Welcome back to the Fall 2012 semester!

We welcome our faculty and students, and a very special welcome to our new president, Dr. William Serrata. It is an exciting time for El Paso Community College and IT looks forward to working with Dr. Serrata during this coming academic year.

The Division of Information Technology will participate in Faculty Development Week by providing technical support for the General Session at the Ft. Bliss Centennial, presenting many different technology workshops during the week, and assisting with technical support throughout the district. In fact, the TRC and ACS staff sponsored workshops this past weekend with several faculty members as presenters. The TRC weekend schedule was very well received and we had a large turnout.

IT spent the summer months working on various web upgrades. Networking Systems and Services is proud to announce we have increased bandwidth at every campus while continuing to work on connectivity to TM portables and other various remote sites such as the Stanton Building. The areas of instructional technology, which includes Academic Computing Services and Media Services, are ready for the start of the fall semester to help our students and faculty. The Service Desk is also ready to answer your questions and provide technical assistance. IT is working on many new and exciting projects and we will continue to provide updates. I want to thank Ms. Cheryl Bowman and the IT Newsletter Committee who work with the various departments to gather and share information.

In closing, I want to take this opportunity to thank Mr. Richard Buller, Chief Information Security Officer, for all his years of service at El Paso Community College and the Division of Information Technology. Richard is leaving the College after many years. During the past several years, he has developed and implemented the Information Security Program at El Paso Community College and worked hard to ensure we have a secure environment. Richard has been a good colleague and a great friend. I will miss him as I am certain so will all his other colleagues here at EPCC. Inside the newsletter, you will find a very special letter from him.

Again, IT welcomes Dr. Serrata to El Paso Community College, and I wish all of you a good and productive fall semester!

Jenny Girón, Ph.D.
CIO/Vice President, IT
A real “other duty as assigned”…

By now everyone should realize that all security begins and ends with each of us, as individuals. Everyone has a role in protecting their personal information, whether it is in their purse or wallet, their computer or smart phone, or in the servers in a data center. The Information Technology folks can write rules and buy security appliances and software designed to protect your personally identifiable information (PII) from threats outside of the College. We can encourage awareness of threats and discuss how to recognize vulnerabilities. But it still comes down to each of us knowing what can cause a vulnerability, always using common sense and remembering those easily employed best practices that are written in EPCC procedures and, periodically, sent to all in our broadcast alert messages.

As employees of EPCC, each of us is a custodian of student, employee and institutional information. Each of us must be confident that we are protecting that information. If we are not absolutely certain we are doing our best, we must seek advice. The Information Security Program will help you, whether a College division, a department, a program or an individual, look at the processes used to perform college activities and the workflows and actions that are a part of those processes. With the help of the InfoSec Program, you will determine your information security profile and, where necessary, design improvements to enhance the level of protection for the information used in your work.

Stuff happens. Anyone can lose focus and click on an advertisement or link and cause a disaster. Malicious software enters your computer, then the College network and, potentially, our servers and all other computers attached to the network. You did it. You are responsible. But, you will not be flogged nor will you be publicly embarrassed (unless you have a habit of doing this!) You must call for help! Tell the InfoSec folks at x6480 or call the IT Service Desk at x6440. Again, each of us has responsibility for the security of our own information and that of the students and employees of EPCC.

We all know of some questionable practices still in use after all the years since this College began. Rather that turning a blind eye, let’s start reporting those questionable practices and have them formally evaluated for security; even for whether they add value to our processes. Please, never hesitate to question something that could compromise or expose sensitive, personal information.

Let’s make protecting each other’s personal information a habit!

Richard
Meet IT: Richard Buller
Cheryl Bowman, Information Security

Sometimes it is incredibly hard to say goodbye and for me, this is one of those times. Chief Information Security Officer Richard Buller will leave the College service at the end of August.

In 1990, Richard brought a wealth of knowledge and experience from his years of military service to help develop and manage the grant-funded information systems for student tracking and progress monitoring in the Literacy and Workforce Development programs. He built 13 computer learning labs in eight different locations for these students’ use. He assisted with the hosting of many forums for adult and family literacy, workplace literacy and vocational training and managed the department for a year.

After eight years, Richard transferred to Human Resources as the Information Systems and Records Coordinator. As he did with Literacy and Workforce Development, he developed information reporting systems and databases vital to supplying the information needs. He used his considerable knowledge of databases and reporting to develop even more quality reports for administration, external agencies and activities at the State of Texas and Federal levels. Richard assisted the Administration and constituency group presidents with the modeling routines that are used to develop our annual employee pay raises. After those assignments, he took the opportunity to retire from EPCC in 2000.

