The City College of New York

TechTALK

Spring 2015

Tech Center

Main Office (NA 1/301)
(212) 650-7878
servicedesk@ccny.cuny.edu
http://www.ccny.cuny.edu/it/

Monday - Friday
7:00am to Midnight

Intersessions
9:00am to 5:00pm

Saturday
9:00am to 6:00pm

Sunday
Noon to 6:00pm

Service Desk

Monday - Friday
8:00am to 7:30pm

Intersessions
9:00am to 5:00pm

Saturday
9:00am to 6:00pm

NAC Lab

Main Desk (NA 1/501)
(212) 650-6483
http://www.ccny.cuny.edu/it/

Monday - Friday
8:00am to 7:00pm

Study and Collaboration Room Reservations

http://webcheckout.ccny.cuny.edu/

All hours are subject to change during finals and holidays. For more information contact the Service Desk at ext. 7878

Message from Mark Kam, Acting CIO

Welcome to the Spring 2015 issue of TechTalk – the Office of Information Technology's (OIT) newsletter. As always, we have been very busy on your behalf making progress on many fronts.

We have completed the new core network infrastructure upgrade, which has substantially improved network performance, reliability, and security. The network has failover redundancy and provides a reliable foundation for delivering exemplary service. In anticipation of the higher volume and performance, this next generation of technology will better serve our student, faculty and research communities.

Webmail, the new faculty and staff e-mail system, which is integrated into the college's emerging Active Directory infrastructure, is providing faculty and staff with a more robust and resilient messaging experience than the old Pelican system, with the added ability to share calendars, contacts, tasks and notes.

During the fall, IT launched an online resource portal for students called CityCentral. Students can login with their Citymail credentials to the MyCCNY section and see a multitude of resources such as their records, course schedule and transcripts, etc. Our goal is to use technology to make it easy for students to find what they need in one, centralized place. We will continue to add to the site to enhance their college experience.

To address issues with Wi-Fi connectivity, we now have 370 access points, including 180 upgrades and 126 replacements for outdated access points. This will improve access bandwidth in high-density areas, creating greater range and capacity for all your mobile devices.

On the subject of Wi-Fi, we are thrilled to report that we now have wireless printing in the Tech Center in NAC 1/301. Students may print using their Android smartphone or tablet and (with the WebAdvantage app) iPad. This will significantly free up the computers in the Tech Center.

This spring we are in the process of rolling-out Nemo-Q to manage the traffic patterns in the Enrollment Management areas, especially in the Financial Aid and Registrar Offices. One of the biggest complaints within the college is the amount of time students have to wait in line in these areas. This system will significantly reduce their waiting time and improve customer service by allowing students to register their place in the queue and receive an advance alert via text or email when their turn has come.

The City College Center for Discovery and Innovation (CDI) is now open and researchers have started their moves mainly from the Marshak Building. Today's research relies on computing, and we have been assisting the scientists in setting up their computers and phones. The building itself features VoIP phones, multiple conference rooms and a state-of-the-art Wi-Fi system.

Finally, ever on the alert for threats to your cyber security, please read our report on the importance of protecting yourself against hackers and a guide to the resources available to help you do that.

For more information on OIT projects completed and in progress please visit: http://www.ccny.cuny.edu/it/projects_in_progress.cfm ∎

Welcome to Webmail

This major upgrade for faculty and staff is coming soon to an office near you. By Tessa Souter

Exchange
Microsoft Exchange version available now!

Those of you who have already been migrated over to the new e-mail system will understand why City College's Office of Information Technology (OIT) is so pleased to announce the campus-wide deployment of the new e-mail and calendaring system for City College's faculty and staff: webmail@CCNY.

The current e-mail system, Pelican (as well as the Engineering and Science email servers), is not only outdated and expensive to maintain, but unreliable and unpredictable. How often have you spent time working on an important e-mail, only to lose the entire thing when you hit send because you had been timed out? And *that's* when you would make the unwelcome discovery that Pelican doesn't save drafts automatically. Webmail automatically saves a draft as you type.

Understanding how vital e-mail is as an official means of communication, the OIT has made it a very high priority to replace this frustrating system with a modern, more robust e-mail platform - the Microsoft Exchange server. Staff who have already migrated can't praise it enough. "It's a much more stable email system than Pelican, which was always going down," says Information Security Officer, Deon Hamer.

