



behind the wires

Did you know that we have a website?

Were you ever sitting at home, had a question for us and didn't want to wait until you got in to work to ask? Do you want to exercise your brain a little and solve your own technical problem? While our email is always open, you can also reference our support website. Our website features policies, alerts, FAQs, quick support links and even the weather!

<http://support.athletics.psu.edu>

Cell Phone Upgrades Coming

You get a new cell phone! You get a new cell phone!

Cell phone upgrades are just around the corner. You should have recently seen an email regarding the upgrade process which noted major changes to our policy. The most significant change is that you may choose to receive an ICA purchased phone or supply your own device.

Please refer to the following website to read over the cell phone policy in it's entirety:

<http://support.athletics.psu.edu/policies/ICA-CEL-01.pdf>

If you haven't heard from us already, stay put. We will be contacting you with more specific information.

Traveling Internationally?

Remember to fill out our travel form prior to leaving to avoid extra roaming fees!

<http://support.athletics.psu.edu/phone/travel>



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Energy Savings Through Computer Standby

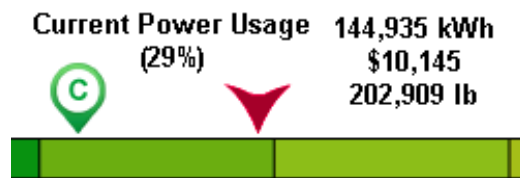
Did you know that leaving a single computer on for 24 hours a day can cost over \$100 per year?

With over 700 computers in the Athletics department, it is our responsibility to do our part to conserve energy. One of our tasks is to maintain an energy conscious power profile across our networks. Currently, desktops go to sleep after 1 hour of inactivity and monitors sleep after 15 minutes.

An estimation of our current use is over 144,000 kWh of power per year by computers alone, pumping over 200,000 pounds of CO₂ into the atmosphere at a cost of over \$10,000. By using the power profile we have designed, we are saving 71% of our potential energy use. That translates to over \$18,000 in savings for the department this year alone!

Even though it might take a short moment for your PC to wake back up when you log in for the first time each morning or after returning from lunch, the savings to our electricity bills and to our environment are worth it.

If you have any questions regarding our power profile or have suggestions on how to improve our power savings plan, please don't hesitate to contact us! We are always open to new ideas that can benefit the department as a whole.



“That translates to over \$18,000 in savings for the department this year alone!”

Penn State Adobe ETLA

Penn State and Adobe have negotiated an agreement that allows for Penn State staff to use Adobe software on their work machines at reduced costs. This is good news for everyone. But what does it mean for you?

Recently, we have begun the transition from older versions of Adobe Acrobat, Adobe Reader, and the Adobe Creative Suites (CS5 & CS6). Since Adobe Acrobat 9.5 was no longer being supported by Adobe, meaning no more security patches, we decided to use the Adobe ETLA to upgrade relevant machines to Adobe Acrobat 11.

Adobe Acrobat is used for creating, editing, and manipulating PDFs. Those staff members who require those features have had Adobe Acrobat 11 installed on their machines. Others who only need to open and read PDFs were given Adobe Reader 11 instead. Because the installations of Adobe Acrobat 11 have a cost associated with them, we chose not to install it on all machines by default and only give it to those who need its features. If you feel you need Adobe Acrobat instead of the default Adobe Reader, please contact us.

In addition to the newest versions of Acrobat, the Creative Cloud has also been made available to us to use. For an annual charge per machine, a department may request the installation of the Adobe Creative Cloud on their workstation. You may pick and choose which programs of the Creative Cloud to install (Photoshop, InDesign, Illustrator...) Contact us if you feel this is something your department may need.

Font Facts

Fonts come in multiple formats including most commonly TrueType and OpenType. Most computers can use either type without issue.

Fonts are not always free. While software packages like Microsoft Office & Adobe Creative Cloud include fonts when purchased, many fonts have to be purchased separately to be used and distributed. Some, however, are free.

Do you know what the terms *stem*, *cap height*, or *ascender* mean? To find out, head to this [overview](#) for more font facts!

Securing Your PC

The only secure computer is one that doesn't talk to another one.

Protection

Penn State requires the use of certain software packages on all machines on their networks to mitigate the threat of dangerous software such as trojan horses and viruses. The use of an anti-virus program is a must. Athletics IT has adopted Symantec as its anti-virus and is installed on all PCs in our department. It monitors all incoming emails, web pages, and all downloads that you initiate, verifying their integrity. It also blocks any program from running that might be potentially harmful, whether you chose to run the program or not.

