

Information Technology Services



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Where to get assistance

- Call the IT Service Desk at 250-852-6800 (Local 6800 on Campus)
- Via email at itservicedesk@tru.ca
- Online at
<https://tru.ca/its> or <https://one.tru.ca/sites/InformationTechnologyServices>
- By appointment only: BCCOL 1st floor or Old Main 1320

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 365 with Teams
 - Adobe Acrobat DC (Reader)
 - Sophos Antivirus
- A Single Sign On feature allows one username and password (TRU Network Account) to access the systems



Back it up!

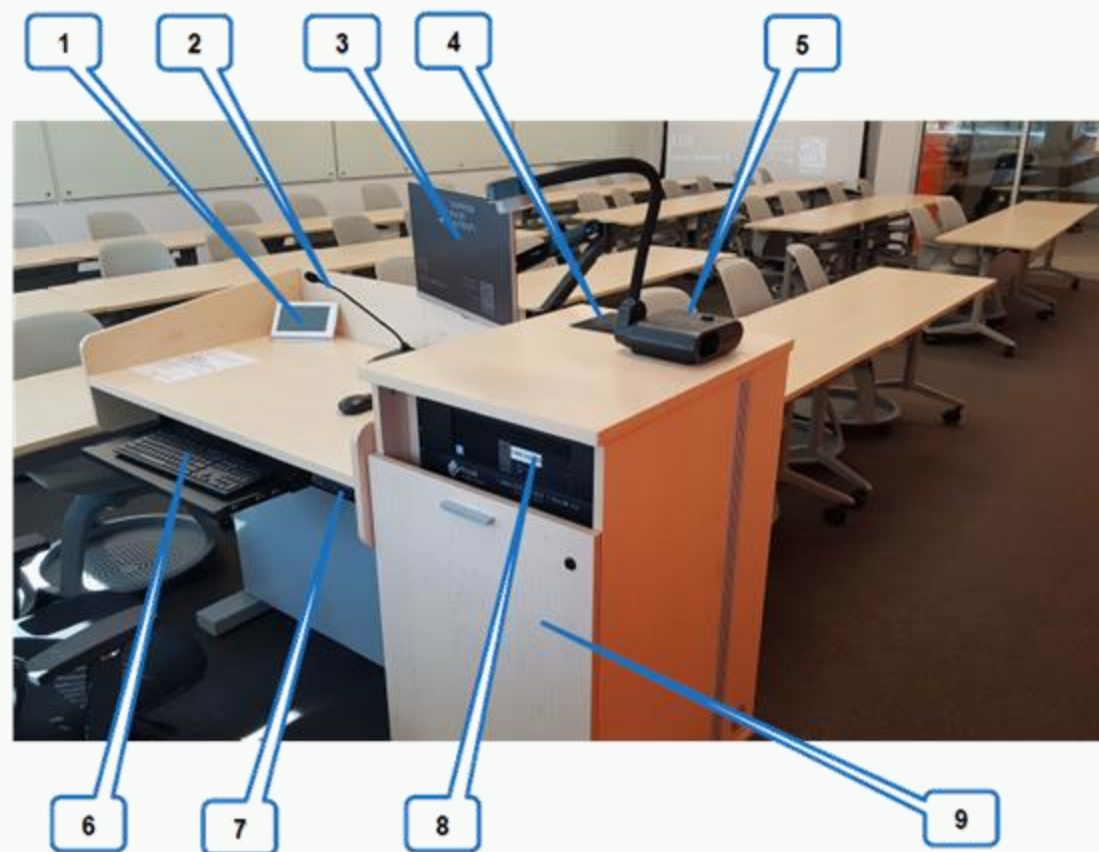
- IT Services does not back up computers (PC or Mac)
- IT Services provides several places to store your data:
 - O:\ Drive – resizable, Department related data storage
 - H:\ Drive – 20GB of personal-to-you data storage
 - MS365 OneDrive – 1TB of personal-to-you data storage
- Accessible from any computer you log into, as well as through the TRU VPN - <https://tru.ca/its/employees/remoteaccess.html>
- Backed up daily and encrypted for security



NETWORK
STORAGE

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



Computer Lab Resources

- <https://www.tru.ca/its/students/labs.html>
 - Schedules
 - Available Computer Numbers
 - Comprehensive list of available software
 - Hours

Email the IT Service Desk to request installation of available software on your machine(s)

Online Services



- 1 Terabyte of storage via OneDrive
- Install on 5 devices
- [Microsoft Azure Dev Tools for Teaching](#)



- Over 5300 Courses
- <https://www.tru.ca/its/employees/lynda.html>



- Reduced Premium Pricing, using your myTRU/TRU Email
- <https://www.spotify.com/ca-en/student/>

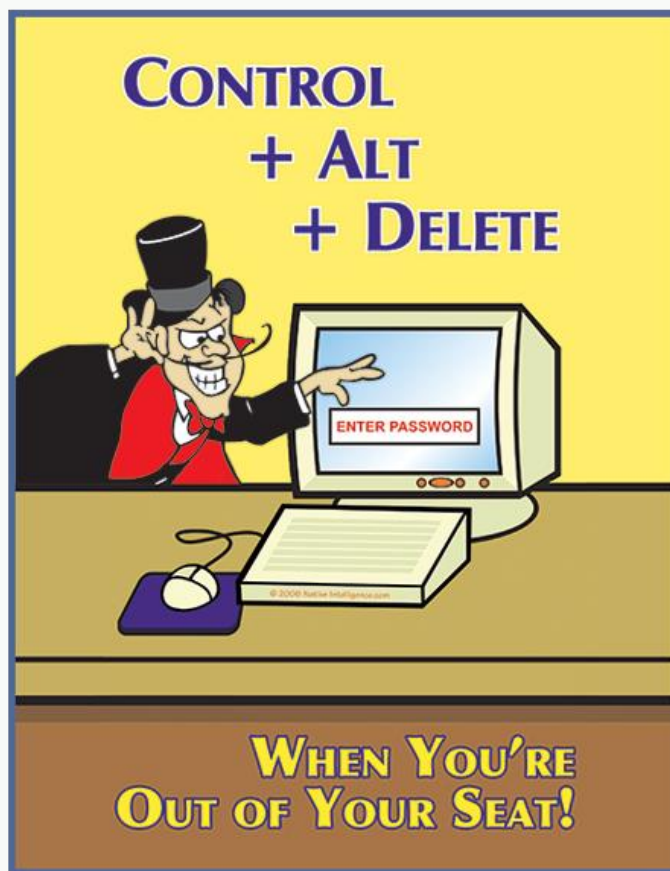
Cloud Computing

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

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?