Tanece Amin, CUNYfirst Helpline Support Assistant, loves the improved features, such as being able to set the importance of an email from low to high, to see if the e-mail was actually read, and setting the sensitivity of an email. "Webmail is also

linked to the college directory, so when you type in a name, it will look them up for you. Great when you are in a hurry." Holly Balmer, Chief of Staff in the Provost's office,

> "**Continue to use your current e-mail client until you have been migrated to Webmail. If you are not sure that your e-mail has been migrated to Webmail from Pelican please call ext. 7878.**"

particularly appreciates the improved functionality - especially the search function. "It makes my response time much quicker - especially when I'm working from home," she says.

Features at a glance

* 3GB of e-mail storage space
* Shareable calendar

* Global address book listings of all CCNY faculty, staff, and students
* Web interface integrating e-mail, calendar, address book, and tasks
* Calendar allowing reservations of meeting and conference rooms throughout campus
* Ability to sync e-mails and calendars across multiple devices
* Built-in malware and spam protection.

So far, over 1,000 users have been migrated, including all OIT staff (in order to learn and evaluate the system to be able to provide the best support to our user community), and most of Administration and Facilities. We are gradually migrating the entire CCNY faculty and staff – by department as requests come in. ∎

RESOURCES

For important status updates and FAQs visit:
http://support.ccny.cuny.edu/webmail/

To view and print out a quick reference guide visit:
http://goo.gl/NtlA1i

For general questions contact the Service Desk:
212-650-7878
servicedesk@ccny.cuny.edu

Meet Our Staff
Michelle N. Baksh

Job Title
Blackboard Campus Coordinator

OIT Unit
User Support Services

At CCNY
9 years

20 Questions

What is your favorite geeky gadget?
My smartphone.

When you were a child, what did you want to be when you grew up?
An explorer, like Hudson, De Gama, Ericson, Dr. Jones.

What did you major in?
South Asian History.

What is the most useful thing you learned as a student?
Ask questions if you do not understand.

How did you get into working in the IT division?
I initially started working as an Administrative Assistant for Computer Services, under the former director.

What do you like most about this job?
Teaching individuals how to meet their own needs, so they do not have to rely on anyone else or feel lost.

CDs, music downloads or vinyl?
Vinyl, downloads and CDs - in that order.

What is your favorite app?
Google Voice, because not only am I provided with a free number but rather than just texting, you can actually make calls as well and have people call you.

What about working in IT has surprised you the most?
What a great need there is for the student body to be offered technology training outside of a computer science class.

What don't people know about you that they might be surprised to hear?
That I like cartoons. I could watch Looney Tunes until the cows come home.

What do you like to do outside of work?
Cook, take photographs and travel.

What gadget do you wish someone would hurry up and invent?
A teleporter.

What do you think people will use to communicate with each other ten years from now?
Microchips implanted under their skin.

What gadget that you don't already own would you like to have?
I want so many, I don't know how to pick. I'd like a vinyl album to MP3 converter. But in terms of a small gadget, I'd like to check out 3D printers.

If you could choose to do any job you want, what would it be?
To work for an NGO in a Third World country, teaching people skills to enhance their daily lives.

What is your idea of a perfect holiday?
Sailing the Mediterranean and hitting every island there.

If you could choose a talent you don't have, what would it be?
Wiggling my ears.

If you could live in any other country for two years, where would you go ?
Tahiti.

What is the hardest thing you've ever done?
Complete my undergraduate degree - because life didn't have a straight four years in college planned out for me.

Is there anything you have wanted to do but haven't?
Teach ESL internationally. ■

Meet Our Staff
Jonathan Zhao

Job Title
Senior Network Services Manager

OIT Unit
Network Services

At CCNY
13 years

20 Questions

What is your favorite geeky gadget?
My IBM laptop. I'm an IBM die-hard fan. They are so reliable and durable - especially the T-series. I have the T-60.

What did you want to be when you grew up when you were a child?
I always wanted to follow in my dad's footsteps. He graduated from Tsinghua University in Beijing (the Chinese equivalent of MIT) and was an award-winning research physicist. But he was more a cross between physics and electrical engineering. He actually once built a TV from scratch. I could never match that.

What did you major in?
Electrical Engineering.

