New Faculty Orientation 2017   Matt Walsh - Information Services

IT at Schulich – A Joint Effort

- Western central services

  - Western Information Technology Services (ITS)

  - Instructional Technology Resource Centre (ITRC)

  - Teaching Support Centre

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IT at Schulich – A Joint Effort

- London Hospitals IT

- Robarts IT

- University of Windsor IT

- Regional Hospitals/other sites IT

- Schulich – Departmental resources, Strategic Technology Commons, Information Services

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Information Services – Overview

Client Services
- **Helpdesk**
- **Desktop Support**
- **Educational Technology & Media Services**
- **Servers Infrastructure & Support**

Development Services & System Support
- **Application Development & Support**
- **Database Reports**
- **Enterprise System Support**

Technology Project Management

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IS – Key Services for Faculty

- **Email, network storage, network device registration, desktop support for departments on campus.**

- **Room technology support (incl. VC) & media services.**

- **Helpdesk support for all faculty for School-wide services like Schulich Single Sign-On.**

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IS – Key Services for Faculty

- **Technology procurement consultation.**

- **Liaison with central ITS and other technology groups when necessary.**

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IS – Contact Information

- **Schulich IS Helpdesk (MSB165)**

  - **helpdesk@schulich.uwo.ca**

  - **519.661.2111, x81377**

- **Director, Information Services**

  - **sergio.rodriguez@schulich.uwo.ca**

  - **519.661.2111, x80986**

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Privacy Officers

- Betty Holme and Sergio Rodriguez designated as Privacy Officers for Schulich

- Privacy responsibilities extend to all others within the School as well

- Betty and Sergio's role is to act as formal representatives for the School in matters relating to Information Security and Privacy

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Current & Planned Work

- Awareness & Dialogue Campaign

  - Flyers, posters, presentations, on demand videos

- Identify and remediate gaps moving forward

  - Process, Policy, Tools etc.

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What Can We Do Now?

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Use Tech to Help – Top 5

1. Use encryption when possible
2. Use enterprise systems for sensitive and confidential data
3. Make sure AntiVirus software is installed and up to date
4. Make sure OS (Windows, Mac OS etc.) is up to date
5. Use strong passwords!

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