Hi All!

You may have heard a few acronyms flying around of late. Specifically "ITSM" or "ITIL". You may be wondering what these mean, and more importantly, what do these mean to me in my role. ITSM, or Information Technology Service Management, is a process-based approach to aligning the delivery of information technology services to the needs of the organization that uses them. ITSM involves a paradigm shift from managing IT as stacks of individual hardware and software components to managing the delivery of support and customer-facing services that help an organization achieve its goals.

ITIL, or Information Technology Infrastructure Library, originated as a collection of process-oriented books, each covering a specific information technology practice. ITIL was designed as a process model to control and manage IT operations. The ITIL framework is often credited to Deming and his plan-do-check-act (PDCA) cycle.

So what is the relationship between ITSM and ITIL? Good question! ITIL is a library of books that describe best practices that can be used to manage IT Services and ITSM is a management framework that uses the best practices detailed in ITIL.

So what does this mean to DoIT and our IT service provider partners around campus? Another great question! Using an ITIL based ITSM approach, we can design, plan and implement a service delivery model to meet/exceed our customer's expectations and ensure strong alignment of our IT services to the mission and strategy of Creighton. IT service management practices impact every aspect of IT service delivery including, but not limited to, service desk, field support, infrastructure, application development, requirements analysis, business intelligence, project management, and IT financial management. In other words, it involves you, me, and every member of Creighton's IT workforce.

So where are we now? An interdisciplinary university-wide committee of 15 people, representing various areas on campus, has completed 8 months of work into thoroughly researching different solutions. This process included a thorough use-case study and a formal investigative request for proposal (RFP) for an ITIL-based, comprehensive ITSM suite. The committee evaluated 18 options, both on premise and cloud solutions, recently narrowing down the list to three providers, LanDesk, EasyVista and ServiceNow. Considering many factors, the committee has recommended EasyVista as our product of choice. Implementation of EasyVista has already begun and Scott Gallup has joined the team to manage this critical project.

I am asking for your participation, dedication and support of this critical implementation project. Under the direction of the PMO, we have begun a phased implementation of the robust tool set. I want to remind the entire team and all our partners around campus that we are implementing a tool set. The true paradigm shift starts with us. We must continue to nurture a culture of service-orientation, service

level management, customer self-service models and internal process improvement.

A hearty thank you also goes out to the committee, stakeholders and team members who have worked so diligently over the last 8 months to help improve the support and delivery of IT services at Creighton. I am excited and energized for the opportunities ahead of us!

With warmest regards,

Tim Brooks
Vice President & Chief Information Officer
Creighton University

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http://doit.creighton.edu/ciovp-blog

Secure IT

Online Banking Security – Banking Trojans

One type of malware that continues to see widespread success for cybercriminals is called a Banking Trojan. This malware is installed to a victim's computer just like any other virus; a malicious email link, social media link, email attachment, or other malicious webpage. The difference is that unlike most other viruses, this one will have no noticeable effect on the operation of your computer but rather just monitor your web browser traffic. It sits idle until you visit a banking website, at which time it will inject modifications to an otherwise legitimate banking transaction regardless of strong passwords, encryption, or many other safeguards your bank might have in place. This could allow the attacker intercept your banking credentials or even submit transfers to the attackers account, all while modifying the web request coming back to the victim to show none of these unauthorized transactions.

This is a very difficult attack to detect and protect against. Besides keeping up-to-date on browser patches and antivirus signatures, one of the more common signs of the attack, is a change to the logon box on your banking website. If your computer is infected, a common modification of the malware is to ask for more than just a username and password when logging on. Other requested fields may include credit card information, secure tokens, or personal information. If you see a change to the logon process of your bank's website, it is recommended to stop and contact your bank before entering in any credentials. Another safeguard would be to use a Linux host to conduct online banking as this malicious software does not typically target this operating system.

Helena Whitaker, DBA Enterprise Applications

spends afternoons once a week volunteering at the Nebraska Library Commission Talking Book and Braille Service in Lincoln!

To date, Helena has volunteered over 14 ½ years of service and recorded over **17,000** hours of Talking Books.

