

Information Technology Services Mission:

We are a cohesive group of IT professionals working collaboratively as a trusted and respected partner in the campus community to advance the University's mission.

Our Services:

We provide effective, efficient computing infrastructure and integrated technology services to maximize user collaboration while protecting university information resources.

Our Commitment:

We commit to providing technologies, services and resources that support an innovative, engaged learning community and enhance student success at SJSU.

Our Community:

We ask our customers about their needs, listen to their concerns, and deliver innovative solutions. We strive to make technology easier for people to use.

Our Excellence:

We believe that technology enriches the educational process. It transcends geographical and cultural boundaries to provide greater learning and teamwork experiences

Our Goal:

We seek to become and be known as innovation leaders in using technology to enhance learning and the educational process, in support of student success.

IMPORTANT SECURITY INFORMATION

Information Security Standards - Minimum requirements to implement the Information Security Program. Vulnerability Assessment and Management is the latest publication.

Responsible Use Policy - The principal concern of this policy is the effective and efficient use of information technology resources. All users must abide by this policy.

Information Security Awareness Training - San Jose State University provides a brief online introduction to computer security issues. These tutorials take approximately 30 minutes to complete and provides some essential information about computer security and campus policy.

For more information please visit security.sjsu.edu.



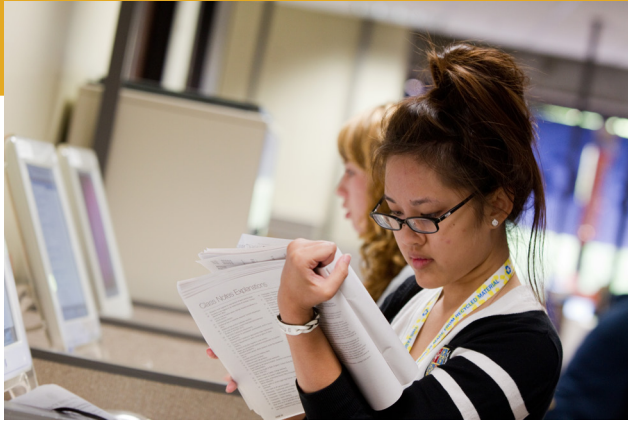
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Information Security Office

Information Technology Services

IMPORTANT INFORMATION SECURITY REMINDERS



WHAT DOES THE INFORMATION SECURITY OFFICE DO?

The Information Security Office is focused on ensuring the confidentiality, integrity and availability of SJSU's information assets. Maintaining the safety of information assets is vital to the educational, research and operational mission of SJSU. This is the place for you to find the tools and information to protect yourself, your computer, and help prevent the unauthorized access to or use of information.

The Information Security Office oversees SJSU's efforts to:

- Protect information assets and to comply with information-related laws, regulations and policies
- Promote quality and integrity of information security throughout the university
- Build a culture of information security

In today's world, everyone is responsible for Information Security. New threats are appearing every day and our daily lives are growing more interconnected. Information Security is now important no matter where you are or what device you are using. IT Services wants to remind you about several things you can do to help stay safe and secure.

- **Get Antivirus Protection:** Protecting your devices for viruses is a full time job. Antivirus isn't just for Windows PC's anymore; viruses exist for all makes and models! Visit SJSU Antivirus for links and information about all the latest virus trends. Better yet, it is the place where you can download Sophos Endpoint Protection for your Windows, Mac and Linux machines for free!
- **Look for the Lock:** In today's world 'spoofing'—or making a malicious web page appear to be the real deal—is all too commonplace. The Lock icon in your web browser's address bar means that the site you are visiting is who they say they are. Never put a user name or password into a web page that does not have the lock.
- **Think Before you Click:** If you're asked for your personal information (your name, your address or your password), take a careful look before proceeding. Are words misspelled? Is the URL in the address bar slightly off (for example, gmail.com vs. gmal.com)? Is the lock missing from your address bar? Chances are you are on a malicious site!
- **Keep your Passwords Safe:** Don't write down your passwords. Don't use the same password for all systems. Change your passwords regularly. Use long passwords. Don't use passwords that can be figured out by looking at your Facebook page. Use a Password Vault application; there are dozens of secure products available today.
- **Back up your important files:** No system is completely secure. It is important to have your files backed up and stored in a safe place, just in case.
- **Report lost, stolen or missing equipment:** Not only do we need to report this to University Police department but the Information Security Officer needs to know when any San Jose State University owned equipment goes missing, is lost or stolen.



HOW TO REPORT A SECURITY BREACH?

Act Immediately

Breaches are a serious matter and must be handled following a strict protocol.

If you know or suspect a breach has occurred involving sensitive information, it is important to contact the Information Security Office immediately.

The Information Security Office will help you:

- Identify and contain the breach
- Understand the laws and regulations regarding required reporting
- Assist you in adjusting your procedures to avoid future issues

HOW TO CONTACT THE INFORMATION SECURITY OFFICE

- E-mail: security@sjsu.edu
- Phone: 408-924-1530
- Website: security.sjsu.edu