Welcome to OneTRU

OneTRU – Thompson Rivers University's Intranet

"Intranet" is defined as a private network for members of a group or organization.

The NEW OneTRU Intranet is built on the web-based Microsoft SharePoint Server 2013 platform. Login using your Network/Outlook credentials. Many other BC universities have also adopted SharePoint as their intranet platform.

Only TRU Staff and Faculty have access to the information on OneTRU through their TRU login credentials from campus or while at home and travelling. OneTRU is intended to support the collaboration and sharing of information within teams and throughout the organization. OneTRU will allow individual schools and departments to develop customized sites for team and committee collaboration allowing for the sharing and editing of documents in real-time.

Easy to use project management and file sharing functions are also part of what OneTRU offers. This will reduce email usage and expenditures for external systems that many areas currently subscribe to. Permissions for each site is managed by the site owner so adding new members is fast and easy.

OneDrive for Business is available as a place to store, synchronize, and share work files from anywhere offering similar functionality to Dropbox without security and privacy concerns.

The official launch of OneTRU is planned for this Fall-2015. More information here.

Summer 2015 Deployments

- 905 new student, faculty, staff computers including virtual desktops
- 29 Multi Media Classroom Upgrades
- Software Updates: Maple 2015 and SPSS 23
- New Next Generation Firewalls for Kamloops, Williams Lake, Lillooet and 100 Mile House
- Completion of the switch to VoIP Phones
- BCCOL Network switch upgrades
- Campus Wireless Survey

The Services We Offer

Early in 2014 we introduced a Service Catalogue to clearly communicate to students, faculty and staff the services we provide and the levels of support that can be expected. The Service Catalogue will be updated with additions, deletions and changes as required.

Questions concerning the IT Service Catalogue can be directed to Karen Wiens, IT Client Services Manager at 250-852-6325 or kwiens@tru.ca

FREE Microsoft Office 365 for Students and Employees

IT Services is pleased to announce that Microsoft Office 365 is available to every one of our students, staff and faculty for free. Over 1,200 students and employees have already taken advantage of this service.

This automatically updating, subscription-based software comes directly from Microsoft, and ensures the TRU Community always has the latest version of Word, Excel, PowerPoint, OneNote, and more for as long as they are a student, staff or faculty member at TRU and the program continues. Install on up to 5 compatible PCs and Macs, plus 5 tablets/smart phones.

To get your complimentary Office, **students** can click here and **faculty and staff** here.

Unlimited Lynda.com Training Available for Employees

IT Services has purchased a one-year campus license of the corporate eLearning package Lynda.com. Employees are able to sign up and access over 3500 courses including:

- Technology
- Photography
- Management
- Web Design

More information can be found at
www.tru.ca/its/employees/lynda.html

Adobe Creative Cloud – Work at Home Use Program for TRU Employees

With TRU's current Adobe software agreement, employees of TRU are now able to purchase the Adobe Creative Cloud software for work at home use for the nominal annual subscription fee of approximately $11. The Creative Cloud suite includes Adobe Acrobat Pro, Photoshop, Illustrator, InDesign, and more. The program allows you to download and install the software you want on up to two computers. More details as to what is available and how to purchase Adobe Creative Cloud software can be found here.

TRU IT Disaster Recovery Program

As part of our ongoing effort to protect TRU information and systems, we are in the process of upgrading the TRU IT Disaster Recovery Plan (DRP). The ultimate goal of Disaster Recovery is to support resumption of normal business activity. The first step in updating the plan was identification of those activities and their importance to various university divisions. In 2014, we met with representatives from 14 divisions to create a complete application inventory. This involved first identifying Business Activities for each department and then determining the impact to TRU if these applications were not available. The emphasis in these meetings were that priorities be determined by the divisional representatives and NOT by IT. Mission critical applications were identified and business impact scores determined based on both hard financial costs and other impacts such as goodwill, legal compliance, and health and safety. Risk Management Services was also consulted to ensure enterprise alignment for the impact scores.

Based on our findings, we updated the current Disaster Recovery plan and are creating a technology roadmap to improve TRU's ability to recover from a disaster. Options under consideration include the physical expansion of our existing Backup Data Centre and/or utilizing the Virtual Server Service through BCNET Educloud.

