

IN THIS ISSUE...

INFORMATION SERVICES

Profile:
Frank Piscitello



Academic Administrative Network/Phone

Tech Updates:
WCU Mobile Web

Training Events:
Online Education

Tech Tips:
Smartphone Security

Profile of Program:
ISEEK Institute

Tech Trivia:
Win a Prize!

Information Services:
Contact Information



TECH NOTES

Summer 2011



Profile: Frank Piscitello

Frank Piscitello is the Information Security Manager at West Chester University.

1. What got you first interested in becoming involved with Information Technology and, in particular, Information Security?

I've been playing with computers since I was in third grade when my father brought home our first computer that was hooked up to my great-grandfather's black & white TV. I continued to play with them all the way through high school. However I didn't play games much because I wasn't good at them and would get bored after a while. I got interested in Information Security area after doing some work with WCU Public Safety's Mike Vining (Sgt. Vining at the time.) I liked the challenge of attempting to hunt down the bad guys with a computer.



2. What is your background in Information Security?

I graduated from WCU in 2005 with a Bachelor of Science degree in Liberal Studies – Professional Studies with minors in Computer Science and Criminal Justice. I completed my Masters of Information Services degree from University of Phoenix. While attending those formal programs, I pursued many personal development opportunities such as reading IT security books and attending IT security conferences. I'm also a member of the Philadelphia InfraGuard and Delaware Valley-ISSA which are professional organizations that focus on information security in greater Philadelphia area.



Profile:

Frank Piscitello (continued)



3. What does your role as the University's Information Security Manager involve?

One of my primary roles is to keep up with the current trends in mitigating security risks and provide consultation for the various areas of the Information Services Division. Many times this involves reading current federal and state laws and regulations such as FERPA. One of my other roles is initiating any investigation of any campus computer use policy violations and determine if the investigation can be handled in-house or if it should be referred to law enforcement. I also manage the user account lifecycle for faculty, staff and students from account creation to account deactivation. Finally, I draft many of the IT policies that will then get approved by the Vice President of Information Services.



4. You are a member of PASSHE's Security Architecture Collaborative Team (SACT). What are some of the parts you play in your involvement with the SACT Guidelines and Assessments Committees?

My primary role in SACT is to assist with the Assessment subcommittee. This group provides guidance to PASSHE (through SACT) on how campuses can assess current security practices and compliance with established PASSHE policies and guidelines as well as federal and state regulations. I also provide feedback to the other areas within SACT such as the Guidelines committee.



5. Can you tell me a little bit about what your personal interests outside of work?

Outside of WCU work, I work and volunteer as an Emergency Medical Technician and EMS Instructor at Good Fellowship Ambulance in West Chester. I'm also on the Board of Directors at Good Fellowship as well as Vice-President of Chester County EMS Council. My EMS background has allowed me to take the advisor role for WCU's Emergency Medical Services group, which is primarily a student run organization.



