Hi everyone,

It is incredible to think that an entire year has passed and we are now celebrating the first year of the revamped ITS Newsletter.

Our Communications Team has done a wonderful job compiling and distributing the news and information that ITS feels is important for all of Queen's to know.

Technology is a massive part of our daily lives at the university, but no matter how cool, or collaborative, or game changing the next new “thing” is, without proper communication, IT can remain underutilized, lack engagement or even worse, be forgotten.

Over the past year we have been able to share information on new services, new updates, new staff and information that you can use everyday regarding security, email, phones, events and much more. The newsletter is an incredibly user friendly tool that delivers the info you need, to the place you already are — your inbox.

Thanks again for subscribing to our publication, we look forward to another year of sharing updates from the world of IT and how they will affect you.

Keith McWhirter, Associate Director, ITS
Voice services replacement update

Queen's is in the process of replacing our outdated phone system and moving to a Voice over IP (VoIP) system using Microsoft's Skype for Business platform. In November 2016, the ITS staff will be testing new handsets. The ITS deployment will be instrumental in establishing guidelines and support documentation for the rest of campus.

Read the full article here +
Voice Services Project webpage +

What's new in the classroom?

Last spring, the Centre for Teaching and Learning initiated a survey in conjunction with the strategic plan to identify priorities for classroom renewal. This past summer, several classrooms received updates with integrated technology that fuses with classroom features (such as movable chairs or video conferencing equipment). Starting this fall term, the IT Support Centre became the first stop for any issues or assistance requests regarding classrooms, effectively streamlining the assistance process.

Read the full article here +

Five years in

In a recent blog post, Bo Wandschneider, CIO/AVP of Information Technology Services, reminisces about his last 5 years as CIO at Queen's. "In 2013, ITS developed a 5-year ITS strategic plan that defined our roadmap up to the end of 2017. We have begun discussing the next iteration, but I envision this one to be more of an IT@Queen's Strategic Plan (or maybe even a digital strategy for Queen's), rather than being limited in scope to just ITS."

The Office of the CIO has relocated! Feel free to drop by Bo's new office on the fourth floor of MacCorry.

Read Bo's full blog post here +
DID YOU KNOW?

New look for Office 365 login

For the new year the Queen’s Office 365 collaboration suite login will be branded with 175th Anniversary of Queen’s. The login process will also be simplified, and improve availability, reliability, and security.

Beginning January 2, 2017, when you navigate to the Office 365 collaboration suite, you'll notice a new Queen’s-themed photo. Here, you'll log in with your NetID@queensu.ca email address and password and be taken directly to your Office 365 email, rather than be re-directed to the Queen's login page.

Read the full article here +

New password standards

Did you know that adding two characters to a password can mean the difference between hours or months to crack a password? That's why all NetID passwords that are newly created or changed must now have a minimum of ten characters including one uppercase letter, one lowercase letter, one number and one special character (previously only eight characters were required). This small change markedly increases password security and your data.

Read more information about strong passwords +

Green bar security

Have you ever noticed a padlock and a green address bar when surfing the Net and wondered why it was green? The green address bar is an indicator that the site is using an Extended Validation Certificate. An Extended Validation Certificate provides the strongest encryption level available. When you see the green bar you know that data exchanged with the website is secure. To receive an Extended Validation Certificates, the owner of the website must pass a thorough identity verification process. Each browser will display an Extended Validation Certificate a little differently; some shade the entire URL; some change the text to green. It should also be noted that not every secure site will be using an Extended Validation Certificate.

Tip: To make sure the site you are visiting is secure, look for https:// in the domain name, green text or shading in the address bar, the company name, and a green padlock (to view the certificate click on the padlock).

Read about Extended Validation Certificate +
Preventing an IT hijack at Queen's

Higher education institutions are increasingly becoming a lucrative target for cyber attacks, particularly IT hijacks. In response to the evolving cyber threats facing higher education institutions, the Information Technology Services (ITS) Security Office is introducing changes to reduce the risk of such threats.

Read the full article here +

Cybersecurity is everyone's responsibility

The Internet is an integral part of our daily lives – it's hard to accomplish much without it. That's why it's so important to take an active role in securing your data. This October marked Cyber Security Awareness Month 2016. To learn about how to protect your online identity and the information you have access to at Queen's, visit the Cyber Security Awareness Month 2016 webpage on the ITS website. Security is an active role requiring year-round diligence — make sure you know how to protect yourself!

Cyber Security Awareness Month 2016 +
Read "Preventing a cyber attack" +
Office 365: Let's get Focused!

Microsoft is releasing Focused Inbox for Outlook 2016, Outlook 2016 for Mac, and Outlook on the web. This new feature will begin gradually rolling out in mid-November 2016, and completing by the end of the year. Focused Inbox is already available for iOS or Android devices.

Office 365: Use @mentions to get someone's attention

If you are sending an email message or meeting invitation and you want to get someone's attention - like a special request for them - you can use the Outlook email @mentions feature available in Outlook by typing the @ followed by the recipient's name.
Stats corner

Did you know that during the month of September ... the total bytes received from the internet equaled 610 terabytes and 126 terabytes were sent to the internet!

**Wireless Network Statistics**

For the month of September for users connecting with

QueensuSecure_WPA2

- **19,874** Highest recorded number of clients connected to the secure wireless network at one time.
- **6,521** Average number of clients connected at one time.
- **201** Total number of terabytes sent and received by wireless users.

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*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

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