Dear Readers,

I am excited to introduce the new reinstated Information Technology Services (ITS) newsletter. This past year has seen many improvements in the Communications Team of ITS, allowing us to tap into the resources required to put together this publication.

The purpose of ITS is to provide information technology infrastructure, support and expertise to the Queen’s community. If you’re using wireless on a computer, tablet or smartphone on campus, sitting in a classroom looking at a PowerPoint presentation or using your office telephone, you’ve already made use of ITS. Because information technology is such an integral part of everything we do at the university, we want ITS to be increasingly visible and accessible for the Queen’s community by using avenues such as this newsletter and greater usage of social media outlets.

We hope that you will find this newsletter to be a valuable resource, to either catch up on things you may have missed from our published stories on the ITS website or as an update to things we’ve previously announced. Thank you for taking the time to read this issue.

Sincerely,
Brian McDonald
Associate Director, IT Support Services
Be cyber smart all year round!

Cyber security matters to everyone, every day. In October, ITS featured Cyber Security Awareness Month, highlighting online safety practices. To help you stay safe online all year round, visit our Cyber Security Awareness page and read the In the Spotlight stories below:

Spear that phishing attack +  
Proactively protect your mobile device +  
Be social media smart +  
Stop prying eyes on valuable documents - encrypt! +  

QTap App – it's alive and doing well!

From class assignment to fully developed iTunes app, two engineering students, supported and funded by ITS, spent the summer coding the QTap app to help fellow students. By logging into their SOLUS account, students can now view their class schedules as well as access a campus map showing resources such as food services, emergency contacts, career services and counselling services.  
**Update:** As of this October, QTap has been downloaded approximately 3,000 times and opened over 160,000 times.  

Read Student-developed QTap app available +

MyHR Self-Service at your fingertips

MyHR is now available for Queen’s employees. Employees are now able to access a variety of human resources services with the touch of a button, including access to view e-pay advice slips and benefits information, change their home address and banking information as well as update emergency contacts.  

Read MyHR Self-Service at your fingertips +
Campus Computer Store services transitioning in 2016

The university recently announced that the Campus Computer Store will cease operations on April 29, 2016. A review of Queen’s ancillary services during the 2014-15 fiscal year found the store to be financially unsustainable. Several of the services currently provided by the store will transition to existing shared services while other services will be discontinued.

Read more information about the Campus Computer Store transition +

Microsoft releases Windows 10

The newest version of the operating system for Windows computers, Windows 10, is now available and being distributed through the Windows Update system – for free.

Before you accept the offer to install Windows 10, consider whether the software, services and hardware devices you use are supported by the new operating system. The common complaint the Support Centre has received is that device drivers on some computers are not compatible. This has mainly been around the loss of network connectivity and sound. Review the ITS Windows 10 Test Results.

Currently Windows 10 is at the transitional support level and ITS will provide limited support based on what is supported by the vendor.

Note: University-owned computers that are joined to Active Directory and/or have an enterprise version of Windows will not have received the offer to update. When Windows 10 has been promoted to Supported Level, the campus will be notified. Departments may obtain Windows 10 enterprise media from the Campus Computer Store.
Apple releases new operating system - El Capitan

The newest version of the operating system for Mac computers, El Capitan, is now available from the Apple Store – for free!

Before you rush to update, consider whether the software and services you use to complete your business activities are supported by the update. Review the ITS El Capitan Test Results. Recently an update has been released for El Capitan to address issues users had reported about Office crashing.

Currently El Capitan is at the Transitional Support Level and ITS will provide limited support until testing against our current infrastructure and administrative systems is completed.

MORE ABOUT EL CAPITAN

Email statistics

Did you know that during a typical day at Queen's ...

\[\begin{align*}
1.5 \text{ Million Emails} & \quad 326 \text{ Thousand Emails} & \quad 50 \text{ Thousand Emails} \\
\text{are filtered through Barracuda servers.}^* & \quad \text{are accepted and delivered.} & \quad \text{are identified as spam messages.}
\end{align*}\]

* Rejected messages are based on several factors including global lists for identified spammers, rate limiting and specified filters.

ITS is now on Twitter

Information Technology Services (ITS) is now tweeting! Follow us to stay up-to-date on service notifications and news.

@ITQueensU