Tech Updates

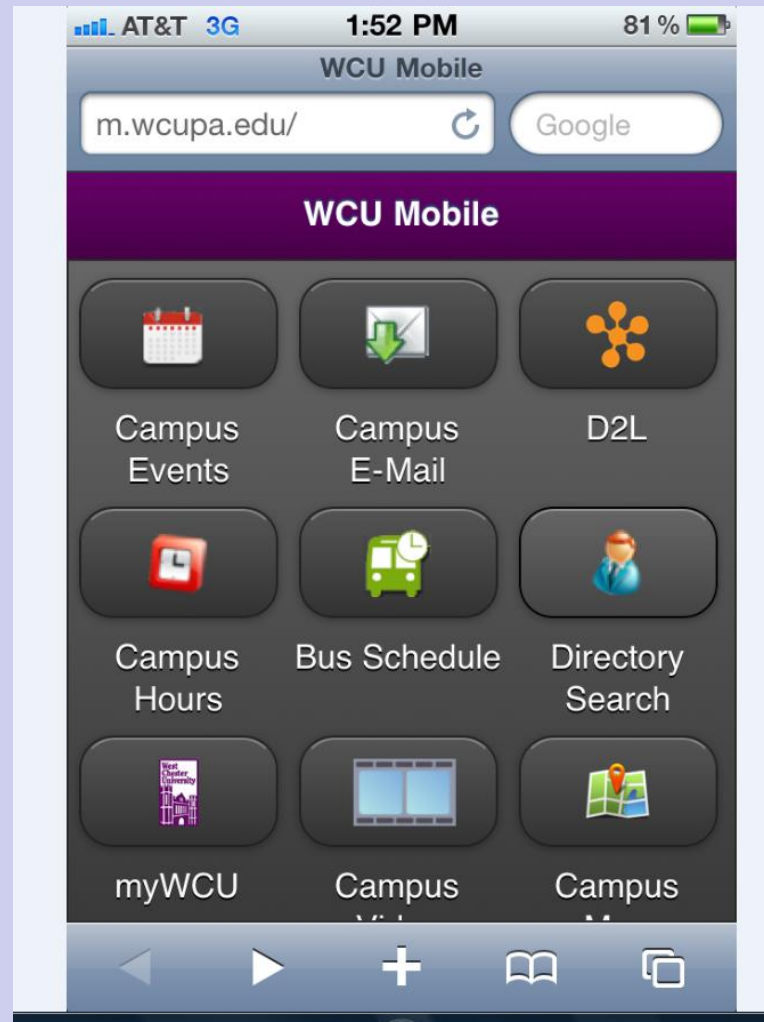


WCU Mobile Web Coming in the Fall

You will be able to:

- be linked automatically to the mobile site if you access wcupa.edu at ***m.wcupa.edu*** on a mobile device
- access campus events, hours of various building on campus (i.e. library, Sykes, ACC, etc.), bus schedule, campus map and WCU video on the mobile web.
- search the online directory for Faculty/Staff emails and telephone numbers.
- automatically link to D2L's mobile site
- access directions on how to configure your phone to receive email
- link to wcupa.edu at any time

A future feature will be linking to myWCU grades, and class schedule.





Training Events

Software Application Training Certificate of Completion Program

Become certified in one of our software tracks! This summer enhance your technological and professional repertoire by participating in one—or more!—of our SAT training sessions. Certificates are being offered for competency in D2L, Microsoft Office, WCU Administrative Systems (SAP and PeopleSoft), and Web. If you complete three or more classes within these tracks, you will receive a certificate of completion that acknowledges your trained expertise in these areas. This certification process will not only enhance your abilities, but also your overall appeal as a well-rounded and accomplished professional.

Click here to see the current schedule of training sessions being offered, this schedule is updated the last week of every month.

Email with questions or requests for 1/1 training: satregistration@wcupa.edu

SmartPhone Security



- With so many people using their iPhones just like a small, mobile PC, it's important to have the same protection as you would for a computer.
- From 2009 to 2010 alone, the amount of mobile malware on smartphones increased 46% and McAfee Labs see a direct correlation between device popularity and cyber-criminal activity which means that malware is a growing trend.
- Common symptoms of mobile malware include making random calls or sending text messages to premium numbers, calls in the middle of the night to foreign 1-800 numbers, and rogue apps that can retrieve passwords and financial information from online banking accounts.
- A 2011RSA Conference in San Francisco reports that many of the security software companies have either released, or are planning to release, a mobile security app of some sort to begin improving smartphone security.



Tips on Staying Secured:

- 1. Don't lose your phone!**
- 2. Use a pin lock on your phone**
- 3. Back up your data so you can wipe your device clean before sending it in for repairs.**
- 4. Store sensitive data (passwords) with an encryption app.**
- 5. Set automatic wiping if someone repeatedly enters the wrong password to unlock the device.**
- 6. Use a cellular data/Internet connection, which is typically encrypted by the mobile phone network instead of Wi-Fi hotspots, which are not.**

Top 10 Security Apps:

- 1. AVG Mobile Security**
- 2. Kaspersky Mobile Security**
- 3. ESET Mobile Security**
- 4. BullGuard Mobile Security**
- 5. McAfee Mobile Security**
- 6. Lookout Mobile Security**
- 7. F-Secure Mobile Security**
- 8. Norton Smartphone Security**
- 9. Trend Micro Mobile Security**
- 10. Dr. Web Mobile Security**



