



**COLLEGE OF SOCIAL AND BEHAVIORAL SCIENCES
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO**

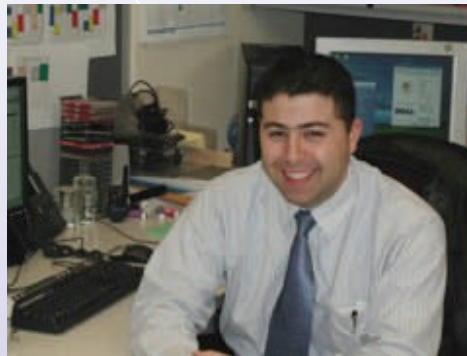
Information Technology Office



Winter Quarter 2007 News Letter

Information Technology Team Update

Hello everyone! As many of you know, your IT team has been updated to include a new staff member. Mr. David Vasilia comes to us with a great wealth of knowledge and a great work ethic. Also, after this quarter we will be saying “goodbye” to Mr. Edward Vargas, as he will be graduating. If you see either of these gentlemen, please say hello (or goodbye) to them!



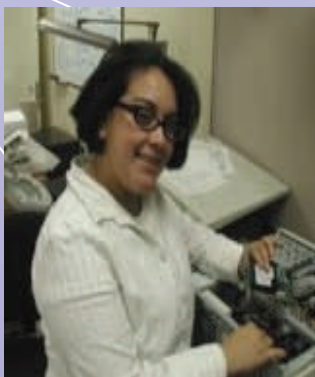
David Nimri
ITC (supervisor)



Gratice Brown
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David Vasilia
ITC



Zuleima Martinez
Student Tech



Edward Vargas
Student Tech



Idalia Flamenco
Lab Assistant



Ines Julio
Lab Assistant

Now let's take a look at the following helpful information about our services to you, and other important items going on in the College Technology field:

Spam Mail Problem, try MS Outlook

As everyone knows, we receive a large number of spam e-mails. Approximately 90% of all internet traffic is one form of spam or another. Therefore, reducing spam has to occur through multiple layers of security. The University has an active spam filtering system (the first layer), while the second layer should be your own individual e-mail software. Though most of us are fond of Eudora, it does not have a spam filtering option (unless the pro version is purchased). That's why IT highly encourages everyone to upgrade to MS Outlook E-mail, which comes with a built in spam filtering module. Since the University has a site license for it, it is free. If you would like to upgrade to Outlook, simply contact us and we will take care of the rest.

Theft, vandalism & computer lab misuse

Unfortunately, like spam, the problems of theft, vandalism, and computer misuse continue to persist. Though we have made large strides in this area, we continue to have some problems. Last year we put in security locks, installed Deep Freeze on lab computers, setup a menu based user interface system, and added the labs to the Active Directory. So far nothing of value has been stolen this year and PC misuse has not been reported. The bad news, however, is that vandalism has not stopped. So far this year we have had mouse cables cut, computers kicked, and attempts at removing PCs or components. The attempts at theft have failed to date, but were nonetheless attempted.

As you can see, we have made some great strides in preventing theft and computer misuse at CSBS but we will continue to need your help. If you are the last professor in the room, please contact security and kindly ask them to lock up the classroom. Also, please place any items that you may use, such as a wireless mouse or lapel mike, in their original secure location in the classroom. Thank you!



Computer security mechanism in SB labs to protect our equipment. The SB lab screen menu provides ease of use, & security!

“Security By Layers”

In today's world, the number of mal-ware, such as viruses, continues to expand by orders of magnitude. Therefore we must adapt to provide the college a safe, secure, and reliable computing experience. This may mean some minor inconveniences such as having complex pass phrases (long passwords), taking a bit longer for your PC to start up while we update it, or securing user permissions. Each layer reduces the risk

of a vulnerability. However, if we do not continue to be more proactive it could be disastrous. Viruses cost companies and organizations billions of dollars each year. It's not all doom and gloom, however: in the last two years SBS IT has made great strides towards providing our college with a safe and reliable computing experience. For example, in the past 18 months we have implemented the following:

- 1) Setup a Network-wide firewall.
- 2) Setup an Active Directory with policies that propagate down to PCs throughout the college.
- 3) Secured user permissions allowing users access to what they need while preventing unauthorized access.
- 4) Secured the computer labs and restricted users, thus negating the inbound the possibility of threats.
- 5) Setup a WSUS server to push out all the latest Windows updates automatically.

In the year prior to us setting up these items, there were dozens of security incidents, some of which put the whole university at risk. Since our security measures have been in place in the past 2 years, we have had only 2 security incidents which were addressed within minutes. While we can't prevent all information security attacks, we are well on our way to preventing most.

Looking Towards the Now... Active Directory

As you may be aware, SBS IT has been working diligently on setting up an enterprise based solution called Active Directory. This allows SBS IT to set rules and have PCs automatically install updates, run patches, and prevent attacks. We have completed about 70% of our Active Directory Project and expect to be finished this summer.

Once we have the Active Directory in place and running for all computers and users in the college, we will begin requiring that students also log into the active directory using their e-mail user names and passwords. We are trying to get away from generic accounts such as "openlab" which are open and clearly not as safe as the multiple security measures we are attempting to implement.

Complex Passwords

Complex passwords are one of the many keys to preventing mal-ware (viruses, spyware, etc) from infecting your computer. For example, a user with a password such as "cat" can be compromised in 1/10 of a second, and a password containing simply letters and numbers can be compromised in less than 13 seconds! More complex pass phrases can take years to compromise. A good example that's easy to remember is:

THel!ttl3Br0wNfO#

Which is similar to:

The little Brown fox

Remember when creating a password to do the following:

- 1) Use both upper case and lower case characters
- 2) Use Numbers
- 3) Use symbols or special characters such as: (&%!
- 4) Make sure your password is AT LEAST 8 characters long.

Final Note

Well, that's it for this quarter's newsletter...we look forward to hearing from you and serving you soon!

-David Nimri, CSBS IT