How did you get into IT?
I started as a lab technician in the NAC lab. Then one day they needed someone to work on networks with someone from IBM and my boss, Curtis Rias, put me on it. He told me that from then on I was to focus on network only, and the more I did it, the more I started really digging on it and getting more and more certifications. Curtis really gave me my opportunity to grow.

What is your favorite app?
Google Maps.

What is the most useful thing you learned as a student?
How to learn stuff. Also I started going to the school gym regularly, which taught me discipline and keeps me focused on work.

What do you like most about this job?
The people. They make the day go by so fast and that makes the job easy. Also I really like what I do. I have an opportunity to test every device I want to. You don't get that luxury anywhere else.

What don't people know about you that they might be surprised to hear?
I seem pretty hard core on the outside, but I do have a soft spot.

What do you like to do outside of work?
Walk around the city. Hiking. And, of course, working out. And I love cooking all types of cuisine - Spanish, Italian, French, Greek, Moroccan. I love everything. Cooking is like music: you're not supposed to have boundaries.

What do you do to protect your own computer from malware?
I don't go anywhere I'm not supposed to go. And don't trust anything that is free online.

What gadget that you don't already own would you like to have?
A really good fully functioning wireless charger for my phone and to be able to connect to the Internet 24-7 with 10G bandwidth. Neither are available yet.

What advice would you give someone who wanted to buy a new laptop or PC?
Buy it for the quality not for how it looks. Buy it for what you need not what you want, because you can be side-tracked. The market is always going to be more advanced than you, so what's the point in chasing it. The older things are sometimes the best quality.

What is the next big thing in IT?
Virtualization, which will apply everywhere. And cloud computing. Networking-wise it will be really high bandwidth. And security is going to get bigger and bigger.

What is a general-purpose tip for securing your computer's data?
Don't put anything that you do not want people to see online. I never put my password anywhere. Everything is in my brain.

If you could choose a talent you don't have, which would it be?
I would like to have the greatest memory ever. Like a cloud-based storage system that never ends.

If you could live in any other country for two years, where would you go?
Probably Switzerland. I heard a lot about it being peaceful and quiet. I like the food. But if money were no object, I'd love to live in every single town in the world for two months, just to experience the culture and the food. Small towns and villages, not cities. Big cities are all the same. They're all about materialism, and that's not me.

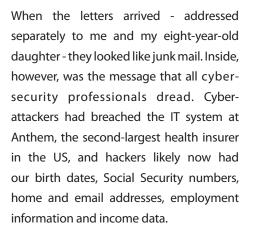*What is the hardest thing you've ever done?*
To agree to come to the US. I was the last in my family. Now I'm settled, and I'm in a good place right now. But it took me a long time.

Who was your favorite teacher and why?
My elementary school Third Grade Chinese teacher. Both my parents worked and I wasn't a bright kid and needed a lot of attention, so she watched over me after school. I ate and slept at her home. She treated me like a grandson. ∎

A Brave New Cyber-World

A Cyber-Thief Stole My ID - along with 80 million others. Now what?
By Vernon Ballard

When the letters arrived - addressed separately to me and my eight-year-old daughter - they looked like junk mail. Inside, however, was the message that all cyber-security professionals dread. Cyber-attackers had breached the IT system at Anthem, the second-largest health insurer in the US, and hackers likely now had our birth dates, Social Security numbers, home and email addresses, employment information and income data.

At last tally an estimated 80 million people were exposed by the Anthem breach, including almost eight million who were never Anthem customers. And Anthem is not alone. For years Sony has been the target of an embarrassing series of massive cyber attacks. Its highly lucrative Playstation network has been disabled for months at a time, the salaries, passwords and intellectual property of its highest executives have been leaked, to say nothing of the 102 million customer accounts that were compromised.

Corporations invest billions of dollars to secure their resources and safeguard their customers, and yet the list of massive and disturbing computer breaches continues to grow. Up to 70 million Target customers had their names, addresses and phone numbers compromised - and 40 million of those had credit card numbers exposed. T.J. Maxx (90 million), JP Morgan Chase (76 million), Home Depot (56 million), the

Veterans Administration (26.5 million). Even once-considered attack-proof Apple iPhone security was breached - exposing the private lives and body parts of several A-list celebrities.

