

# CaTT Tales



A District Information Services Computer and Telecommunication Technology Initiatives Newsletter

May 2006

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## Focus on Security & Privacy... A New Reality

By Deborah Ludford

Welcome back to the second edition of CaTT Tales for the 2005-06 academic year! As the title indicates, this edition will focus on issues which affect all of us regarding the security and safety of our systems, our data, and ourselves.

With all the recent national and world events, it is common for all of us to focus more on these issues than we have previously and to be more security conscious. Many of the questions I have received since moving into this new role have been with this issue. In this edition of CaTT Tales, we have tried to give you accurate information about security and privacy as it relates to your work and use of District computer systems.

Each of us has an awesome responsibility when working with data about our students, our staff, and our institution. Information Services works very hard to ensure the security and privacy of data contained within our systems. But we need your help. Once data from your systems is printed, stored on your desktop or laptop, or viewed on your monitor, you have a responsibility to assist in the protection of the data you use to perform your work. The best advice I can give you is to "always think of the data you use as if it was your own." With that thought in mind, enjoy this edition of CaTT Tales...

## Banner 7 Update

By Mike Kessler

Moving to version 7 of Banner is essential for several reasons. The most immediate concern is staying current with legally mandated functional changes, particularly federal financial aid regulations for our students. Another important reason is maintaining software support from SunGard SCT, the vendor, which includes technical support and bug fixes.

Banner 7 was released over a year ago, and has had extensive testing and refinement at other institutions. While many people may be justifiably wary of brand-new software versions (e.g., version 7), nearly all modules of Banner 7 are now at release 7.2 or higher. At NOCCCD, Information Services has been working to install, localize, and test the latest for many months, and will continue converting local modifications from Banner 6 to Banner 7.

During the coming months we will partner with other departments to test Banner 7 as a whole and test the local modifications in particular. Banner 7 allows us to take advantage of new functions and through behind-the-scenes architectural changes, sets the stage for future enhancements. The projected implementation is October 2006.

Since Banner 7 introduces a significant (and much improved) change to the user interface, District IS will be hosting training classes so you can learn how navigation has changed. Our colleagues at other schools already on Banner 7 have told us the new navigation is intuitive and their staff learned the changes very quickly. We will post the Banner 7 training schedule on the Banner 7 project website and let you know via e-mail and a future issue of CaTT Tales when it is available.

## *The Clock is Ticking for Banner Passwords*

*By Erin Ridley*

We announced in the February issue of CaTT Tales that the District was adopting the Payment Card Industry Data Security Standards (PCI DSS for short) for password standards in Banner. A change was made to the production database on March 15, 2006, in regards to password expiration dates. This change told Banner that all current passwords will expire in 90 days. Everyday when you sign into Banner, you will see a reminder message telling you that you have ## days until your password expires.

Some of you have chosen to change your password already. Some of you have chosen to wait and do it another time. Whatever your choice, you will be required to change your password before you get to day 90! If, for some reason, you do not change your password within this “grace period” your password will expire and



Banner will lock your account. The only way to get back into Banner will be to email the District Information Services Security ([isecurity@nocccd.edu](mailto:isecurity@nocccd.edu)) and request for your account to be reactivated. The email must come from a District or campus email address. If you do not have a District or campus email address, you will need your supervisor to email the Help Desk for you.

To change your password, you will use the “Oracle Password Change form” GUAPSWD. Your password will need to be at least six (6) characters long with one (1) of the characters being a number. You won’t be able to reuse a password for four (4) times.

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## *FERPA, PCIDSS, HIPAA, Notification – What does it all mean?*

*By Deborah Ludford*

It seems everyday we are hit with the alphabet soup of regulations with which we must comply. All the various acronyms refer to either codes of law or industry standards, which govern what data about individuals we may use and how it can be used. Below is a chart of the major regulations regarding personal data that Information Services considers when collecting and storing data about students and/or employees:

Law or Regulations	Brief Description	When to get more info?
FERPA - Family Education Rights & Privacy Act	Protects the privacy of student education records	FERPA: <a href="http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html">http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html</a> and <a href="http://www.nocccd.edu/Policies/PDFs/5040.BP_062005.pdf">http://www.nocccd.edu/Policies/PDFs/5040.BP_062005.pdf</a>
HIPAA - Health Insurance Portability & Accountability Act	Protects individuals' health information	HIPAA: <a href="http://www.hhs.gov/ocr/hipaa/">http://www.hhs.gov/ocr/hipaa/</a>
PCIDSS - Payment Card Industry Data Security Standards	Protects individuals' credit card data	PCIDSS: <a href="https://sdp.mastercardintl.com/pdf/pcd_manual.pdf">https://sdp.mastercardintl.com/pdf/pcd_manual.pdf</a>
Notification - California Civil Code 1798.29	Requires notification of individuals when a breach of security occurred, which may contain their personal information	Notification: <a href="http://privacy.ca.gov/recommendations/secbreach.pdf">http://privacy.ca.gov/recommendations/secbreach.pdf</a>

Add to this short list Collective Bargaining Agreements, Audit Findings, Education Code, California Code of Regulations (Title V), and others and the regulations seem endless.

