



UTS WELCOMES NEW CIO, DON HARRIS AND THANKS CURRENT AND RETIRING INTERIM CIO, NANCY ALLEN



DON HARRIS

UTS is excited to welcome new Vice Chancellor for University Technology Services and CIO, Don Harris to the University of Denver. Don most recently served as CIO at the research university in Education City, Doha, Qatar. Don joins University Technology Services with more than 30 years' experience and leadership in postsecondary Information Technology Services.



NANCY ALLEN

Nancy Allen, previously Dean and Director of the University Libraries, has served as Interim Associate Vice Chancellor and CIO for UTS during the last year. UTS would like to extend a heartfelt thank you to Nancy for her dedicated leadership and guidance. Nancy is retiring after 24 years at the University, and we wish her all the best as she enters retirement.

PHISHME



Have you heard of Phishing and not the type that requires a rod and reel? Phishing is a form of fraud. Attackers try to learn information such as login credentials or account information by masquerading as a reputable company or person in email, IM or other communication channels.

Gary Starling, UTS Chief Information Security Officer, reported last year alone the University was targeted in more than 1.7 million Phishing attempts.

UTS recently purchased PhishMe, a software product designed to educate users to identify Phishing attempts. The product works by sending DU users simulated phishing messages in a non-threatening environment. Training and feedback is then provided on how to recognize these attempts and not fall victim. PhishMe will be implemented in early November and additional information will be sent to all DU employees prior to release. Phishme is part of our ongoing efforts to educate and protect University employees.

You can help keep your information secure by:

- Not complying with links in e-mails that ask for personal information.
- Never open unexpected attachments.
- Delete suspicious messages, even if you think you know the source.

SKYPE FOR BUSINESS, ZOOM AND CISCO JABBER



Let's Collaborate!

UTS recently rolled out a trio of tools to assist you in various methods of collaboration. Skype for Business and Zoom are available to all students, staff and faculty to meet your video conferencing needs. These tools can aid in virtual staff meetings, committee work, collaborating with remote colleagues, interviews, or virtual office hours. With Jabber on your laptop, home computer, iPhone, or Android phone, you can make and receive calls as if you are in the office.

One, or a combination of these products, can expand your ability to communicate on any device in any environment. Visit the [UTS Support Website](#) to learn about how these products can help you!

PURCHASING SOFTWARE OR TECHNOLOGY SERVICES?

University of Denver policy requires a *new technology review* be completed prior to purchasing any software or technology service. DU's New Technology Review Committee, composed of technology and compliance experts, evaluates all new technology products. The review identifies possible security issues, facilitates implementation and assists in maximizing cost savings through enterprise licenses. You must start by completing and submitting a New

CISCO VOIP PHONE IMPLEMENTATION

Tips & Tricks

The UTS Telecommunications department has been hard at work replacing over half of the University's phones with Cisco handsets. The Telecommunications team expect the project to be complete in early 2018. Here are some tips and tricks for the new Voice Over Internet Protocol (VOIP) phones.



Model # 7965

How to personalize your ringtone:

1. Press Settings.
2. Select User Preferences, Rings.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Select and Save to save a selection.

Missed multiple calls? Follow these steps to view call history:

1. Press Directories.
2. Select Missed Calls.
3. Scroll through to view a list of missed calls.



Model # 8845

How to personalize your ringtone:

1. Press Applications.
2. Select Settings, Ringtone.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set and Apply to save a selection.

Missed multiple calls? Follow these steps to view call history:

1. Press Applications.
2. Select Recents.
3. Scroll through to view a list of missed calls.