Did you know that from a random laptop computer in a Starbucks anywhere in the

> **"Did you know that from a laptop computer in a Starbucks anywhere in the world, a hacker could seize control of your car, unlock its doors, even cause its brakes to fail?"**

world, a hacker could conceivably seize control of your car, unlock its doors, monitor your travels, tape your conversations or cause its brakes to fail? Don't believe me? Watch this startling video segment recently aired on *60 Minutes* **http://www.cbsnews.com/news/car-hacked-on-60-minutes/** There are hundreds of millions of these

computerized - and therefore vulnerable - cars on the streets, perhaps you even drive one yourself.

So what's going on? Computer programs, comprising millions of lines of code, often haphazardly cobbled together to accomplish some specific function, regulate each and every computerized device. In any given system of code there can be a multitude of vulnerabilities susceptible to hacking. Software developers attempt to repair these holes as quickly as they are revealed. However, applying effective security safeguards has typically been an afterthought - it's expensive and laboriously inconvenient - when it's thought of at all, which makes connecting all these vulnerable devices on a global network an open invitation to ever-opportunisitic hackers

What can you do to protect yourself?

First, it's vital to understand that by connecting everything to everything, network technology is transforming the notion of personal security. It's no longer as simple as locking doors, keeping your wallet snug, and memorizing a few simple passwords. It's time to start learning how these convenient yet bewildering devices work and to develop new habits to limit the exposure of your assets and identity.

For example, consider passwords,

the keys that safeguard confessional emails, social media dossiers, credit cards, bank accounts, and computers - where everything from video game avatars to tax records are conveniently and vulnerably collected. Most people's passwords are weak. If yours is less than ten characters and doesn't include symbols, numbers and upper- and lower-case characters, it's likely trivial for someone else to hack.

Another, and far graver, password risk: re-using the same password to access multiple online accounts. Ask yourself: if a hacker stole your credentials from Target (an account you opened and forgot about years ago), will she be able use them today to access your Facebook, Apple Store, Citibank, email, or desktop computer accounts? Now ask yourself that same question for every online account you've ever created. If, like many people, you used the same password for each, you could be in serious trouble. If you have a problem remembering so many different passwords (let alone these new long ones), investigate one of the many password manager apps on the Google, Playstation or the iPhone App store. If you decide to go with a password manager, please only use a well-known trusted solution. And, of *course*, don't make a note of them on paper and store them in your wallet.

Having said that, the paradox is that, as a security measure, passwords are dangerously obsolete. However, until passwords are replaced with a systemic improvement, you should minimally: (1) only use strong passwords, (2) never use just one password for multiple accounts, and (3) devise a system to change them roughly every 90 days. I know, it sounds

like a lot of work (and it is) - until your privacy is breached or identity stolen.

Encryption is another concept worth grasping. When information is stored on a device, or is transmitted over a network, it is in either clear or encrypted form. It's trivial for a hacker to steal clear data without leaving his lair, whereas encryption - used methodically - is nearly impregnable.

> " **There's no getting around it: the more society is computerized, the more hackable it is - from your smart phone to your smart shoes** "

Encrypted data storage (where it is saved) and transmission (how it is moved) relies upon a combination of passwords and trust relations established between devices using security certificates. Undermining trusted security certificates requires concerted effort, but hackers are indefatigable - especially when the stakes are high in terms of financial rewards. To combat this, use the option to encrypt, which most software platforms (Microsoft Office and Windows; Apple OS X and iOS; Linux and Adroid; Facebook, Google, Twitter) offer. In each

instance the trick is to use them vigilantly and mind the gap as you move your files or information - e.g., copying files from an encrypted platform (your computer) to a non-encrypted one, such as a flash drive, can remove the encryption.

So what I am doing to protect my family from the Anthem (Apple, Chase, Sony, etc.) breach? If, over the next decade, hackers intermittently decided to open credit cards in our daughters' names, we wouldn't find out until we applied for financial aid in a dozen years. At this point, the best protection against that happening is to freeze credit reports with each of the three reporting agencies for each member of our household. This will ensure that our credit isn't accessed without our explicit permission. When we are ready to establish new credit, we can thaw and then refreeze them.

There's no getting around it: the more society is computerized, the more hackable it is – the computer on your desk, the smartphone in your child's backpack, the television in your home, the watch on your wrist, the global economy at your fingertips and – pretty soon – even the shoes on your feet. Hacking is a billion dollar industry aspiring to become a trillion dollar one. As you adapt to this brave new world, you'll discover that where cyber security is concerned, the best defense is usually preemptive prevention.

