



**PennState**  
College of the Liberal Arts

## INFORMATION TECHNOLOGY

**ITLA Newsletter | November 2016**

---

### IT Director's Message



Happy Thanksgiving!

I hope everyone is having a wonderful fall semester and preparing for the upcoming Thanksgiving holiday. This electronic newsletter is focused on topics suggested by several of you throughout Liberal Arts. If you have suggestions for future articles or ways that ITLA can improve their services, please let me know ([vll16@psu.edu](mailto:vll16@psu.edu)). I am always looking for customer feedback and new ways provide the IT services that you need. However, if you have a technical issue, please contact the ITLA help desk at [lahelpdesk@psu.edu](mailto:lahelpdesk@psu.edu) - they can help you faster than I can with technical issues.

I'm excited to announce that we are interviewing individuals this week to fill a new position focused on onboarding our new faculty and staff. We want to provide a smooth transition especially with the technical needs of the new faculty and staff in Liberal Arts. This individual will also work with faculty and staff on new initiatives and projects.

Thank you for a terrific Fall 2017 semester. I wish a safe and Happy Thanksgiving to everyone!! — **Veronica**

---

### What's New?

#### Plone Conference, 2016

Congratulations to Annette Lewis for delivering a world class Keynote Presentation at the Annual International Plone Conference in Boston, Massachusetts on October

20th, 2016. As you may be aware the Plone Content Management System is the platform which the ITLA department develops websites for the College of the Liberal Arts.

Annette's development methods and inventive techniques utilizing the Plone platform technology caught the attention of the international tech community. The keynote addressed her learning process, the ITLA Web Team



dynamic, and current development techniques, catching the attention of the 200 people in attendance and prompting many web developers from across the world to inquire further about her processes. Annette fielded questions throughout the remainder of the conference, well after her Keynote Presentation concluded. We look forward to seeing more progressive developments from both Annette and the Web Team!

### Educause Conference, 2016

Veronica Longenecker (Director, ITLA) and Arthur Fogleman, Service and Support Team Manager, ITLA (pictured here) presented a poster called "Distance Doesn't Mean Disconnect" at the Educause 2016 conference in Anaheim, CA. The poster



described our move to the Greenleaf building on Science Park Road and how we continue to focus on our customers and provide top services.

## Software Self-Service

Did you know you can download many commonly used and new software applications on your work machine with just a few clicks?

### For PC - Software Center

1. Click the "Start" button in the bottom left hand corner of your screen.
2. In the search bar type " Software Center".
3. Select the Software Center application to open it.
4. Check the box next to any application you wish to install.
5. Click "Install" in the bottom right hand corner.

### For Mac - Self Service

1. Click the "Spotlight" search bar in the top right of your screen.
2. In the search bar type "Self Service".
3. Select the Self Service application to open it.
4. On the right hand side you have options between patching existing software or installing new software.
5. Beneath each application you can click install to install that application.

## Who's Who in IT

### ITLA Welcomes New Employees

Liberal Arts IT is pleased to announce the addition of two new team members. Clayton joined the team in October and quickly contributed his skills and creativity to the college website designs and print work requests. Clayton's skill sets will enable the web team to continue to provide high quality designs and achieve the team productivity plan.



Clayton Lose



Christopher Robus

Christopher Robus joins our Application and Data Services Team as a Programmer/Analyst from the Penn State Social Science Research Institute. Christopher will be working to help you get the information you need out of institutional, research and external data, while protecting those data sources and ensuring that they are only accessible by approved users.

---

## Let's Be Secure



Did you know that you have a Box.com cloud storage account through Penn State? Box is the only public cloud service that is currently approved for use for Penn State research storage. Currently, Box is the only company that has agreed to Penn State's "Hosting Sensitive Data Agreement" which is required by Risk Management. This agreement helps protect your research data and Penn State by helping to identify requirements for data security, compliance, insurance, etc.

Box sync is now available for installation on all Windows and Apple systems through the Self Service applications; additionally, Box for Office is available for Windows systems through the Software center. You can find more information about Box at Penn State by going to [box.psu.edu](http://box.psu.edu).



## Two Factor Authentication (2FA)

Penn State's Two-Factor Authentication (2FA) service provides a second layer of protection to a user's digital identity (for example, an Access Account), as well adding protection to data, systems, and services.

The first layer (something you know) is the verification of the Penn State user ID and password, and the second layer (something you have) is generally a smartphone, but other options are available. 2FA uses the hosted Duo Security cloud-based two-factor authentication service. For questions about 2FA visit <http://www.identity.psu.edu/services/authentication-services/two-factor/>.

---

## That's a Wrap

The System Administrators in ITLA have completed the roll-out and configuration of N-Central software to manage and monitor our server infrastructure as well as install patches and otherwise manage and monitor the health of our servers. Early warnings on free disk space, memory issues, and stuck processes are all alerted on in real-time allowing us to handle the issue before it becomes a problem that could halt the server. This has reduced the amount of time needed to patch and update servers every month.

---

## Websites Completed

During the month of October the web team completed development and released the following College of the Liberal Arts websites:

Justice Research Center: [justicecenter.la.psu.edu](http://justicecenter.la.psu.edu)

CHI – Center for Humanities and Information: [chi.la.psu.edu](http://chi.la.psu.edu)

Anthropology: [anth.la.psu.edu](http://anth.la.psu.edu)

**The team is currently developing:**

Context and Development Lab

Sociology

Criminology

CSC – Child Study Center Child Attention Lab

---

**What's Coming Up...**

Mike Renne from our Infrastructure Group in ITLA is participating in the University's Endpoint Security Technical Committee who is tasked with finding a product to assist/replace our current Symantec AV. The new product will be able to stop almost all attacks pre-execution so things like ransomware and fake FedEx emails will not be able to run and compromise a computer.

Currently, ITLA is working to migrate our hardware from the Moore Data Center to Tower Road Data Center starting in January. This is a complex project that touches over half of our infrastructure. The goal is to have all of the equipment relocated with as little down time as possible.

---

**Did You Know?**

**Employee Self Service IT Training**

Faculty and staff have access to a variety of resources available to stay current on software programs and explore seminars and workshops related to IT topics.

General information and programs: <http://ohr.psu.edu/learning>

Free online software training library: <http://lynda.psu.edu>

Professional development and online learning: Learning Resource Network <http://lrn.psu.edu>

---

**Need Assistance? Contact the ITLA Service Desk**

To help us assist your better, please contact the ITLA Service Desk rather than contacting staff members directly.

**Hours of Operation:** Monday – Friday, 8:00 a.m. – 5:00 p.m.

**Phone:** 814-865-3412

**Email:** [lahelpdesk@psu.edu](mailto:lahelpdesk@psu.edu)

**Online:** <http://helpdesk.la.psu.edu>

---