But all of this exists for one simple reason - the privacy of personal information. This is something we all cherish and something we should all respect and strive to maintain.

## User Corner

By Bob Davis

You have just been asked to generate a count of all students for Fall semester 2003 by Gender, Ethnicity and Day/Evening status. And when you're done with that, you want to know how many FTES were generated for credit Mathematics classes with a TOP code of 170100 at your school and you need to see what other Orange County colleges such as Saddleback or Santa Ana did for the same TOP code last year. And then you need to find out how many awards (degrees/certificates) your school issued last year compared to the number issued statewide. And you need all of this for a meeting later today. **WHO YOU GONNA CALL?**

Thanks to the State Chancellor's Office Data Mart, you don't need to call anyone. Just log on to [www.cccco.edu](http://www.cccco.edu), scroll down the left side of the page, and click on DATA MART. Your answers are just a few clicks away. Remember all that MIS data I'm always bugging you for. Well, the State has summarized MIS data from all 72 districts/109 community colleges and made it available on this public web site. You don't need an ID or password and you can access it 24/7. It contains data for Student Demographics, FTES, Program Awards, Financial Aid, Matriculation, Assessment, DSPS/EOPS/CalWorks, Program Retention/Success Rates and Staffing Reports.

To get the answer to the first item above, click on Student Demographics, Query by College/Statewide. When the next page appears, select your college (Cypress, Fullerton, or North Orange Adult), select the Year and Term (Fall 2003) and in the three select column headings, Column 1, 2 and 3, drop-down menus, select Gender in 1, Ethnicity in 2, and Day/Evening Class in 3. Click Get Report. When the Report displays, you can view it or download the result in comma delimited format.

Keep in mind the DATA MART is for historical data only. You can't view the current semester or term. All semester MIS data is submitted no later than 30 days after the close of the term. Once the State has loaded it, it takes about two days to transfer it into the DATA MART.

If your job requires you to provide statistics such as those mentioned above, the DATA MART is a great first source for a quick answer. Take a few minutes to log on and experiment. You will find it's a powerful tool to provide many of the answers you're looking for.

## Argos Security

By Bob Hughes

It was only a year ago that we first began training classes on Argos, our District-wide reporting tool. Just recently we upgraded to version 2.0, and we now have been using Argos to do reports from sources of data outside Banner. Now there are approximately 400 unique datablocks in Argos that are providing staff throughout the District with the data they need to do their jobs more effectively. In order to protect the privacy of students and staff, it is important to understand how security works in this powerful tool.

The District has taken a proactive approach in securing Argos by restricting access to the Reporting Central website and the Argos Login to only those computers within the campus network. If you were to try to access the service from an off-campus computer, even with the correct website address, you would get an error message telling you that the web page could not be found. We have structured security in Argos to generally follow the security you are assigned in Banner. By default, everyone with an Argos account is assigned to the 'General' and 'Training' folders. You are then given additional access consistent with your job duties. If you normally can see student data in Banner, you will also be able to view the many datablocks and reports that exist in the student folder in Argos.

While in Argos you can view data on the screen either by using a 'quickview'datablock or by viewing a report via print preview. Even though you are using a web browser (such as Internet Explorer) to view the data, your entire session is encrypted using the same standard that is approved by the U.S. Government for

transmission of classified information.

When you exit Argos, nothing is stored locally on your PC, ensuring that data in Banner (or other data sources) remain protected.

One of the more convenient features of Argos is the ability to easily save the data from your session to a file on your PC in Excel spreadsheets, text files, PDF files, or other formats. Unfortunately, carelessness with large files of data extracted from the database is the cause of many security incidents. Here are some guidelines that you should follow when working with data from Argos.

- Don't save data to your PC unless absolutely necessary. Many of the reports in Argos execute relatively quickly, and you can view the report again at any time.
- If you do save data to your PC, make sure you save it in an encrypted folder. Instructions for this are in the library section of the Reporting Central website ([www.reporting.nocccd.cc.ca.us](http://www.reporting.nocccd.cc.ca.us)).
- E-mail is not secure. Avoid sending sensitive data via e-mail. If others need access to data, give them instructions on how they can access the data themselves in Argos.

Argos is a powerful tool. As Spiderman says, "With great power comes great responsibility." All of us must take care to not compromise the privacy of students or fellow staff members. Remember - the data you are keeping secure could be your own.

