Information Technology Services
technology immersion for new employees
Technology Immersion At CWRU

- The ITS Mission:
  - To provide for the information technology needs of the campus community
  - We’re always here to help!
information technology services

ITS stewards and protects the University's extensive technology resources and supports innovative technology applications, tools, and services to enrich Case's learning, teaching and research environment.

latest news...

Adobe Acrobat Reader 9.3.2 Patching 07/18/2010
Snap With Scanning Updated To Version 10 07/07/2010
iPhone Security Update Available 07/01/2010
Adobe Creative Suite 5 Now Available in CWRU Software Center 06/24/2010
Google Student Ambassador Program 06/23/2010
Oracle JDeveloper Updated To Version 11g On The Software Center 06/15/2010
Webdrive Updated To Version 9.14 On The Software Center 06/15/2010
Matlab Updated To R2010a On The Software Center 06/04/2010
Phishing: Why You Shouldn't Click That! 06/02/2010
Labview Updated To Spring 2010 On CWRU Software Center 05/20/2010
Local IT

- Your department may be supported by a local IT team
- Focus on issues specific to your administrative unit
- Check with your manager
Information Security

• Safeguarding your access to data, resources and systems
• Network and data security
  – Data use policies
  – Restricted data controls
  – Identity protection
  – Network monitoring
  – Firewalls
  – Security awareness
Information Security: Acceptable Use

• http://www.case.edu/its/policies.html

• Simplified:
  – Use what you have permission to use & only in ways that you have permission to use it
  – Protect everything, including data
  – Abide by all laws and rules
  – Don’t take more resources than you can use
  – Respect the privacy and personal rights of others

• You are accepting the policy terms & conditions each time you log into network
Information Security

• SSN Use Policy
  – Limited use, only where required by law:
    • Employment/Benefits, Tax, Financial aid
  – Alternate Identifier: EMPLID
    • 7-digit number assigned by HR
    • Used on ID Cards, for student enrollment etc.
    • Different than your Single Sign-On / CWRU Net ID
  – Identity Finder software
    • Install and run regularly
Information Security

3 Information Categories

- Public
- Internal Use Only
- Restricted

- Never share restricted information online (post publicly or via email)
Examples: Public Information

- Public Directory data
  - Name, email address, phone number
  - job title
  - Student ID, EMPLID
- Published professional reports
- Blog entries, news
- Course schedules, academic calendar

*Most of the information handled by the university is Public Information*
Examples: Internal Use Information

• Academic materials
  – content restricted to students in the class
• University financial and accounting data
• Administrative information
• FERPA suppressed directory information
  – Federal Educational Rights and Privacy Act
  – Protects student records
Examples: Restricted Information

• PII (personally identifiable information)
• Salary, income, net worth information
• HR performance evaluations
• Credit Card data and transactions
• SSN’s and Names in the same place
• Legal implications - disclosure of restricted data are always security incidents

Never share restricted information online (post publicly or via email)
Voice Over IP Technology

• All campus phones are VoIP
  – Allows voicemails to be converted and delivered to a users email
  – Do not leave sensitive info in a message
    • It can be forwarded through email

• Requires special setup
  – Call the Help Desk with ?’s or problems
Your CWRU User ID

• Single Sign-On (SSO) / Net ID different than EMPLID
• CWRU Net ID used for:
  – Email
  – ERP Systems
  – Software Center
  – Blackboard
• 3 initials of your name in lowercase letters
  – Same initials? Number is added to end
  – No middle initial? An “x” will be put in it’s place
• Examples: rjh, pxr2, las5
How To Get Your Net ID

Activating your Case Network ID

11/25/2009

Your Case Network ID allows you to gain access to most of the restricted resources at Case, including the My Case portal, your Case email, Blackboard, any employment or Human Resource records, and VPN for faster speed while on the wireless network.

To create your network ID, open an Internet browser (e.g. Internet Explorer or Mozilla Firefox) and go to https://itservices.case.edu/my-case-identity/activate

Enter your last name, T Dopl Employee ID (from your Human Resources) and your date of birth.

Click “Activate Account.”

You will then be prompted to choose a password and security question.

Please note that passwords are CASE sensitive, and must at least 3 of 4 requirements: these are UPPERCASE LETTERS, lowercase letters, numerals (1-2-3) and/or punctuation marks. (8-15)

You will also be asked to choose one of 9 security questions.

Please remember this question and answer pair, as you will need it to reset your password in the future.

Our system will reply back with your login id and first.netid@case.edu email address.

Your Case Network Account has been activated. Your username for this account (sometimes referred to as your “Case ID” or “Technology ID”) is 8bc1523 and your account id is your Case ID after “8bc”.

Please remember your Case ID after “8bc” for login.