The cat and mouse game between virus developers and anti-virus programs is a never-ending battle. It is possible that a clever virus may make its way onto your computer. If you notice any abnormal behavior that makes you believe your machine may be compromised, please call us immediately.

Personally Identifiable Information (PII)

Identity Finder is another mandated package that searches a computer for any information that is considered sensitive, such as social security numbers, bank account numbers, drivers license numbers, and credit card numbers. The software runs on the first Monday of every month and asks you to act upon those files that it believes are sensitive.

While this process might be tedious, it is imperative that you follow through with it diligently. If a machine that contains PII were to be stolen, Penn State could face not only massive fines, but reputation and business relationships may suffer. You could even be held liable!

For a more details overview on Identity Finder and how to interpret results, you may visit our [Identity Finder Tutorial page](#) on our website for more information. If you would like us to help you with the results, please give us a call. We'd be glad to help!

Athletics Password Policy Changes

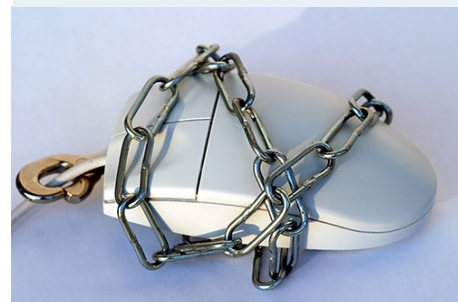
We have changed our password policy as of June 1st, 2014 to the following to comply with Penn State security standards.

- Athletics employees are required to change their Athletics credentials every **365 days**.
- Employees using a PCI machine (Archtics, Frontline, Fore, or Fitness Pass PCs) must change their password every **90 days**.
- Passwords need to be complex, **containing a capital letter, a lowercase letter, and either a number or symbol**. It also must be **at least 8 characters long** and **cannot have been used in the past**.
- Computer accounts will unlock themselves after a short period of time if you've entered your password incorrectly too many times.

When you change your Athletics password, don't forget to change it on any device on which you receive email such as cell phones and iPads!

NEVER SHARE YOUR PASSWORD WITH ANYONE.

Penn State will never ask for your password. Any email that asks for your password in a reply is fraudulent and should be ignored.



Virus Fact: The term virus to denote a self replicating program was first used in 1969 in a short story of a Galaxy Magazine written by David Gerrold.

New Athletics File Storage Coming Soon

We just took delivery of our new servers and storage and are busy putting all the pieces together. What will this mean for you? Faster email, less downtime, more file storage and more *Oops Protection™*!

Have you ever been working on a spreadsheet for an hour only to forget to save it or have Excel crash? What about doing your spring cleaning only to realize you deleted the TPS report from last quarter? Worry no more! With our new file servers we will be able to go back in time as soon as 10 minutes ago to restore any file!

Does your team or department have one or more external hard drives for videos, photos, practices and games? Do you want all of those files available to other team members no matter what building or even on the road or in your living room? Contact us to discuss your needs and see how we can help no matter if you have one spreadsheet or 5 years of practices.



In 1983, one gigabyte of storage would have cost you \$193,000. Today, roughly \$.03.

Penn State Intercollegiate Athletics IT

123 East Area Locker Room

Phone: **814-865-4348**

Website: **<http://support.athletics.psu.edu>**

E-mail: **support@athletics.psu.edu**

We offer IT support for every unit within Penn State Intercollegiate Athletics. Some support services we offer:

Desktop, Laptop, & Printer Repair

Software Installation & Support

Network Installation & Service

Network Security

File, Print, Email, Web, & Backup Services

Cell Phone Setup & Support

Training

In addition to these, we also offer consultation. Intercollegiate Athletics employees can meet with us to discuss anything from website design, multimedia needs, database design, audio/video needs, data storage, and any other special project. We may not have the answers, but we certainly can help you find them. Athletics IT also handles all purchasing of technology for Intercollegiate Athletics. Please contact us for all of your software and hardware purchases so that we can make the best recommendation and find the best prices.

We also have a small selection of equipment on loan. These include laptops, projectors, DVD burners, travel scanners, USB multi-card readers and the like. Call for availability as they are first come, first served.

“Did you turn it off and on again?”

Athletics IT Health-O-Meter



Current Rating: **2.5 out of 5 stars**

Number of broken bones this year: **3**

Number of MRIs in the last month: **3**

Number of X-rays in the last month: **5**

Upcoming surgeries: **1**

Number of significant others with injuries: **1**