When the College needed a Manager for the Off-Campus Literacy Program, Richard was invited back. He worked with that program’s staff to deliver ESL and GED programs in both English and Spanish for employees and managers of businesses that had enrolled in the state-sponsored workplace training consortium. While working with the departments of the EPCC Institute for Economic and Workforce Development and Continuing Education, he provided advice on networking, student tracking, and educational software system issues.

In mid-2002, The EPCC Library opened a position to develop, implement and maintain the capabilities for students and College employees to access the online research and reference full-text journals and other publication databases from home or their workplace. Another library project involved a system that the College’s five libraries and external entities could use to share documents.

In 2004, Chief Information Officer Fabiola Rubio wanted to build an information security program and tasked Richard to use the knowledge he has from 30 years of working with information technology and security.

To give you an idea of what developing a comprehensive Information Security Program entails, it includes all the provisions of and safeguards required by the Family Education Rights and Privacy Act (protecting personal information), the Gramm-Leach-Bliley Act (protecting financial information), Health Insurance Portability and Accountability Act (HIPAA), the Payment Card Industry Standards, Texas Administrative Code, Texas Business and Commerce Code, and other legislated requirements (FACTA, COPA, etc.). At the same time, workshops were provided to help identify and mitigate vulnerabilities, threats, risks, and provide guidance when dealing with the impact of incidents of compromise or possible compromise of sensitive information.

Keeping us safe includes working closely with the EPCC Police Department as well as other law enforcement agencies throughout the United States.

As if this isn’t enough, Richard Buller also helped develop disaster recovery and business continuity plans while helping the departments assess and develop security best practices at every point. For a final project, he is involved in the creation of the college’s alternate site operations plan to ensure a disaster doesn’t mean we can’t continue to deliver high quality instruction.

Many might not know about the symbol of the griffin that is used in the Information Security Logo. The griffin, a fabulous animal half eagle and half lion, is symbolic of wisdom and inspiration. The role of the griffin as a guardian of precious treasure is symbolic of the Information Security Program’s responsibility to promote safeguarding the sensitive institutional, student and employee personally identifiable information of El Paso Community College. For all who know Richard, it is a fitting symbol of the department he has led.

EPCC has benefited greatly from the selfless devotion of this great man. His work touches all of our lives and he will be sorely missed.
Who is Connecting to Your Computer?

David M. Rodriguez, Service Desk

Recently, EPCC has been the target of several unauthorized remote connection attempts and it has only been the foresight and vigilance of our users which has prevented a serious breach. As the Secret Service trains their agents to recognize what a real currency note looks like, not the innumerable frauds, so we wish to educate our users as to what a real remote connection session should look like.

Remote connections are a useful tool for technicians of every kind. It allows access to remote systems nearly instantly, reduces travel costs, waiting and downtime with minimal investment. The Technology Service Desk here at EPCC has been able to successfully resolve hundreds of troubleshooting calls within our network and assisted hundreds of students off-campus as well. An official remote connection involves a few important things; firstly, the call should always be initiated from the end user (the person having trouble) to the attendant (the person who can assist). Secondly the connection should be controllable by the end user; at any time the user must maintain the ability to control or terminate the session at will. These two fundamental elements of remote assistance assure that unauthorized connections are prevented or can be terminated at the discretion of the user.

Remember that at no time should anyone outside of EPCC gain access to your EPCC computer and caution is recommended when allowing access to your personal systems at home. If you were not expecting a call from a technical support representative for assistance, chances are that any calls you receive to that end are fraudulent. No legitimate company will contact users offering help to remove/delete/clear viruses from any EPCC computer or from any personal device (including smart phones) that you own.

As always, feel free to contact us at 831-6440 if you ever suspect a fraudulent attempt to gain access to your EPCC devices or have a question about something that sounds legitimate but that you are unsure of!
This past July 23rd and 24th, several of our colleagues from IT and EPCC-TV attended the annual EPCC Leadership Development Academy Retreat. The retreat serves as an opportunity for our staff to take part in different leadership and team building exercises while enjoying some fun time off with their peers.

As usual, the two day retreat took place at the beautiful Inn of the Mountain Gods, in Ruidoso, New Mexico. Along with the breathtaking scenery of the hotel and Ruidoso, the members were able to enjoy great food and activities which included painting with Mr. Amado Peña. You might recognize this name, as his southwestern style art adorns the halls of our very own Administrative Services Building at the ASC.

Congratulations to all of our colleagues that took part in this retreat and thank you for representing us well in the Leadership Development Academy.