After going to https://itservices.case.edu/my-case-identity/activate, you will enter your new Case Network ID and password.

Upon successfully logging in, you will be prompted to agree to the Google Terms of Service.

Once accepted, your account will be fully active, and you can use the web clients for email.

Activated your Case Net ID 11/25/09
Your CWRU User ID

• Case Passwords must contain 3 of the 4 following characteristics:
  – Alpha character (abc)
  – Numerical character (123)
  – Upper and lower case (AbC)
  – Punctuation character (#!^&%$)

• Additionally, not a dictionary word of more than 4 characters

• 8-12 characters in length
Your CWRU User ID

• Age
  – 365 days maximum password age
    • Recommended change 180 days - once/semester
    • When you believe confidentiality has been compromised
  – You will receive an email reminder annually

• No Sharing of User ID/passwords
  – Protect your password (it is restricted data)
  – You are responsible for all actions taken with your User ID and password!
Your CWRU email address

• The preferred format for email at Case is first.last@case.edu
  – What if someone else has the same name?
    • A middle initial will be inserted
    • If same name and initial, a number will be added
  – What if my name is changed?
    • In case of a legal name change contact Human Resources
      – Note: Once changed, mail sent to the original address will no longer work!
Your CWRU email address

• But what if I don’t use my legal first name?
  – Request a “preferred” first.last
• The last name portion CANNOT be changed
• Only one preferred first.last name per person
CWRU Google Apps

• Collaboration suite of products
  – Email & calendar
  – Real time shared documents: word processing, spreadsheet and presentations
  – Shared websites (similar to intranet site)
CWRU Google mail

• Options to view email
  – webmail.case.edu
  – Email clients
    • Outlook (MS Office on Software Center)
    • Thunderbird (free downloadable program)

• Detailed documents for setup available through the ITS Help Desk or help.case.edu

• Easy access and instructions for your mobile device
Welcome to the Case Single Sign-On Service.

By logging in to this service, you can be automatically logged into participating services without having to specify your Case ID and password. The Central Authentication Service article in the Case Wiki contains more information about this service, including instructions for participating in it. If you don't have a Case ID yet, activate it now. There are also many tools to manage your Case identity available. If you have problems using this service, please contact the Help Desk at (216)368-HELP.

**Case ID:**
(e.g. abc123)

**Password:**

For security reasons, please close your browser when you are done accessing protected sites

Sign On

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Warning! This is a private system. Unauthorized access to or use of this system is strictly prohibited. By continuing, you acknowledge your awareness of and concurrence with the Acceptable Use Policy of Case Western Reserve University. Unauthorized users may be subject to criminal prosecution under the law and are subject to disciplinary action under University policies.
Welcome to Case Western Reserve University

Setup your account for Case Western Reserve University

Your Case Western Reserve University account will give you access to the hosted services enabled for your domain.

Name:

Login name: ods5@case.edu

Language: English (US)

Type the characters you see in the picture below.

Terms of service: Review the Terms of Service below.

Google Terms of Service

Welcome to Google! By using Google’s products, software, services or web sites (“Google services”), you agree to the following terms and conditions, and any policies, guidelines or amendments thereto that may be presented to you from time to time, including but not limited.

By clicking ‘I accept’ below you are agreeing to the Terms of Service above and both the Program Policy and the Privacy Policy.

Also remember that Google Apps is offered in conjunction with your domain administrator and that administrator may have access to your account information including your email. Your domain administrator’s use of your information is governed by its privacy policy.

I accept. Create my account  Cancel
Launchpad

- www.case.edu/launchpad/
  - Your intranet portal to CWRU services
- Based on Google gadgets
  - Tailor your home page
  - Add CWRU services and information you need
    - Ex: ERP (PeopleSoft) Financials, department metrics, phone directory
- Download the new app for your mobile phone
  - m.case.edu
Launchpad.case.edu (faculty/staff tab)
Launchpad: iGoogle (you customize)
**CWRU Network**

- One of fastest and largest networks in higher education - wired & wireless
- Wired network
  - Fiber gigabit - 1,000x faster than cable or DSL
  - Turn off wireless feed to use LAN
CWRU Network

• Wireless network
  – More than 5 square miles in & around campus
  – 1,500 access points
  – Access for anyone

• Virtual Private Network (VPN) software
  – Allows secure & fast connection to CWRU network
Software Center

- Free* software downloads are available to CWRU Faculty & Staff
  - Microsoft Office
  - Operating System Upgrades
  - Adobe Acrobat Professional
  - Adobe Creative Suite (CS5)
  - And MORE!
- Read licensing details for work use only or home use
- Login to softwarecenter.case.edu

