LSUHSC New Orleans

Department of Information Technology

Allied Health New Orleans IT Support

LSU Health
NEW ORLEANS
School of Allied Health Professions

IT Organization

Central IT

- Enterprise Support
  - Web, Email, Network, Server, Security, AV

Local IT

- Quang Tran
- Marilyn Viverito
- Ryan Ramsey

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How To Find Assistance

Office Locations

- Quang Tran – Allied Health 642
- Marilyn Viverito – HDC 229
- Ryan Ramsey – HDC 404

Email

- ahnopcsupport@lsuhsc.edu

Webpage

- https://alliedhealth.lsuhsc.edu/admin/computersupport.aspx

Help Desk

- 504-568-HELP(4357)

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Computer Policy

CM-42 – Information Technology Infrastructure

- Applies to all devices that connect to the LSUHSC Network
- You are responsible for everything done with your User ID/User Credentials
  - Do you give out your password
  - Log out or lock your computer when you leave the computer
  - Do not respond to phishing emails
  - Do not waste LSUHSC resources (playing games, streaming audio/visual content, shopping, social media, crypto mining, etc.)
    - You can do the above if it is school related like a research project

- Compromised accounts are disabled and are not enabled immediately.
- Students have been expelled from the university in the past for violations of CM-42

Password Policy

- Password Policies and Requirement
- Change my password:
  - URL: https://www.lsuhsc.edu/changepassword
  - Call the Help Desk: 504-568-HELP (4357)
  - Open a Help Desk ticket: Service - Quick Ticket - Password Reset
- Change my security questions and answers: https://intranet.lsuhsc.edu/passwordprotect

Attack Surface

Do not trust anybody

Social Engineering

- ▶Baiting
  - ▶Leaving USB storage devices in public places
- ▶Social Media
  - ▶Completing surveys for things that would list your address, pet's name, things in your past, etc.

Physical Attack Vector

- ▶Leaving equipment like computers, phones, and tablets in public areas
- ▶Not securing electronic equipment with a lock screen protection

Your identity will be compromised at some point in your life

- ▶Multi-factor authentication
- ▶Password management
- ▶Digital credit cards
- ▶Continually install software patches/updates and run anti-virus/malware scans
- ▶Do not post vacation updates to social media while on vacation

Phishing Email

From: LSU Health New Orleans <helpdesk@lsuhsc.edu>
Date: April 20, 2015 at 5:56:14 PM CDT
To: <--------@lsuhsc.edu>
Subject: Important update for -------@lsuhsc.edu (Action Needed)

LSU Health

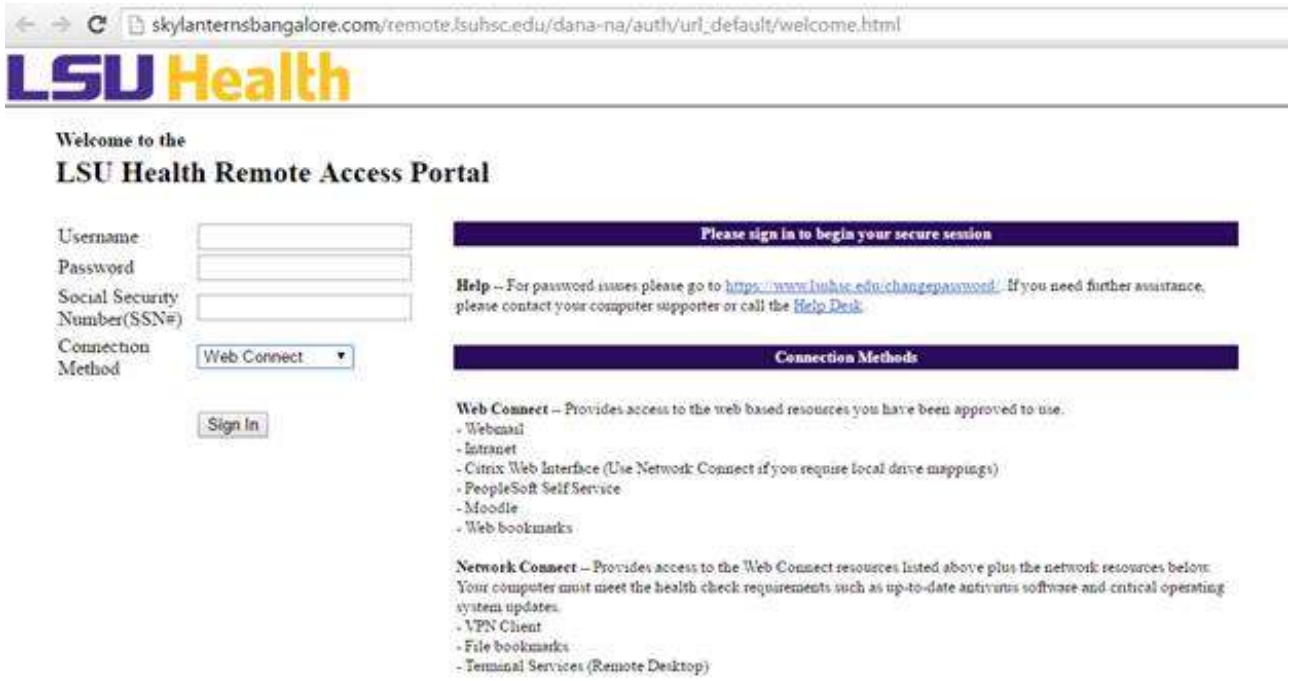
Dear --------@lsuhsc.edu,
Due to high number of inactive accounts on the server, all users are advised to sign in to their account(s) within 24 hrs of receiving this notice, using the links below to confirm their account activity.
Use **this link** and **this link** to login and confirm your account activity.
Failure to update might process your account(s) as inactive, and you may experience interruption of services or undue errors. Please kindly comply.

Thanks,
IT Help Desk
LSU Health New Orleans

LSU Health

The information transmitted is intended only for --------@lsuhsc.edu and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.

Beware of Hyperlinks



URL: skylanternsbangalore.com/remote.lsuhsc.edu/dana-na/auth/url_default/welcome.html