## *Another Side of Security*

*By Carl Schonert*

The root word for security is “secure,” and the fundamental meaning is “free from danger or loss.” In a computing environment, this means network and database account passwords are routinely changed and properly recorded; administrators have properly installed firewalls; root, DBA, and sys-admin accounts are properly secured; all system and role privileges have been properly set; and all system logs are properly monitored.

But there is a human side to security that is equally important. There is the state of mind of being security conscious, and the security of mind that comes with knowing that you have identified and addressed all that must be done to maintain a secure environment. No binder of security procedures can compensate for a lapse in this human consciousness.

Still, I am amazed at how many people leave ATM receipts hanging out of the ATM rather than pocketing them to be disposed of in a more secure manner. Perhaps they think an ATM slip reveals no personal information, but so much data is either clearly shown or can be inferred about you from an ATM slip. The name of your bank and at least part of your card number will certainly be shown. But even more important, your balance, and how much you either withdrew or deposited just moments before will also be known to the person or persons standing right behind you.

I have found receipts hanging out of gasoline machines, too, and they frequently have the entire card number on the receipt! Do not count on the machine to secure your privacy! Not all gas stations and debit machines work the same, and not all machines block the entire card number. That people are still unaware of this security hole in today’s society makes the dangers of identity theft all the more significant for them.

Many people suffer security consciousness lapses when they volunteer seemingly harmless personal information about themselves when asked “Where (or when) were you born?” When the answer is paired with an existing knowledge of, say, your mother’s maiden name and perhaps a handful of other clues extracted from your weekly trash disposal, then any acquaintance has the potential to steal your identity.

And almost everything delivered to your mailbox or found in your trash reveals some personal information, such as your name, address, phone number(s), account numbers, family member names, and sometimes even medical and social security information. Many offers from credit card companies that you no longer use and simply trash without shredding contains valid cash advance checks for your still open account.

## *WebSTAR 2.0*

*By Bob Hughes*

Imagine the following scenario: A student logs in to WebSTAR to register for classes and immediately sees a mailbox of notices directed specifically to her. She is reminded of a document that needs to be submitted for completing her financial aid and has a message from her counselor confirming an appointment time. Another message tells her that an additional section of the English class for which she has been trying to register has been added.

After browsing through the on-line catalog of courses and adding several classes to make up her ideal schedule, she prints her calendar for the upcoming term. Her calendar shows the days her classes meet, the last day to withdraw, and upcoming holidays. Since she is interested in the theater program, the audition and performance dates of an upcoming play are included in her schedule. She is a big supporter of the basketball team and clicks a link to add all the home games to her schedule.

Since there has been a lot of construction lately, she brings up a map of the campus. Overlaid on the map are tags which indicate the location of her classes and the most convenient parking lot. She still needs a parking permit, so she clicks on a link and enters her vehicle and payment information into a secure web form, knowing that her permit will be mailed to her well in advance of her first day of class.

Remembering the long lines at the college bookstore, she is pleased to see that she can click on a link and see a virtual shopping cart already filled with the required books for her classes. She enters her payment information and confirms her mailing address.

As she is getting ready to exit WebSTAR, she notices that a new message has appeared in her message box. It is a message from the instructor of her on-line class, reminding her of the mandatory in-person orientation session. She clicks on a link and is taken directly to the course site, where she reads the announcements, the course syllabus, and sees that a former classmate has also registered for this class. She sends a message to him, inviting him to a weekly study group.

Does the scenario described above sound good to you? While we are not able to provide this level of customized and integrated service in our current iteration of WebSTAR, it provides a vision for where we would like to go in the future. It has been five years since WebSTAR, our self-service site for students, faculty, and staff went live. Although we have had a few improvements to WebSTAR since then, the look, feel, and basic functionality really hasn’t changed. In District IS we have started down the path to WebSTAR 2.0 - a District Portal incorporating single sign-on, personalized communication, and easy, secure, integrated access to services located on various computer servers. Look for more information about this exciting development in future editions of CaTT Tales.

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### Another Side of Security continued from page 4

Just because you requested that it be closed does not mean that it actually was closed. The only way to know for sure is to obtain a *free credit report* from each of the three credit reporting agencies (you can Google “free credit report” for options on obtaining one).

The real meaning of “security” can only be found in the peace of mind we experience when we know that we have identified *all* of the potential security holes in whatever environment we are seeking to secure, be it a network, a database system, or our own personal security practices, and that we have taken the appropriate steps to close them.

### Passwords continued from page 2

When you change your password, the clock is “reset,” so to speak, giving you another 90 days before you have to change your password. When your new password is 60 days old, you will start seeing that familiar reminder message telling you that your password will expire in 30 days. When you change your password again, the clock is reset and the cycle starts all over again! To date, 241 people have changed their banner password.

