CTS Organization Chart

Charles Bartel
VP/CIO

Information Security
- Tom Dugas
  CISO
  - Security Awareness
  - Information Security & Data Governance
  - New Initiatives

Infrastructure Teams
- Sheryl Reinhard
  Director
  - Server
  - Network
  - Secure Integrated Infrastructure (SII)
  - Storage

Support Services
- Vacant
  Director
  - Technical Services
    - End Point Systems
    - Help Desk
    - Computer Store
    - Computer Labs

Admin. Applications
- Robert Goffeney
  Director
  - Applications
  - Database Admin
  - Web Services
Tech Tools at Duquesne

- Blackboard
- Box and OneDrive cloud storage
- Duo Security
- Duquesne U (App Store or Play Store)
- EndNote
- Gartner

- Internet2
- Mango Languages
- Office 365
- Qualtrics
- Sophos Intercept X
- SPSS
- Xfinity On Campus
- Zoom
CTS Help Desk
Customer Service is Our Commitment to YOU

• Single point of contact for any technology issues

• Communicate any important changes to the campus community

• No issue is too small!!
Customer Service is Our Commitment to YOU

We work to support Duquesne’s Mission by serving others!

Entire staff is Help Desk Institute Certified

Customer Service
&
Help Desk Best Practices

18 Student Employees that are AWESOME!

How to contact us:
412-396-HELP (4357)
CTS Service Center, 2nd floor Union
(face to face consulting)
Email: help@duq.edu
DORI – Help Tab

FOLLOW US!! @DuqCTS
Visit Our Website: duq.edu/cts

• Useful how-to articles for many procedures and tools

• Advisories and security alerts

• Safe computing tips and news

• View newsletters highlighting new technology

• And much more!
CTS Computer Store

Mission
To make a positive difference in the lives of the students, staff, faculty and alumni of Duquesne University through superior consulting and customer service.

Employee & Individual Sales
• Academic pricing

Promotions & Services
• Used Computer Sale
  (3rd Thursday of every month)
• Personal computer repair

2nd Floor Duquesne Union  412.396.5645  computers@duq.edu
Asset Management

- Duquesne University practices lifecycle management of all hardware and software resources.
- All hardware, software and data are the property of Duquesne University.
- Do **NOT** store personally owned data on your University owned system.
- Do **NOT** store University owned data on your personal system.
Office 365

- Email
- Calendaring
- OneDrive for Business
- Microsoft Office
  - Visit duq.edu/ms-office

Free Download of MS Office Suite for Employee and Student Personal Computers

Unlimited downloads on mobile devices
Duquesne U App

• Visit the App Store (Apple) or Play Store (Android) to download
MultiPass: duq.edu/multipass

- MultiPass is your key to electronic resources at Duquesne!
- Sign in to DORI, email, Blackboard, wireless, etc.
- Password must be reset every 180 days
Protect Your MultiPass Information

MultiPass gives you access to:

- Email Forward Setup
- Salary
- Bank Account
- Payroll
- Personal Home Information
- Performance Reviews
- Grades
- Personal Phone Number

• These are classified as **Personally Identifiable Information (PII)**
Passwords Are a Secret!

- **DON’T** share your password with ANYONE— this includes students!
- **DON’T** write your password down on a sticky note
- **DON’T** use information that others would know about you
- **DON’T** use the same password for multiple accounts (Facebook, Twitter, LinkedIn, etc.)
Be Wary of Communications That...

• Tell you to act immediately or create a sense of urgency
• Advise you to perform a **financial transaction**
• Direct you to click a link
  • Hover over a clickable link to see its intended address
• Contain misspelled words or multiple grammar errors
• Sender is a non-@duq.edu address or sent from a Duquesne address and you don’t know that person
DUO Multifactor Authentication

What is Multi-Factor Authentication?
Two-factor authentication (2FA) adds an additional layer of security to protect your identity and university data.

MFA requires a user to provide two of the following three types

- Something you know (ex. account password, banking PIN).
- Something you have (a pin code sent to your cell phone)
- Something you are (ex. a fingerprint or voice print).
• Data Governance Service Requirement
• Duquesne University Data Governance Service Requirement identifies four elements that must be protected with encryption.

1. Social Security Numbers
2. Credit Card Numbers
3. Driver's License Numbers
4. Passport Numbers

Workflow: https://duq.app.box.com/v/spirion-workflow
DU Standardized Login Pages

Web Application Login

MultiPass Username

Password

Forgot Password? I Need Help?

Login

Important Login Information

- Only connect using a known, secured network (avoid open wireless networks)
- Verify that the URL for this page begins with https://duq.edu
- Report suspicious login pages to help@duq.edu
- Never share your login credentials with anyone, for any reason
- Always logout and exit your web browser to end your session

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412.396.6000 • admissions@duq.edu
Helpful Security Tips

**Work**

- Lock your computer when you walk away from your desk
- Never share your password through email or by clicking a link in email
- Do **NOT** store PII on your computer

**Home**

- Do **NOT** allow family members or kids use your work computer
- Password protect your home router
- Use a VPN connection when connecting to public wireless
TAP No. 26:
ACCEPTABLE USE OF COMPUTING RESOURCES

Policy

Inappropriate use of the University's Computing Resources exposes the University to risks including virus attacks, data loss, compromise of network systems and services, and other legal, financial, and reputational risks.

This policy, therefore, provides guidelines for acceptable use of the University's Computing Resources. As used herein, the term "Computing Resources" is a broad term intended to encompass all resources, systems, infrastructure, devices, facilities and applications in the university's computing portfolio, whether such Computing Resources are located on university property or accessed remotely.
Be a Good Citizen!

✔ **BE AWARE** and keep your identity secure & protect Duquesne from cyber criminals

✔ **CALL THE HELP DESK** if you think something is suspicious

✔ **ADHERE TO** University policy for email and network usage

Welcome to Duquesne University!