ACO Lunch Session Spring 2017

Presented by: William Lewis, Jennifer Guillen, Bill Baer
Arts Computing Office
https://uwaterloo.ca/aco/lunchtime-sessions
Agenda

- Introduction of new IT Director: Bill Baer
- Handling Credit Cards and PCI compliance
- Use of OFAS (Online Faculty Hiring System) for faculty recruitment
- Technology news
  - Recent phishing attacks on student email (edu) accounts
  - New multifunctional printers/photocopiers being deployed
  - Computers for new faculty members
  - Skype for Business now activated for all staff in Arts
- Feedback
  - https://uwaterloo.ca/aco/arts-computing-office-aco-lunch-session-feedback
Introduction to new IT Director – Bill Baer

- Bill Baer has substantial experience at Waterloo
- Director of Engineering Science Quest
- Director of Housing IT
- Various roles in IST
CREDIT CARDS
Credit Cards and PCI Compliance

- The credit card industry has specific rules for handling credit cards
- Following these rules is necessary in order to receive funds
- These rules are called the PCI (Payment Card Industry) standards
- On campus, all online handling of credit cards must be approved by Finance
- Information Security Services (ISS) of IST is responsible for verifying websites (or vendors) are PCI compliant
- PCI compliance is an institutional wide review, if only one eCommerce system, point of sale, etc. is not compliant, UW is not PCI compliant
Credit Cards and PCI Compliance

- A new service, Shopify, is available for electronic commerce activities
  - Event registration
  - Transcripts
  - UWCISA Conference registration (piloted with year)

- Shopify service provides the “gateway” to various “payment processors” so changes to a different payment processor doesn’t change the application

- Shopify also offers standard fields for processing, to simplify the payment process which can be re-used for other events, conferences, etc.

- Don’t send, receive, store or handle credit card numbers
Credit Cards and PCI Compliance

uwaterloo-dev
Customer information ➔ Payment method

Customer information
Already have an account? Log in

Email
jane.doe@email.com

Billing address
First name
Jane
Last name
Doe
Address
654 Second Street
City
Waterloo
Country
Canada
Province
Ontario
Postal code
N2C0B1
Phone (optional)

Save this information for next time

Continue to payment method

UWCISA Symposium Registration
Symposium only

Discount
Apply

Subtotal
$750.00
Discount
- $225.00
Taxes
$68.25
Total
CAD $593.25
ONLINE FACULTY APPLICATION SYSTEM

(OFAS)
Introduction to OFAS (Online Faculty Application System)

- Tool to consolidate the hiring process for departments
- Easy to configure and oversee the hiring process
- Can create various levels of hiring committees with different permissions within a job posting
- Automatically sends emails to applicants and referees
- Tutorials and documentation available
- Contact Herbert Balagtas or Keith McGowan if you are interested
Online Faculty Application System

Available Positions

Please register to apply for the following jobs:

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Hiring End</th>
<th>Apply Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Criminology, Assistant Professor Tenure-Track, Cyber-crime, Assistant Professor</td>
<td>August 31 2017</td>
<td>Please login to submit your application</td>
</tr>
</tbody>
</table>

The Department of Criminology in the Faculty of Arts at the University of Waterloo is seeking an exceptional scholar and researcher for a tenure track position at the rank of Assistant Professor in the area of Cyber-crime with an anticipated start date of July 4th, 2XXX.

The successful candidate must have a PhD in Criminology or an equivalent discipline. Evidence of an actively developing research project in a related area is required. Duties include research, teaching at the undergraduate level, and supervising graduate students at the masters and doctoral level. The successful applicant will be expected to contribute to teaching the required courses, including introductory courses, in the department’s programs in Deviance Theory.

The salary range for this position at the Assistant Professor rank is $80,000 to $100,000. Negotiations beyond this salary range will be considered for exceptionally qualified candidates.

The closing date for applications is June 15, 2XXX. Three letters of reference are optional, but recommended to be selected for an interview. Send curriculum vitae, cover letter, teaching and research statements, names of three referees and sample publication material to: Professor Alexander Bentham, Chair, Department of Criminology, Faculty of Arts, University of Waterloo.

The University of Waterloo respects, appreciates, and encourages diversity. We welcome applications from all qualified individuals including women, members of visible minorities, Aboriginal peoples, and persons with disabilities. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority.
The active jobs (Manage Jobs) section (top) and list of applicants to a posting (bottom)
Custom Reference Request Letter

After an applicant successfully completes an application, an automated email is sent to each referee.

- **Enable Reference Email**

- **Subject**: Reference for [applicant:firstname] [applicant:lastname]

Hello,

[applicant:firstname] [applicant:lastname] has listed you as a referee and requires your reference for the position of [job:title].

