ***Do Not***: Synchronize your devices through cloud services such as Apple's iCloud, now used by default by iTunes (both PC and Mac), iPhones, iPads, and iPod touch devices.

- ***Do***: Share documents collaboratively through services provided by SFU. Examples include WebCT, protected web sites, Sakai or wiki spaces, WebDAV or sftp sites, and SFU Connect "Briefcases". (Briefcases allow you to create shared folders of documents that can be uploaded and downloaded from any Connect client. New versions of Zimbra, the software of SFU Connect, are expected to provide much improved briefcase functionality similar to Dropbox. Zimbra's forthcoming product is called "Octopus".)
  - ***Do Not***: Synchronize documents containing personal information through Dropbox or similar mechanisms.
  - ***Do Not***: Backup a device containing SFU information to any cloud service storing the information outside Canada.

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Appendix I

Standard Configuration

The Faculty has implemented a standard hardware and software platform as follows:

Hardware:

Desktops   Dell Optiplex series

Laptops   Dell Latitude series

Operating System:

Windows 7 Professional

Software:

Office Productivity:	Microsoft Office 2013 Suite*
	(Word, Excel, PowerPoint, Access)
Web Browser:	Mozilla Firefox, Internet Explorer
Media Player :	VLC Media Player
Anti Virus:	Trend Micro OfficeScan
Other:	Adobe Reader, WinRAR

* SFU can provide continuing staff and faculty a copy for home use at a greatly discounted price. Information about the home use program can be found at http://www.sfu.ca/itservices/technical/software.html

The university also has site licenses for various Statistics and GIS packages, e.g. ArcGIS, SPSS, S-Plus, SAS, Idrisi.

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Other software may be ordered as well. Please contact FHS IT Staff regarding academic pricing and purchasing.

Updates to desktop software are automatically sent from the FHS server. Your desktop machine checks with the server for updates, patches, service packs, etc every time it starts up and periodically throughout the day. These updates are only available to Windows users at this time.

For users wishing to run other environments (Mac OS, Linux) and mobile devices, we provide limited support depending upon the configuration. Please be aware that certain services such as access to the networked file spaces may be not be available depending on the operating system.

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