To help you adopt a new security mindset, a trove of useful security resources are assembled on the CCNY IT Security website, two of which (the OUCH! newsletters and CIS Security Benchmarks) are profiled in this edition of TechTalk by our resident techno-phobic granny. ∎

Hacker Hacks: Eluding Cyber Criminals

By Tessa Souter

Okay, so you have been warned! But now what? Well, I headed over to CCNY's IT Security page on the City College website to check out the hacker-proof resources which the Office of Information Technology has made available to you.

A good first stop is OUCH! - a free monthly security awareness newsletter written for ordinary computer users - as opposed to full-on geeks. You can download or view PDFs on everything from the basic, what is anti-virus, to how to shop online, to how to use your smartphone - even play games securely. It is produced by the SANS Insitute which, according to their website, is the most trusted and largest source for information security training and security certification in the world. Each issue, headed by a qualified guest editor, addresses a specifc security topic - from 'I'm Hacked, Now What?' to 'Counterfeit Websites' to 'Protecting Your Kids On-line' to 'Using Your Smartphone Securely' and (lest you thought otherwise) 'Yes, You Actually Are A Target' - and presents actionable steps you can take to protect yourself.

There are over 50 issues (four year's worth) of OUCH! available on the City College Information Security website going back to January 2011. While on the main SANS website (see links in the Resources box at the end of this article), you can access issues of the OUCH! newsletters in upwards of 22 languages - including Urdu, Arabic,

Korean, Serbian, Spanish, Italian, French and Albanian.

Essentially, the OUCH! newsletters explain the very basic whys and the wherefores in simple layman's language. For example, in the 'Using Your Smart Phone Safely', issue: "Install only the applications you need. The more applications you install, the more potential vulnerabilities you add to your smartphone." OUCH! shows how to set up a simple four-digit password, how to enable autolock, and then lists various "to-dos", such as being sure to erase all personal information from your smartphone before you dispose of it.

> **" The best way not to get hacked is to be aware - not only of the dangers, but of steps to take to protect yourself "**

However, while the OUCH! newsletters alert you to potential issues, the actual nuts and bolts of how to take care of them is better

addressed in the IT Security Benchmarks available via the CCNY website (see links in the Resources box at the end of this article).

Security Bench-what, you say? The Center for Internet Security (CIS) was founded in October, 2000, with the mission to "enhance the cyber security readiness and response of public and private sector entities, with a commitment to excellence through collaboration." CUNY has become a member of the Center for Internet Security Benchmarks - a set of consensus-based, information security best practices, configuration recommendations, security metrics and related tools to help secure network and computing devices. CUNY's membership means that all CUNY faculty and staff are eligible to register for access to dozens of benchmarks, covering mobile devices, browsers, network appliances, various operating systems - including Apple, Android, Linux, Windows - and more.

With some techno-resistance, I test-drove the process and it is very simple and absolutely worthwhile. I discovered many things that I wouldn't otherwise have known. Since mobile devices are among the most vulnerable devices - with the amount of malicious software targeting them doubling every year (in 2013, 100,000 new mobile-targeted malicious programs were detected), I took the benchmark for the iPhone iOS8 for a run, just to see how user-friendly it is.

Each has a very long preamble - including Terms of Use, Overview, Intended Audience, Typographical Conventions, and Acknowledgements, which takes up the first ten pages. Most people could skip these and go straight to the actual instructions, beginning with a basic description of the first process to be performed - updating the firmware (Operating System). The directions themselves are clear enough to help even the most technophobic granny (that would be me) channel their inner geek.

The initial 'Description' explains that important updates may have been released for your device. 'Rationale' points out why you should download firmware updates - which include not only new features but bug fixes and security fixes as well. Then they provide technophobe-proof directions on how to check you have the latest version: Tap Settings, Tap General, Tap About, Confirm version is 8.0.1.

Next comes 'Remediation' - i.e., checking for the update, downloading and installing it. Again, the clearest practical directions of where and what to tap. When it comes to setting your password, they go further than OUCH! by explaining how you can set up a security password which is safer than the easily-hacked four number "simple password" suggested. It is possible to configure alphanumeric passwords, which the Security Benchmarks recommend, because "using a mix of alphabetical, numerical, and special characters increases the complexity of the passcode." But bear in mind that adding letters to your password will shrink the keypad on your screen and make it harder for *you* to access quickly.