Dr. Ernie Roberts, EPCC President, dramatically describes the hungry alligators that are waiting for anyone who falls off the lily pads in this team-building exercise. Carmen Thompson, Math Faculty; Elsa Lopez, Financial Aid; Mary Ortega, Office of the VP, IT/CIO; and Evelyn Estrada, Student Success listen intently since none want to suffer such dire consequences. Rich Becker, Information Security’s Security Analyst, listens as he promptly begins analyzing the situation.
That behind the scenes at a Media Services Center, on a day-to-day basis, it is action packed and filled with lots of excitement!

For starters, the early bird shift opens up the center and prepares the deliveries to be taken to their proper locations according to the posted delivery/retrieval sheets. They verify that all equipment has been accounted for from the night before. This process includes answering calls for last minute equipment requests, helping instructors walking in for last minute requests, and taking requests for things to be laminated and/or other miscellaneous requests that may come up. Then the calls and/or faculty coming in to ask for assistance on getting the picture to project, the audio to sound off, and/or help with the input are common troubleshooting calls we get.

This continues throughout the day . . . then our second shift comes in as the early birds fly out. The second shift mainly keeps it going taking care of deliveries that need to get out resembling playing a chess game by switching equipment from one classroom to another. The game continues by the retrieving of equipment that needs to be brought back to the center for the next requestor the following hour. Multitasking is a skill that is not required but is beneficial in acquiring when working at the Media Services Center.

Last but not least, the second shift rolls out as the night owls soar in to finish off the day by continuing with the multitasking, troubleshooting and providing instructional media services as needed. The night owls must account for all the equipment checked out to make sure no equipment is missing or left behind. A big part of our daily/weekly tasks is to update, run basic troubleshooting and imaging as needed on all of our laptops, multi-media carts, and Smartrooms to ensure that they are up and running for usage.

This is a basic look behind the scenes which does not include all the events taking place during the week like the following:

- Administrative Service Center has the Auditorium, Boardroom, conference rooms, B Bldg, and Cosmetology events
- Mission de Paso campus has Early College and the Police Academy events
- Northwest campus has Early College and the Library events
- Rio Grande campus has the Temple, Math Emporium, H Bldg and now the newly inherited Stanton Bldg for events
- Transmountain campus has the Mall Area, the Foyer and the Deans Conference room for events
- Valle Verde campus has the Annex, gym, Early College and/or Americana Village events

This is just to give you a quick overview as to what goes on behind a Media Services Center, there is so much more that was not mentioned.

### Did You Know.....

Jessie Salas, Media Services Center

Smiles all around as Yvonne Almanza, IT Systems (top right); Bonnie Prieto, Records Management (lower right) and Debbie Sweet, IT Systems (below) donate blood during the ASC blood drive.
El Paso Community College’s Faculty Development Week is just around the corner. With all the new workshops available to learn and/or review for the exciting new semester ahead; Information Technology is ready to provide you with educational workshops that will benefit you. Descriptions can be found in the Faculty Development Week booklet. So take a look, sign up and make sure to attend.

**Tuesday, August 21, 2012**

<table>
<thead>
<tr>
<th>Title</th>
<th>Office</th>
<th>Time</th>
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<tbody>
<tr>
<td>Securing Your Home’s Wireless Network</td>
<td>Information Security</td>
<td>8:00-8:50 am</td>
<td>Valle Verde Campus/A2125</td>
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<tr>
<td>What is New at the ACS Lab &amp; Power in PowerPoint</td>
<td>Technology Resource Center</td>
<td>9:00-10:30 am</td>
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<tr>
<td>Clickers in the Classroom!</td>
<td>Multi-Media Services</td>
<td>9:00-10:50 am</td>
<td>Valle Verde Campus/A1120</td>
</tr>
<tr>
<td>Teaching Web Development to Faculty</td>
<td>Web Team</td>
<td>9:00-11:00 am</td>
<td>Valle Verde Campus/B124</td>
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<tr>
<td>Technology Enhanced Classrooms: ADA Compliant Equipment</td>
<td>Multi-Media Services</td>
<td>10:00-10:50 am</td>
<td>Valle Verde Campus/A1120</td>
</tr>
<tr>
<td>SharePoint: My Courses</td>
<td>Technology Resource Center</td>
<td>11:00-11:50 am</td>
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<td>Technology Enhanced Classrooms: The First Generation</td>
<td>Multi-Media Services</td>
<td>1:30-2:20 pm</td>
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<td>Teaching Web Development to Faculty</td>
<td>Web Team</td>
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<td>Valle Verde Campus/B123</td>
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<td>Technology Enhanced Classrooms: The Next Generation</td>
<td>Multi-Media Services</td>
<td>3:00-3:50 pm</td>
<td>Valle Verde Campus/A1120</td>
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<td>Don’t be the Weakest Link!</td>
<td>IT Service Desk</td>
<td>7:00-8:00 pm</td>
<td>Administrative Service Center/Boardroom</td>
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**Wednesday, August 22, 2012**

