

Information Technology Services



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Reach out to us via email or phone

Email: itservicedesk@tru.ca

Phone: Local 6800

Where to get assistance

- Call the IT Service Desk at local 6800 from any TRU desk phone
- Email itservicedesk@tru.ca
- Visit us in the BCCOL Building, 1st floor
- Visit us in the Old Main Building, by the computer labs (1300 Block)
- Online at <http://one.tru.ca/>
- Information Security Awareness Training – coming up in September 2019

Access Control

- As a new staff or faculty member, the Responsible Use of IT Facilities and Services Policy must be understood and signed
- Basic access granted upon hire processing– Email Address, Network account and the TRU Employee Portal
- A Single Sign On feature allows one username and password (TRU Network Account) to access the systems

TRU Provided Computers

- Keep the Operating System and installed Applications up to date by restarting your computer at least once a week
- Encrypted by default
- Included Software
 - Microsoft Office
 - Adobe Acrobat DC (Reader)
 - Sophos Antivirus

Back it up!

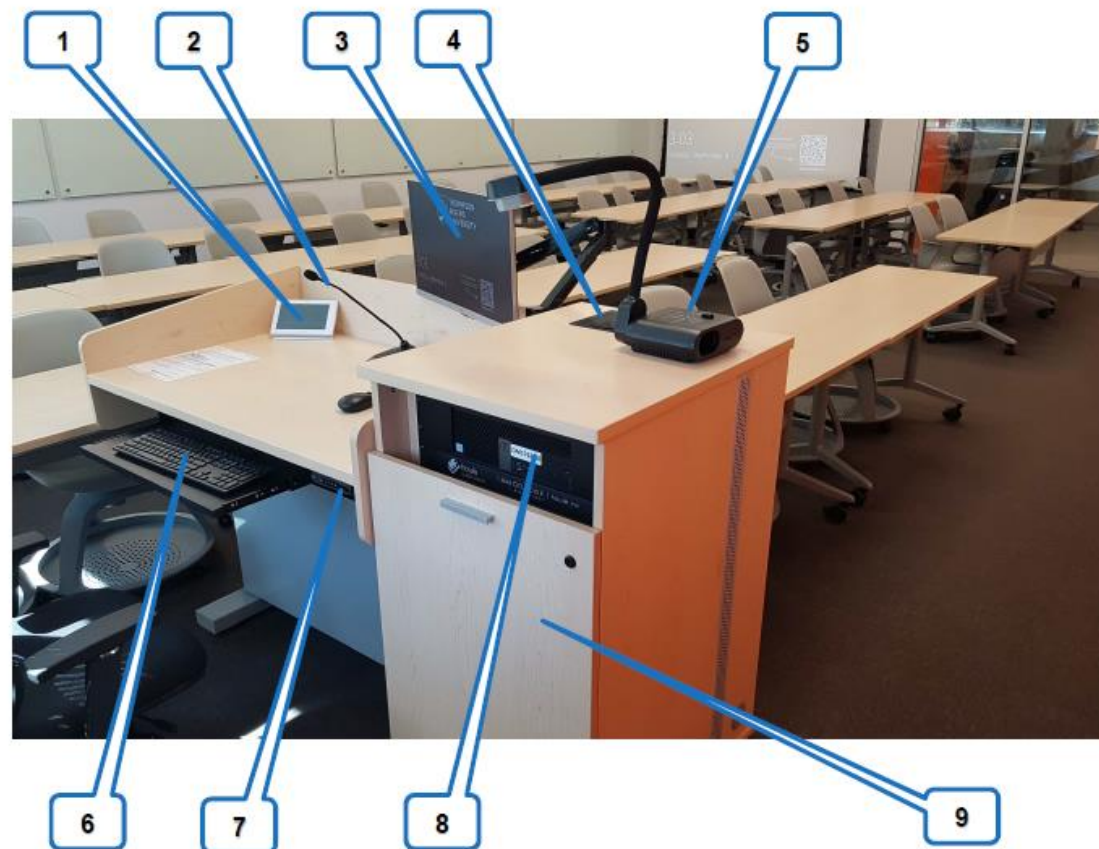
- IT Services does not back up the desktop computers (PC or Mac)
- IT Services provides several places to store your data:
 - O:\ Drive – resizable, Department related data storage
 - H:\ Drive – 20GB of personal-to-you data storage
- Accessible from any computer you log into, as well as through the TRU VPN
- Backed up daily and encrypted for security