Just adding two extra numbers will provide extra security without the added complication of letters. Other important recommendations include 'Forget Wi-Fi Networks to Prevent Automatic Rejoin'. Why? Because a trusted Wi-Fi network may be spoofed and automatically joined if the genuine one is not forgotten

> **"The Security Benchmark directions are clear enough to help even the most techno-phobic to channel their inner geek"**

after last use. You should also turn off Wi-Fi when not needed, as well as Bluetooth, Location Services and Personal Hotspot.

For more comprehensive instructions on dealing with a huge variety of security issues, please refer to specific Security Benchmarks and OUCH! newsletters. They are important and helpful resources. Meanwhile, below is a list of nine precautions that Security Benchmarks suggest for securing your mobile devices:

1. Create a complex password (i.e., more than four numbers)

2. Erase data upon excessive passcode failures

3. Forget Wi-Fi networks to prevent automatic rejoin

4. Turn off auto-join so you don't automatically join unsecured networks

5. Turn off Wi-Fi/Bluetooth/Personal Hotspot when not needed

6. Erase all data before you return/recycle/discard your device

7. Ensure Airdrop discoverability is off

8. Enable fraud warning before joining networks

9. Enable Find My iPhone. ■

SECURITY   RESOURCES

CUNY Security Awareness Course
Take the 30-minute course which highlights the strategies to protect yourself from information security threats. http://goo.gl/vYx1Yz

Information Security workshop
These are held on Tuesdays from noon to 2pm in the Tech Center NAC 1/301, STC 3

OUCH! newsletters
Download them at this link
http://goo.gl/AVXTLK

Center for Internet Security Benchmarks
Register to access the security benchmarks at:
http://goo.gl/NLYvFP

View our Security brochure
This is a handy guide with simple tips to help you E.L.U.D.E. security threats. http://goo.gl/N5CQ0O

View the full 60 Minutes Cyber-Security segment mentioned in this article at:
http://goo.gl/Lv7kjl

9

useful academic apps

... to Make Life in the Classroom Easier

A *TechTalk* Guide to ease you in to productivity. By Tessa Souter

EasyBib
Category: Productivity
Cost: Free
Available for: iOS, Android
TechTalkRating: ★★★★★

This fabulously useful app lets you create accurate MLA, ASA, AMA, Harvard and Chicago style citations for your bibliography simply by scanning a book bar code. Email your citations to EasyBib.com where it gets put into alphabetical order and emailed back to you.

Khan Academy
Category: Education
Cost: Free
Available for: iOS, Android, Web
App Editor's Rating: ★★★★★

This app lets you learn anything you can think of - from kindergarten math to "what makes Beehoven's Fifth Symphony so amazing" to brain teasers, languages and more. They offer over 4,000 instructional videos and it's all free. Use it to prep for exams or just learn stuff for no good reason.

Marvin
Category: Education
Cost: $3.99 Free version available
Available for: iOS
App Editor's Rating: ★★★★★

Marvin reads books with you, helps you discover amazing things about them, allows you to annotate, choose your layout, helps you build your vocabulary, even tells you if the book was made into a movie!

SuperCard Flashcards
Category: Productivity
Cost: Free
Available for: Android
App Editor's Rating: ★★★★☆

This app provides multiple ways to create image or text flash cards, and offers three quiz types, and two modes to help you study. Create text flashcards from text files, create image flashcards from photographs or images in your gallery.

Superflashcard
Category: Education
Cost: Free
Available for: iOS
App Editor's Rating: ★★★★

This customizable app has several learning modes: Study, Slide Show, Matching, Memorize, Quiz, Re-arrange, Spelling or All-in-One (Play all games together) to make the learning process for learning all subjects more exciting and fun. It also enables you to track your study progress.

Duolingo
Category: Education
Cost: Free
Available for: iOS, Android, Web
App Editor's Rating: ★★★★★

Apple's 2013 App of the Year and Google Play's Best of the Best, this addictive, free (and ad-free) app allows you to learn a new language on the go. Work through exercises or activities to complete lessons which are part of larger units. The app even keeps track of your progress synchronously across both the app and the web version.