Below is a sample of books Helena has narrated:

- Jacob's List by Stephanie Grace Whitson
- Stolen Horses by Dan O'Brien
- Times of Sorrow, Times of Grace, Marjorie Saiger, Greg Kosmicki, and Lisa Sandlin, editors
- Last Flight of Kilo Mike by Kenny Miller
- Inspired Recipes from Nebraska by Friends of the Governor
- Nebraska Moments: New Edition: Glimpses of Nebraska's Past by Donald R. Hickey, Susan A Wunder, and John R. Wunder
- Good Journey by Micaela Gilchrist
- Breathing in the Fullness of Time by William Kloefkorn
- Death in December: Emily Sinclair Mystery Series, Book 1 by Pam Broderick
- Justice in January: Emily Sinclair Mystery Series, Book 2 by Pam Broderick
- Folly in February: Emily Sinclair Mystery Series, Book 3 by Pam Broderick
- Black Hills Blessing: Buffalo Gal, Clueless Cowboy, and the Bossy Bridegroom: South Dakota Weddings by Mary Connealy
- Menace in March: Emily Sinclair Mystery Series, Book 4 by Pam Broderick

Hobbies: Reading, acting, proofreading/editing

Favorite Food: Chinese and Cracker Barrel Reuben

Music: Classical, Easy Listening Instrumental

Most interesting places you have traveled: European road trip with a couple of USAF friends back in 1980. I remember Heidelberg, the Alps, Venice, Amsterdam, and the ferry across the English Channel.
Read more

https://doit.creighton.edu/doit-project-dashboard

DOIT SHARE AND CARE

The DoIT Shares and Cares team has been busy planning the 1st fundraiser of 2015. Starting February 1st through March 15th, we will be collecting the ingredients to make pizza crusts for a local non-profit organization called "Table Grace Café" which is located on 16th and Leavenworth.

See more at   https://doit.creighton.edu/about-doit/doit-share-and-care

St. Patrick's Day Potluck – not on St. Patrick's Day --- Thursday, March 19th
11:30 to 1:00
Food outside Network Team Area
Dining in Room 307 and 308—not at your desk!

Listed below is the sign-up sheet. Hopefully we will get some yummy traditions and green food!!!

http://apex.creighton.edu/pls/apex/f?p=496

 https://twitter.com/CreightonDoIT   https://www.facebook.com/CreightonDoIT

Microsoft Tech Fair

Pictured: Students visit booths at the recent Microsoft Tech fair.

Pictured: Ryan Cameron with the RadLab Light Board, at the recent Microsoft Tech fair. Live demonstrations were given of Microsoft products and RadLab Innovative Technologies, as well as a name the Creighton Supercomputer contest.

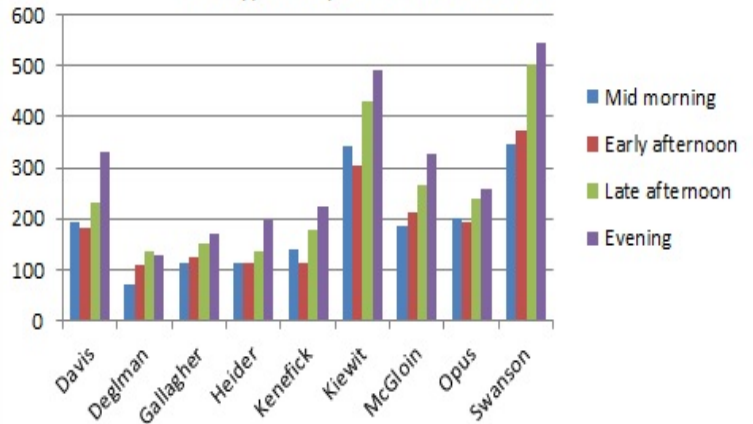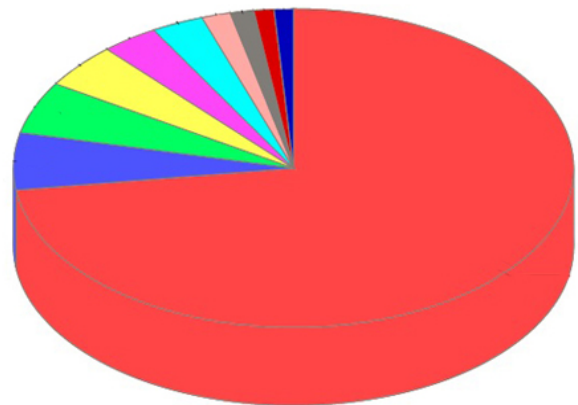**Pictured:** DoIT's RadLab Light Board Demonstration

See more https://doit.creighton.edu/services-provided-doit/rad-lab

CREIGHTONALERT

https://www.creighton.edu/cualert

Wireless Clients on the Network
On a Typical Day in the Residence Halls

Viruses Blocked in Previous Month

- Trojan.Win32.Staser.awvi - 1445
- Trojan.Win32.Staser.awtu - 115
- HEUR:Exploit.Script.Blocker - 105
- Trojan.Win32.Staser.awws - 90
- Trojan.Win32.Staser.asuy - 65
- Trojan-Dropper.Win32.Demp.zsw - 60
- Trojan.VBS.Agent.eu - 33
- Trojan.Downloader.MSWord.Agent.ei - 23
- Trojan.Downloader.MSWord.Agent.en - 27
- Trojan.Downloader.MSWord.Agent.el - 22

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