## Tips 'N' Tricks

By Information Services Help Desk



### Searching for RQ's in banner

Need to find an RQ but you don't remember the RQ number? Want to find an RQ that was done by someone else? Want to find all RQ's for a certain vendor? Searching for RQ's in Banner is easy! We have written instructions to help you find any RQ. Please click on link for instructions: [www.nocccd.edu/Departments/documents/SearchingforRequisitions.pdf](http://www.nocccd.edu/Departments/documents/SearchingforRequisitions.pdf)

### A tip for keeping your GroupWise archive in good working order

1. GroupWise should be up and running with your mailbox displayed (make sure you are not in your archive).
2. Press and hold down the Ctrl and Shift keys simultaneously.
3. Click on File>Open Archive (make sure your still holding down the Ctrl & Shift keys when doing this).
4. An alert box will appear stating that "GroupWise has encountered a problem with your mailbox" and that "GroupWise can rebuild your mailbox to avoid further problems."
5. Click "Yes" and your archive will be fully rebuilt.
6. When the process is complete you will now be in your archive. Get back to your online mailbox by clicking File>Open Archive.

Run the procedure once a month and remember to make sure your GW archive folder is part of a regular backup. This same process can be used if you encounter problems opening your archive. How easy was that! A little preventative maintenance tip.

### How to easily save an email address to your GroupWise address book

1. Open the email by double clicking on it.
2. Click anywhere in the email address that you want to save to your address book.
3. Right click on the address and you will see the option "Add to Frequent Contacts."
4. Click on "Add to Frequent Contacts." This will add that email address to the "frequent contacts" address book.
5. Once there, you can copy (to another address book) or edit if desired.

### Backup! Backup! Backup!

Take the time to backup your local drives. A virus infection or a hard drive failure could cause you to lose all the information stored on your hard drive. If you wait until your system is infected with a virus to do a backup, the backup will often contain the virus and cannot be restored. If you wait until you start to have disk problems, you may not be able to back up your data at all. Remember: taking a few minutes to backup your data before you leave the office for the day will save you from losing your important files.

### Shut off your PC before leaving work:

In our February 2006 issue of Catt Tales, we provided a tip that when you leave the office for the evening, it is important to power off your desktop computer system. This month, we again want to emphasize how important this is. There are two primary reasons:

1. Security - desktop computers left powered up and unattended are a security risk; they are a gateway for unauthorized access to information.
2. Power Consumption - shutting down your system will make a big difference in power conservation.

*“Remember, taking a few minutes to backup your data before you leave the office for the day will save you from losing your important files”*

*-I.S. Help Desk*

## Training Schedule 2006

By Erin Ridley

### Navigation Training

May 5	9:00 a.m. – 11:30 a.m.
May 11	2:00 p.m. – 4:30 p.m.
May 16	9:00 a.m. – 11:30 a.m.
May 24	9:00 a.m. – 11:30 a.m.
June 1	9:00 a.m. – 11:30 a.m.
June 6	2:00 p.m. – 4:30 p.m.
June 14	9:00 a.m. – 11:30 a.m.
June 28	9:00 a.m. – 11:30 a.m.
July 6	9:00 a.m. – 11:30 a.m.
July 11	2:00 p.m. – 4:30 p.m.
July 20	9:00 a.m. – 11:30 a.m.
July 26	9:00 a.m. – 11:30 a.m.
August 3	9:00 a.m. – 11:30 a.m.
August 9	9:00 a.m. – 11:30 a.m.
August 23	9:00 a.m. – 11:30 a.m.
September 1	9:00 a.m. – 11:30 a.m.

### RQ Training

June 22	8:30 a.m. – 12:30 p.m.
August 16	8:30 a.m. – 12:30 p.m.

### Argos Training – Power Users

June 8	2:00 p.m. – 4:00 p.m.
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### Argos Training - End Users

May 11	2:00 p.m. – 4:00 p.m.
May 25	2:00 p.m. – 4:00 p.m.
June 22	2:00 p.m. – 4:00 p.m.

**\*\*To sign up for either the Navigation or RQ training classes, please contact your campus training coordinator:**

**AC: Sandy Palmer, CC: Vicki Sykes  
FC: Laurie Barrett, SCE: Irene Beck**

**\*\*To sign up for Argos Training go to Reporting Central (<http://www.reporting.noccd.cc.ca.us>).**

### Information Services

1830 W. Romneya Dr. Anaheim, CA 92801

**Phone:**

714-808-4849

**Fax:**

714-808-4845

**E-Mail:**

[ishelpdesk@noccd.edu](mailto:ishelpdesk@noccd.edu)

**Web Address:**

[www.noccd.edu/Departments/InfoServices.htm](http://www.noccd.edu/Departments/InfoServices.htm)

## CaIT Toon

By Carl Schonert



They're all real passwords, but don't sweat the post-it notes because nobody will ever figure out which accounts they work with!

*“Compliment people on a job well done only on days ending in ‘y’”*