Remind
Category: Education
Cost: Free
Available for: iOS
App Editor's Rating: ★★★★★

A fantastic resource for teachers who wish to stay in touch with their students on their mobiles, without anyone having to reveal their personal number. Send free homework reminders, assessments, assignments, even just motivational notes.

Google Sheets
Category: Education
Cost: Free
Available for: iOS, Android, Web
App Editor's Rating: ★★★★★

Google sheets is the equivalent of Excel. You can create spreadsheets on your phone as well as open, edit and save Microsoft Excel files. Collaborate with colleagues, autosave as you type, and work offline. Never worry about losing your work as everything is auto-saved as you type.

Gutenberg Literature
Category: Education
Cost: Free
Available for: iOS, Android, Web
App Editor's Rating: ★★★★★

More than 40,000 of the most important books ever published - which are out of copyright - but on your English Literature reading list. Plus 6,000 human-read audiobooks. Read offline and online, browse by language, genre, subject, from your phone, tablet or computer.

NEMO - Q is here!

Queuing Management System – Nemo-Q

The Office of Information Technology (OIT) is in the process of rolling-out Nemo-Q to manage the traffic patterns in the Enrollment Management areas, especially in the Financial Aid and Registrar Offices. One of the biggest complaints within the college is the amount of time students have to wait in line in these areas. This system will significantly reduce their waiting time and improve customer service by allowing students to register their place in the queue and receive an advance alert via text or email (directing them to the appropriate window) when their

"**Collaborating with our campus partners using technology to give tools and support to our students**"

turn has come. Nemo-Q is partially funded by the Student Technology Fee.

For more information and updates about this service please visit: http://www.ccny.cuny.edu/it/

The City University of New York in conjunction with Microsoft are pleased to announce additional software applications and online collaboration tools that will enhance your productivity and allow you to do more during your academic career at CCNY. As a current student, you are allowed to install the desktop software on up to five different computers. This subscription is free and available to students who are active and currently enrolled in classes. New students are automatically given access AFTER the registration deadline has passed. Visit the Service Desk website and find the free download under Student Quick Links. **http://www.ccny.cuny.edu/it/help.cfm**

OIT Projects
Working to improve your IT experience

Current and Recent Projects

New Faculty and Staff Email

The existing Pelican email system is being replaced with a robust, feature-rich, user-friendly email system, Microsoft Exchange (Webmail), with increased storage space, calendar sharing, a campus address book, and more. The migration of accounts has begun and will be completed by the end of fall 2015.

Center for Discovery and Innovation (CDI)

The City College Center for Discovery and Innovation opened spring 2015 and features approximately 200,000 square feet of space for advanced research in key interdisciplinary fields. The new research center and pedestrian plaza serve as a gateway to the south campus of City College, which also features the CUNY Advanced Science Research Center.

Expanding upon the college's vision of strengthening academics through interdisciplinary study and research, five major innovative fields will be featured in the facility: Nanotechnology, Photonics, Structural Biology, Neuroscience and Environmental Sciences.

The IT department has been assisting researchers in setting up their computing and telecommunications resources. The building features VOIP phones, multiple conference rooms and a state-of-the-art Wifi system.

CityCentral

In November 2014 the OIT launched an online resource portal for the CCNY students. Students can login with the CCNY student email credentials to the MyCCNY resource and see a multitude of resources such as their records, course schedule and transcripts. They can also cancel their graduation, submit an F policy application and vote during student elections. There is a concerns page which allows students to send questions to the any of the Enrollment Management offices. Finally, there is a events newsfeed and status icons.

Queuing Management System: Nemo-Q

OIT is in the process of rolling-out Nemo-Q to manage the traffic patterns in the Enrollment Management areas, especially in the Financial Aid and Registrar Offices. One of the biggest complaints within the college is the amount of time students have to wait in line in these areas. This system will significantly reduce their waiting time and improve customer service by allowing students to register their place in the queue and receive an advance alert via text or email (directing them to the appropriate window) when their turn has come.

CCNY Active Directory Infrastructure (AD)

OIT started adding faculty and staff computers to Active Directory (AD) in March 2013. When fully implemented, AD users will be able to conveniently log in to multiple campus resources such as the wireless network, campus-based computers, e-mail, and departmental file servers, using a single set of credentials. To date, AD has been deployed on 2,300 (26%, of approximately 8,700) computers in the following areas: Office of Information Technology, Enrollment Management, Education, EDM, Psychology, general computer labs (including the Tech Center and the NAC Lab-Fishbowl), Research Administration, Admissions, Bursar, Registrar, Career Center, Communications and Public Relations, Financial Aid, Graduate Student Lab, International Student and Scholar Services, Veterans Affairs, School of Education, CCAPP, etc.