The ISEEK (Internet Safety and Ethics Education and Knowledge) Institute has been established at WCU by a coordinated effort between the Computer Science Department and the Information Services Division. Dr. Richard Epstein (from the Department of Computer Science faculty), members of the Information Services staff, and WCU students collaborated in establishing the ISEEK Institute to explore new and effective means of promoting education related to Internet safety and ethics, as well as to the many social implications of Internet technologies. ISEEK promotes faculty and student research and publications and sponsors guest lectures and presentations. In addition, ISEEK seeks to promote interactions with government and private organizations and other educational institutions in the hope of promoting our commitment to cyber safety and ethics and our commitment to understanding the social implications of computer technologies.

The **two most recent events** are described at <http://www.wcupa.edu/iseek/security.asp>. They include

- **April 5:** five student presentations on Internet Safety, with PowerPoint and video available for download
- **May 12:** As part of West Chester University's annual **RECAP** conference, Richard Guerry, Executive Director of **IROC2** (Institute for Responsible Online and Cell-Phone Communications) provided his audience with a greater awareness for negative, irresponsible, and malicious digital behaviors and trends, including a method to reduce the risk of becoming a victim of cyber –crime, bullying or digital exploration.



For more information, go to <http://www.wcupa.edu/iseek/>

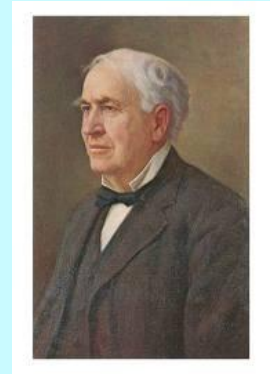
Tech Trivia:

Sponsored by the Student Services Inc (SSI)

The winner will be chosen at random from those submitting all correct answers to Dr. Fabrey at jfabrey@wcupa.edu within 24 hours of the appearance of this issue of Tech Notes. Prize awarded by SSI.



1. Abraham Lincoln used the technology of his day, and Thomas Edison developed new technology. Neither had much formal education, yet both have high schools and a college named after them. Which had less formal education?
2. You might have noticed that the world did not actually end on March 21, 2011. However, you probably did not notice the big Tech event that occurred 5 years earlier, to the day. What event was this?
3. If two people do a search on the same Google keyword, their results will always be the same. True False



On what date was this policy implemented? _____

Answers to the Tech Notes Spring 2011 contest: 1. The QWERTY pattern on the keyboard made it possible for salespeople to type TYPEWRITER on one row of keys; 2. The high school picture of Bill Gates; 3. The oldest known complex scientific calculator, dating back more than 2,000 years: Antikythera mechanism.

We had a winner: Deborah Romagnoli!

Contact Information



Back to Cover

HELP DESK

Faculty/Staff Help Desk	x3350	22	Anderson
Student Help Desk	x3350	20	Anderson
Telephone Repair wcupa.edu/infoservices/commservices	x3535	002 Basement, 121	Allegheny Hall
Desire2Learn (D2L) wcupa.edu/d2l	x3065	20A	Anderson
ResNet Central wcupa.edu/infoservices/resnet	x2660	003 Ground Floor,	Brandywine Hall
Software Application Training satregistration@wcupa.edu	x3397	24	Anderson
Web Services wcupa.edu/infoservices/webinfo	x0043	3	Anderson

TECH NOTES STAFF

Mary Bachman, James Fabrey,
Kim Slattery, Juli Szonntag



VICE PRESIDENT'S OFFICE

Vice President	Adel Barimani	Donna Beckett	x2828	023	Anderson
Special Assistant	James Fabrey	Georgiana White	x2204	150	25UNA

DIVISION CONTACTS

Client Services	Treiva Dungee		x3397	024	Anderson
Tech Services	JT Singh		x1045	018	Anderson
Web Services	Kim Slattery		x0043	003	Anderson
Administrative Computing	Pat Lenzi		x1048	026	Allegheny
	Chaw-Ye Chang		x3043	017	Allegheny
Telecom/Infrastructure	Joseph Sincavage	Rose-Marie Abi-Richa	x3535	003A	Allegheny
ResNet	Richard Chan		x1061	006	Allegheny