Please click on the link below or copy and paste it to your browser to provide your reference:

[reference:token]

If you do not wish to use this link you can also email the letter to someone@uwaterloo.ca

Custom Rejection Email

After the Chair sets the status of an application to "Chair Reject" the applicant is sent an email using the following template.

- **Enable Auto Reject Email**

- **Subject**: [job:title] at the University of Waterloo

Dear [applicant:firstname] [applicant:lastname]

Unfortunately your application for the position of [job:title] at the University of Waterloo has been rejected.

We wish you luck in your future academic endeavors!

Best regards,
Conclusion to OFAS

- Automates the process and streamlines it
- Consolidates information and makes it more overseeable
- Contact Herbert Balagtas or Keith McGowan if you are interested
PHISHING ATTACKS ON STUDENT EMAIL
Phishing Attacks on Student email

- There have been a significant number of successful phishing attacks on student email over the summer
- Phishing emails typically prompt for activation of some kind
- Students who click on the links end up on a login page
- If they login, then their passwords is compromised
Phishing Attacks on Student email

- These comprised accounts are then used to send out more phishing emails
- Victims may not have access to their email while their account is reset
- Messages may be sent from a compromised student edu account to others
- Automated mechanisms detect and disable some compromised accounts
Phishing Attacks on Student email

- Students may not have access to email
- You may receive unusual email from a compromised account
- Contact ACO for assistance
New Photocopiers (Multifunctional units)

- Retail Services is deploying new photocopiers (multifunctional units) across campus
- Retail Services communicates directly with a person responsible for the unit
- Scan to email may not be available when the unit is first delivered
- Reconfiguration of ACO printer queues and/or network configuration is sometimes necessary
- Contact Retail Services or ACO for technical assistance
Computers for New Faculty

- New faculty members may receive a computer through the Arts Faculty Computer Replacement Program

- Eligibility
  - Professorial rank or lecturers
  - Must have an appointment of two years or greater
  - No computers provided for one year appointments
  - Appointments can be definite term, probationary or tenured
Computers for New Faculty

- Can choose a Windows machine or a Mac, laptop or desktop
- Lecturers are offered one of the standard models
- Professors with start-up funds can use these toward a high-end model
Computers for New Faculty

- Process starts after a signed offer letter is available through the Dean’s office
  - Coordination is sometimes required before the order can be placed
- Email new faculty member to determine their requirements
  - Currently information is sent by email to get their choices
  - Information will soon be posted on the ACO web site for reference
- Contact Sherry Hartung in ACO
SKYPE FOR BUSINESS
Skype for Business

- Skype for Business is now activated for all Arts staff and faculty
- Documentation is on the ACO web site
- New staff get accounts automatically
- There is no requirement to use this service, each area is free to find their own preferred uses
- Some areas start instant message conversations with a quick check like “Are you busy right now” or “Can I call you about XYZ” or “I have some questions that will take about 10 minutes”
Getting Started

- The client is already installed as part of Office 2016
- Start Menu
  - Microsoft Office 2016
    - Skype for Business 2016
    - Skype for Business 2016 Recording Manager
- Logs in automatically
- If you need to login manually:
  - Sign-in/email address: userid@uwaterloo.ca
  - Userid: NEXUS\userid
  - Password: Your NEXUS password
Skype vs. Skype for Business

- Skype for Business is a separate product from the consumer version of Skype
- Our Skype for Business directory is not searchable from consumer Skype
- You can add consumer Skype contacts to your Skype for Business account
- There is a delay for a permission request and for the person to show up
- Plan ahead for meetings or scheduled calls for initial setup
Status

- When you first login, status is “Available”
- Status changes based on connect calendar
- “Busy” during meetings
- Will show “Off work” when out of office is set
- You can manually change your status
Skype Status

- Set your status so people know whether they can contact you
In a conversation

- Add more people
- Share your screen
Conversations are “on the record”

- Conversations are saved into a “Conversation History” folder
  - in your connect account
- Other participants also have their own copy
- Messages show up in email searches
- Messages might be considered a “record” of information and subject to disclosure under FIPPA (Freedom of Information and Protection of Privacy Act)
- “Create records with the expectation that they could be made accessible under FIPPA or in the course of a legal dispute.”

University of Waterloo Guidelines on record keeping
THANK YOU!
Questions?

- Thank you for attending
- Questions after the presentation can be sent to:
  - William Lewis, rwlewis@uwaterloo.ca
- Please provide feedback
  - https://uwaterloo.ca/arts-computing/arts-computing-office-aco-lunch-session-feedback