📠 EduCloud Server Service

UBC has developed a new cloud service called EduCloud that allows TRU, through BCNET, to quickly provision servers in a private cloud in BC. IT Services is currently trialing the service for use with disaster recovery, Computer Science students as well as for development environments. Please contact Wes Cole wcole@tru.ca for more information.

Information Security

According to the Poneman Institutes 2015 Cost of Breach report, having an incident response team, extensive use of encryption, and providing employee training are the three most effective methods of reducing the cost of an information security breach.

Read on to find out how TRU's Information Security Office is addressing these important controls.

Incident Response Team

The information security office has continuously evolved incident response and in 2014 addressed over 1700 unique incidents. The vast majority of these requests were reports of suspicious emails. All of these emails were reviewed and any malicious content was reported as a web forgery and/or blocked at the TRU firewall. Suspicious attachments were sent to our anti-virus vendor for analysis and remediation. These actions not only reduce risk for TRU but for the wider Internet community. Overall this has proven to be very effective with only a handful of individuals exposing credentials or becoming infected with zero day malware in 2014.
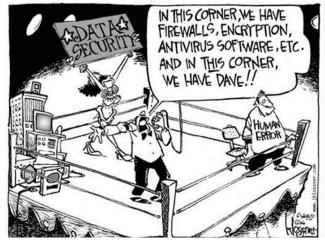
When serious incidents did occur, the information security office followed its internal incident response guidelines and the Breach Protocol standard to quickly identify details of the incident and provide senior management with the necessary information to address those incidents quickly and effectively. These incidents included lost/stolen equipment, human error, system faults, and hacking.

TRU's incident response team far exceeds the boundaries of the information security office and includes the more than 600 staff and faculty who took the time to forward suspicious messages, the majority of ITS staff who have been directly involved in some component of incident response, the Privacy Office, the Information Security Committee members who have helped to draft and optimize standards including the TRU Breach Protocol, and the many members of TRU's staff, faculty, and senior management who have worked to ensure serious incidents have been effectively addressed. Kudos to all the members of the TRU incident response team.

Encryption

This year so far TRU has seen the loss or theft of unencrypted mobile devices result in costs of over $20,000. Thanks to work completed by members of the ITS Desktop Support group, ITS will be able to offer encryption for all windows systems in the coming months. This method does not require a separate pin. Thanks to Dave MacNeill and David MacFarlane for identifying and testing this solution.

The information security office will continue to look for effective enterprise encryption tools over the coming year. Please remember that all confidential information stored off the TRU network must be encrypted. This includes notebooks, netbooks, tablets, smartphones, USB, other external drives, any electronic media or cloud storage.

New Awareness Training Standard

At the most recent TRU Information Security Committee meeting a [new standard](#) was reviewed and ratified. This standard makes Information Security and Privacy [Awareness training](#) mandatory for all new employees and annual awareness training mandatory for any employee working with credit card information. Remember that all staff and faculty who access any confidential information should attend annual awareness training. Currently three one hour face to face sessions, a hands on SmartPhone security session, and two on-line programs are available.

New this year, the information security office will be launching a hands-on encryption session. If you can carry it, we will be asking you to bring your device(s) to one of these sessions to ensure it is encrypted. Note that you can request training from the information security and privacy offices anytime and we will work to fit your schedule.

Contact us at infosecurity@tru.ca or Local 6351

Making Access Simpler

One set of login credentials for all systems is our goal here in IT. Last year we implemented one consistent login ID format (T-ID) for all IT student systems and one password to all but two of these systems. This

year we are working on simplifying login for the BLearn and Moodle Learning Systems as well as implementing password recovery tools for our major systems. In 2016, we will see one login credential for ALL of TRU's electronic services and resources.

Smile – Student Photos in Moodle

IT Services is working to make student photos available in the Moodle Gradebook this summer. There were several issues that made this unworkable until recently: one issue was the requirement to keep student photos (the same photos found on the student card) private to everyone but the instructor. These issues have been resolved with Moodle 2.8.x

Banner XE on its way

Our Ellucian Banner system is undergoing a major change to its technical architecture, look-and-feel and functionality, most importantly mobile access. The major updates in December 2014 have paved the way to TRU migrating to this new system over the next three years. We will be providing further updates on the new functionality and timelines in other newsletters.