

## November IT Monthly Newsletter

Hello everyone from the IT Services Team:

### Cyber Security Awareness Campaign

As part of the Cyber Security Awareness Campaign, IT Services would like to congratulate **Dana Spoklie** for being IT Services first “**Cyber Security Star**”. Dana was the recipient of a \$20 Bookstore / Cafeteria Gift card when she reported suspicious phishing emails that she received in the Payroll Department to the IT Services Security team.

Each month, IT Services will draw a name from the list of staff who notified us of “suspicious / fake emails”. To enter in our monthly draw, forward the suspicious or fake email to [ITsecurity@selkirk.ca](mailto:ITsecurity@selkirk.ca) and tell us your reasoning behind your decision. A random name will be drawn at the end of each month.

### What is a suspicious / FAKE email?

#### Watch out for FAKE emails:

			
<b>Feeling:</b> Does the message trigger an emotional reaction such as curiosity or fear, or does it try to pressurise you?	<b>Action:</b> Does it ask you to click on a link, open an attachment or provide personal information?	<b>Know:</b> Do you know the sender? Hackers sometimes spoof a sender's email address to make the mail look like it comes from someone you know.	<b>Expect:</b> Were you expecting the email? Verify suspicious emails by sending them to your IT support team.

### What should you do if you receive a suspicious / FAKE email?

- Do not open it - the act of opening a phishing email may compromise the security of your PII (Personally Identifiable Information)
- Report it – Forward it to [ITsecurity@selkirk.ca](mailto:ITsecurity@selkirk.ca)
- Do not reply to the sender. Ignore any requests the sender may solicit and do not call phone numbers provided in the message.
- Do not open any attachments or click on any links. Attachments may contain malware such as virus, worms or spyware.

### New IT Services Ticket System

In the next couple of months, IT Services will be moving towards implementing Atlassian Jira Service Desk Software. This new software will replace our existing Spiceworks software and includes a searchable knowledge base with common questions and answers. Users can expect improved communication, responsiveness, and an easy to use platform with helpful information. Jira is part of the modernization of our software platforms and we are excited to be offering this to the Selkirk Community. Watch for the specific launch date in upcoming communications.

Have a great November!