Campus Wide Wireless Upgrade

The rapid increase in the use of mobile devices on campus has created a strain on the current wireless infrastructure, which does not cover significant portions of the campus. Because of this deficiency, the college is experiencing an exponential growth of ad-hoc and rogue Wi-Fi routers, seriously compromising the security and integrity of our current wired and wireless network infrastructure. To resolve some the issues faced by the college, the OIT in collaboration with the students on campus, was able to secure funding from the FY 2014 Tech Fee funds to upgrade great portions of the campus wireless network. OIT has already received equipment and licenses and will begin implementing the project during fall 2014 semester.

For more information on current and works in progress please visit   http://www.ccny.cuny.edu/it/projects_in_progress.cfm

Student Services
e-Services Available to CCNY Student

Blackboard	An interactive on-line learning tool which allows you to receive course content, take tests and quizzes, participate in on-line discussions with students/instructor(s), submit course materials, view course syllabus, etc. **https://cunyportal.cuny.edu**
IT Workshops	Do you need assistance with figuring out how Blackboard works? How is CUNY first working for you? Have you claimed your account? Do you know how to register for classes? We host workshop sessions at the start of every semester. To sign up please visit the url below. **http://www.ccny.cuny.edu/it/help.cfm**
ePermit	An online system for requesting approval to take a course at another CUNY college. Solely for CUNY students, faculty and staff. **https://cunyportal.cuny.edu**
DegreeWorks	A web-based degree audit and academic advising tool. It includes an orderly display of all courses taken, a checklist of requirements still outstanding in order to graduate, active stops on a record, current registration appointments and initial English and Mathematics placement levels, etc. **https://cunyportal.cuny.edu**
CUNY eMall	A virtual shopping plaza, where merchants offer a variety of discounts and other promotional programs, McAfee, phone plans and FREE software to faculty, staff and students. **https://cunyportal.cuny.edu**
CCNY Libraries	Find e-Journals, reference databases, research assistance, subject guides, and useful resources compiled by the subject specialists at the City College of New York Libraries. **http://libguides.ccny.cuny.edu**
CUNY Alert	Subscribe to receive text or voice alerts of emergencies and weather-related closings on campus via your cell, your home phone or your e-mail. **http://www.cuny.edu/news/alert.html**
CityMail	Everything you do online - e-mail, shared calendars and chatting - now works together better than ever with 24/7 reliability. Provided through a CUNY-wide partnership with Microsoft. **http://citymail.ccny.cuny.edu**
Wi-Fi Printing	With their username and password, CCNY students can now remotely and securely submit, resume or delete jobs over the Wi-Fi and then submit them to print using the Web Printing Station located in NAC 1/301. **http://goo.gl/o8cVgP**
CUNYfirst	The CUNYfirst system has replaced eSIMS to manage students' education and records, faculty and staff employment and benefits information, and all college business operations. **https://home.cunyfirst.cuny.edu**
CityCentral	OIT launched an online resource portal for the CCNY students. Students can login with the CCNY student email credentials to the MyCCNY resource and see a multitude of resources such as their records, course schedule and transcripts. **http://central.ccny.cuny.edu**
CUNYfirst MyInfo	This secondary resource is intended to give students, faculty and staff quick read-only access to critical information that may be essential, particularly at the start of a new semester, including classes, textbooks, programs and holds. **https://myinfo.cuny.edu**
CollegeCentral	Search for jobs posted exclusively at CCNY, search our mentoring network, upload your resume to Resume Central, view class schedules, unofficial student transcripts, gain access to career advice events, videos, podcasts and articles from over 125 authors. **http://www.collegecentral.com/ccny/Student.cfm**
CCNY Wi-Fi	Use your Citymail credentials to access the campus Wi-Fi.
Web Checkout	Visit NAC 1/301 to register to use WebCheckout, the reservation system used to reserve study rooms as well as equipment from iMedia. **https://webcheckout.ccny.cuny.edu**

For help with any of the above please visit the Service Desk in NAC 1/301 ext. 7878 or email us at servicedesk@ccny.cuny.edu