Computer Lab Resources

- <https://www.tru.ca/its/students/labs.html>
 - Schedules
 - Available Computer Numbers
 - Available Software
 - Hours
- LinkedIn Learning – link available on <https://one.tru.ca>

Classroom Multi-media Stations

- Instructor Stations at the front of the classrooms include a Computer(8), Monitor(3), Crestron Control panel(1), Elmo Projector(5) and Overhead Projector
- Each classroom has at least one projector screen
- OM1700 block classrooms have ergonomic sit-stand desks(7), a microphone(2), and multiple projector screens, movable desks and collaboration space



Site Licensed Software

- Nvivo
- Matlab
- Read & Write – Has a take home component through Office365
- Chemdoodle
- SPSS 26
- Minitab
- Maple 2019
- Sage 50

Email the IT Service Desk
to request installation of
these programs on your
desktop computer

Access Request Process

- The Applications and Systems Access Request (ASAR) form is an electronic document used to request access to systems and file folders beyond what was granted upon hire
- The least amount of access should be requested to be able to complete daily job requirements
- Access isn't always granted by your manager – Data owners have the right to refuse access
- Available at <http://one.tru.ca/asar>

Cloud Computing

TRU Cloud Security Standard, driven by the FIPPA legislation, prohibits storage of TRU related personal information (student, staff, faculty, etc) on Cloud services hosted outside of Canada



Cloud Security Standard – Adopted by the TRU Information Security Committee October 25, 2012

Cloud Storage Services at TRU



- Allows for Inter-department communication
- Non-public information (HR Forms, etc)
- OneDrive for Business – 2GB storage space

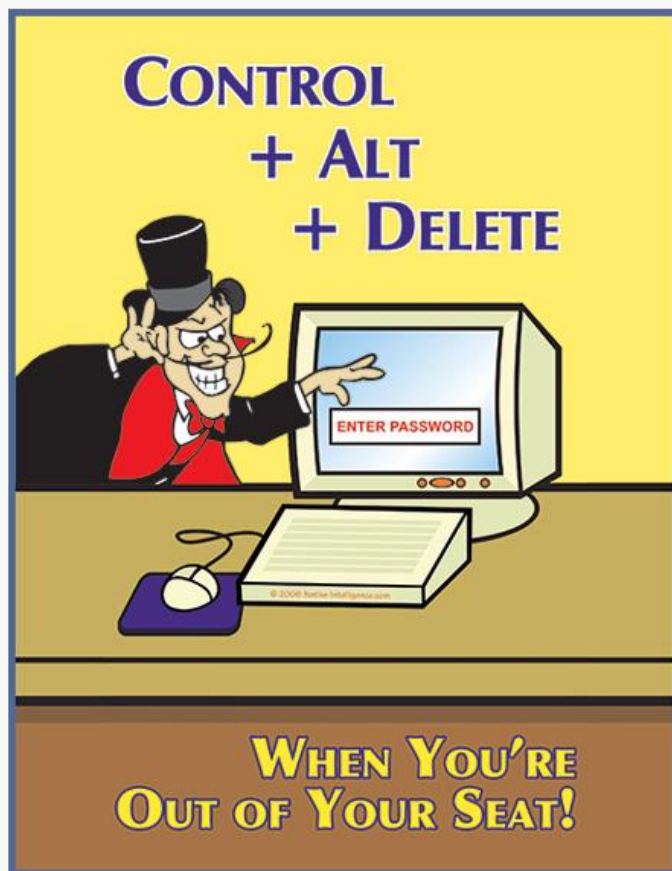
Cloud Storage Services at Home

**Not for use
With TRU
Data**

1 Terabyte of storage via One Drive

- Install the Office Suite on up to 5 devices for personal use
- Constant Updates for Office

Physical Security



- Keep filing cabinets and office doors locked
- Use the Secure Print feature and pickup jobs promptly
- Use a shredder (or shredding service) to dispose of any printed information

Blue Recycling Bins are for general recycling only

Report Lost or Stolen Assets

If your Laptop, Computer, Filing Cabinet, Mobile Device, USB drive, or any other media with confidential information is lost or stolen, call:

- IT Service Desk

250-852-6800 during regular business hours

AND

- Kamloops Campus Security

250-828-5033 24/7/365

The quicker we know, the less likely a major breach will occur

Thank you

Questions?