Information Technology Division Bulletin
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Message from the CIO

Summer is often a good time to work on professional development, and for those that are so inclined, we offer feature-rich Computer-Based Training (CBT—cbt.ttu.edu) at no cost to the University community. We also continue our summer series for parents, focusing on cyberbullying, and provide an article on our continuing efforts to transition TTU to a Unified Communications campus. We include a sincere note of appreciation to Dr. Epstein, Dr. Mitchell, and Dr. Nokken for a generous equipment gift. By the way, we protect the TTU IT Bulletin with eRaider credentials so that Internet criminals cannot gather data regarding our services and IT security strategies to sharpen their phishing tactics and other criminal activities. We appreciate your partnership throughout the year and hope that you are finding time for some rest and relaxation this summer. Go Tech!

—Sam Segran, Chief Information Officer and Vice President for IT

Institutional Partnership—A Note of Appreciation

Late last spring, Dr. Timothy Nokken, Dr. Kristina Mitchell, and Dr. Daniel Epstein—TTU Political Science—attended a national Sonic Foundry educational event. During that event, their project was acknowledged, and they received a mobile Mediasite recorder. Drs. Nokken, Mitchell, and Epstein generously gifted the equipment to the TTU IT Division, so that all TTU faculty and staff would benefit from the resource. With this article, the TTU IT Division recognizes these three scholars for their decision and desire to improve education for all students at Texas Tech University.

To learn more about Mediasite hardware and software used to record and stream live events, lectures, and meetings, please visit depts.ttu.edu/itts/services/mediasite or contact Technology Support at (806) 742-1650.

Update on the TTU Transition to Unified Communications—Analog Lines

Over the last year, the TTU IT Division has reviewed the University’s use of analog telephone lines. Several years ago, TTU migrated from the legacy, analog-based phone system to Unified Communications (Skype for Business). As more organizations convert to newer IP-based phone systems, major telecommunications vendors (TELCOS) are faced with maintaining two major infrastructures. Due to declining usage and increasing costs, TELCOS are phasing out traditional, analog telephone lines. Texas Tech University still uses analog lines for faxing, credit card transactions, alarms, and other services.

To reduce the overall cost to the institution, the TTU IT Division has worked diligently and collaboratively to strategically reduce the need for analog lines. Our FY19 focus is to reduce analog fax lines, followed by other analog lines in FY20. Phone lines previously converted to Unified Communications (IP-based phones services with enhanced features) will not be impacted.

As we work through these projects, Telecommunications staff will visit with each area to discuss the contracted, analog telephone lines attributed to their department and the available options moving forward.

Options include:
1. Disconnecting unused lines (annual cost savings to departments);
2. Converting fax lines to a centralized, IT-funded fax service (annual cost savings to departments); or
3. Retaining required business lines. Starting in FY20, the University’s cost from AT&T will be passed on to departments by Communication Services for all retained lines, which currently is expected to start at approximately $32 per line (base + taxes and fees), per month.

If you or your area have questions regarding this project, please contact Kevin Crockett, Senior Director in Telecommunications, at (806) 834-1756 or email kevin.crockett@ttu.edu.
The summer months are a great time to utilize Computer-Based Training (CBT) through the TTU Skillsoft Online Training. Skillsoft is an online, self-paced, interactive training system. TTU hosts an inventory of over 4,000 courses, covering basic-to-advanced technology skills, customer service, project management, human resource, financial, and general management skills.

The TTU IT Division encourages faculty, staff, and students to peruse the TTU HR Training catalog, that includes courses in the following areas:

- Ethics;
- HR Certifications;
- Interviewing and Hiring;
- Organizational Behavior;
- Recruitment and Retention;
- HR Leadership Program;
- Strategies for Successful Employee On-Boarding;
- The Role of HR as a Business Partner;
- Communicating in a Diverse Environment; and
- Customer Service.

CBT modules can be used as professional development or to augment academic instruction that requires technical skills. The Skillsoft learning materials are professional and feature-rich, delivering versatile content through multimedia engagement. Please visit cbt.ttu.edu to use this valuable resource provided to the TTU community at no cost.

Summer Learning with Computer-Based Training

Similar to the many forms of traditional bullying like verbal abuse and physical violence, there are many varying types of cyberbullying. The following lists the most common types of cyberbullying:

1. Harassment
   Harassment involves the bully sending offensive and malicious messages to an individual or a group and is often repeated multiple times. Cyberstalking is one form of harassment that involves continual threatening and rude messages, and can lead to physical harassment in the real, offline world.

2. Flaming
   Flaming is similar to harassment, but it refers to an online argument exchanged via email, instant message, or within chat rooms. It is a type of public bullying that often directs harsh language or images toward a specific person.

3. Exclusion
   Exclusion is the act of intentionally singling out and leaving out a specific person from an online group. The group may subsequently send malicious comments to, or harass, the excluded individual.

4. Outing
   Outing is when a bully publicly shares personal and private information, pictures, or videos about another individual. A person is “outed” when the information disseminates throughout the Internet.

5. Masquerading
   Masquerading is a situation whereby a bully creates a fake identity to harass someone anonymously. In addition to creating a fake identity, the bully may also impersonate someone else to send malicious messages to the victim.