*minimal charges may apply for some software packages
Required Software

• Found at top of Software Center list
• Identity Finder (Software Center)
  – Scans for SSNs, Credit Card numbers & other restricted data
  – Recommended that you run 1x monthly minimum
• Symantic Endpoint Protection (Software Center)
  – Protect from spyware, botnets, viruses, and other types of malware
Strongly Recommended Software

- Carbonite is recommended for Desktop and Laptop backups
  - Secure, offsite backup
  - Automatic backups whenever you’re connected to the internet
  - $54.95 per year, paid by department
  - Go to www.carbonite.com/case for more information and to sign up!
Enterprise Software

- Programs specifically for people working or learning at CWRU
- Enterprise Resource Planning (ERP)
  - SIS – Student Information System
    - Personal academic information
  - HCM – Human Capital Management
    - Personal employment information
  - FIN – Financials System
    - Expense and budget tracking
HCM – Human Capital Management

- Manual in your packet
CWRU Enterprise Solutions

• HCM – Human Capital Management
  – Pay stub information
  – Track your time
  – Process weekly & bi-weekly timesheets
  – View benefits information
  – View & update personal information

• Training - HCM Overview offered monthly
  – Not required for access to HCM
  – To register or request information email erptraining@case.edu
### Exception Time Entry

**Employee ID:** [Redacted]  
**Title:** [Redacted]  
**Empl Class:** [Redacted]  
**Department:** [Redacted]  
**FLSA Status:** [Redacted]  
**Rcd:** [Redacted]

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<th>Vacation</th>
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**Current Pay Period**  
**Start:** 02/01/2010  
**End:** 02/28/2010  
**Std Weekly Hours:** 40.00

### Exception Time Entries

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CWRU Enterprise Solutions

• SIS – Student Information System
  – Advisees – Teaching Schedule
  – Weekly Schedule - Exam Schedule
  – Class Roster – Grade Roster

• Training – “Schedule of Classes Fundamentals” offered 2-3 times year
  – Offered when class schedules are announced
  – Required for access to Class Schedule module
  – To register or request information email erptraining@case.edu
CWRU Enterprise Solutions

- FIN – Financials System
  - eProcurement
  - Accounts Payable
  - General Ledger

- Your manager will help you determine what you will need

- Training – Financial Management
  - Enables faculty & staff to have the necessary training to manage data, records and reports
  - Different classes required for different access
CWRU Enterprise Solutions

• CAPS Financial Management training
  – CWRU Administrative Professionals Series
  – Dedicated to help the campus community move forward and deepen their knowledge in administrative areas
  – 8 classes and exam required for Certificate of Achievement
  – For more information: www.case.edu/training/caps
Training

- Multiple sources of technology training across campus
- Watch help.case.edu for training on CWRU enterprise applications
  - Subjects evolve around current needs of campus community
- CASELearns
  - Training on popular software packages
  - Classes available shown in Launchpad
Training

• CASELearns: hands-on computing classes
  – Open to current faculty, staff and students
  – Free of charge
    • Note: there is a fee for no-show
  – Held in Kelvin Smith Library
  – Registration and course info available online: library.case.edu/caselearns/
ITS HELP

- 216-368-HELP (4357)
  - 24/7/365 assistance
- help.case.edu
- Walk-in centers
  - In person care and assistance
    - Sears (on quad)
    - Bellflower CARE Center
- Live online chat
- Training & documentation
Social Media

- Facebook
  - CWRU Information Technology Services
- Twitter
  - CWRUITS
  - CWRUITS_status
Academic Technology

- Technology Enhanced Classrooms (TECs)
  - Equipment and tools for multimedia teaching & presentations
  - We currently support 201 TECs on campus

- Blackboard
  - Course management system permitting faculty to create courses delivered on the web

- MediaVision Courseware
  - On-demand web access to lectures and seminars

- Videoconferencing through Adobe Connect
Research Computing

- High performance computing cluster
  - Hundreds of computers hooked together to perform complicated computations
  - Computational & data-intensive research
  - Secure grants & research prominence
- Database design, programming & hosting
- System administration
- Pre-award IT consulting
W.A.R.N. System

- WARN Text & Voice Messaging Alerts
- Only for serious threat or imminent danger
  - Includes campus closing due to weather
- Sign up at www.case.edu/warn
Technology e-store

- Personal use
- Great discounts
- Select vendors and partners

www.case.edu/its/e-store
Next steps...

1. Activate CWRU Net ID
2. Activate CWRU Google Mail
3. Get Symantec and ID Finder on work computer
4. Get office phone
5. Sign up for WARN
6. Log into HCM in 5 business days and use manual provided to enter first two weeks into time entry sheet
7. Ask supervisor if they'll need access to ERP Financials and if so, sign up for appropriate classes
8. Check email for copy of this presentation and ERP manual - two days from today
9. Download VPN for accessing Software Center off-campus.