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<td>Information Security</td>
<td>8:00-8:50 am</td>
<td>Valle Verde Campus/A2125</td>
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<tr>
<td>Excel Basics for Grades Part 1 of 3</td>
<td>Technology Resource Center</td>
<td>8:30-9:20 am</td>
<td>Valle Verde Campus/B123</td>
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<tr>
<td>Do You Know the Do’s and Don’ts of Developing an EPCC website</td>
<td>Web Team</td>
<td>9:00-10:00 am</td>
<td>Valle Verde Campus/B124</td>
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<tr>
<td>Still Working with that Paper Copy? Why Not Organize Your Office Digitally?</td>
<td>Records Management</td>
<td>9:00-10:00 am</td>
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<tr>
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<td>Technology Resource Center</td>
<td>9:30-10:50 am</td>
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<tr>
<td>Technology Enhanced Classrooms: ADA Compliant Equipment</td>
<td>Multi-Media Services</td>
<td>10:00-10:50 am</td>
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<td>Technology Resource Center</td>
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<td>Valle Verde Campus/B123</td>
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</table>

**Thursday, August 23, 2012**

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<tr>
<td>Power in Word</td>
<td>Technology Resource Center</td>
<td>11:00-11:50 am</td>
<td>Valle Verde Campus/B123</td>
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<tr>
<td>Power in PowerPoint</td>
<td>Technology Resource Center</td>
<td>2:00-2:50 pm</td>
<td>Valle Verde Campus/B123</td>
</tr>
<tr>
<td>SharePoint: My Courses</td>
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As we go about our daily jobs, often we take pen to paper and place our signature on the forms and other documents needed to start a work process, signify approval or disapproval, or indicate that the job is complete. In some parlances, your John Hancock is known as a wet signature. In today’s digital world, a digital signature can be used to achieve the same end. A digital signature indicates that you are who you claim to be, as long as we do not allow the signature to be used by others. In some of our dealings with local, state, and federal agencies, digital signatures are created which are then used to confirm who is making the inquiry or request. You would be correct in the thought that your digital signature is akin to your password. I would not be EPCC’s security geek if I did not remind you that you should never share your passwords with others.

Digital signatures are more complex than the word or phrase we use to access our accounts. These signatures are mathematically created and can be up to 256 characters in length and issued as a certificate by a certificate authority. EPCC is its own certificate authority and can issue certificates for other internal purposes. These generated certificates are then placed on your personal computer under your own account information. By the way, can you imagine having to remember a 256 character password. These issued certificates make it unnecessary for you to remember this information. EPCC is in the process of updating its own certificate authority to issue digital signature certificates for staff.

Most of the information technology (IT) forms used at EPCC to make technology requests now support the use of digital signatures. By using digital signatures, no longer will we have to print out a form, sign it, place the signed form in an inter-office envelope, and send to the next person for action. Our digital signatures can now be placed on the form where we would normally place our wet signature and use EPCC’s secure e-mail system to send the request to our supervisor for their action. The information contained in the form is delivered in a secure manner. This would also reduce the amount of time it takes for the form to traverse the system, thus improving the efficiency of our work. Finally, this would decrease EPCC expenses associated with printing these forms.

Take Office Home Today!

College employees can purchase a copy of Office 2010 for their home computers at a highly discounted price of $9.99.

Available for both PC and MAC, Office Professional Plus includes Word, Excel, PowerPoint, Publisher, Access, Onenote and SharePoint Workspace. Either Visio and Microsoft Project may also be purchased at deep discounts.


Digital Signatures
07FC3B5275F1CD35DC71C1D1B90F681588204B4FF-953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54107FC3B5275F1CD35DC71C1D1B90F681588204B4FF953CB7D16D1FC5D430EB54...

Carolina Perez
Administrative Assistant
EPCC-TV
July 2012
Employee of the Month
Administrative Service Center

I.T. Newsletter Committee
Alan Arrellano, Office of VP/CIO, Information Technology
Cheryl Bowman, Information Security
Gustavo Luevano, Records Management
Sara Moncayo, EPCC-TV
Jackie Gaines, IT Systems
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Passwords are like underwear: you don’t let people see it, you should change it very often, and you shouldn’t share it with strangers.”

– Chris Pirillo, blogger

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