

# **RIT Information Security User Tips for Handling RIT Confidential Information**

## ***Avoiding Inadvertent Information Disclosure***

Modern computer programs have made it very easy to manage our information. We can sort it in different folders, move it around easily, and even share it easily with others. This can sometimes be troublesome when dealing with confidential or private information. We must be careful about accidentally losing, misplacing, or sharing information.

## **Information Inventory**

### **Know What Types of Information You Handle**

The first step in keeping track of sensitive information is to know what is and is not sensitive. Institute Policy #D.15 (<http://www.rit.edu/~620www/Manual/sectionD/D15.html>) refers to the confidentiality of Educational Records, but there are other kinds of information that RIT should and must keep protected from unauthorized access. You must exercise care in handling RIT Confidential Information. See your department's Information Access and Protection Plan for handling requirements.

## **Information Handling Processes and Safeguards**

### **Remove Non-essential Personal Identity Information**

Whenever possible, remove identity information such as Social Security Numbers (SSNs) from documents before transferring them. If you must use a unique identifier tied to the SSN, use only the last 4 digits.

## **Transferring and Sharing Information**

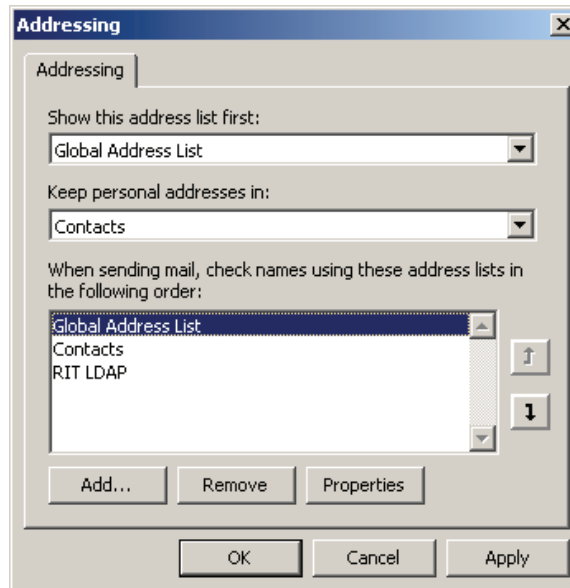
### **Use Shared Folders/Network File Shares to Communicate RIT Confidential Information**

In addition to being the proper place to store information to ensure it's backed up, shared network folders provide an alternative method of communicating confidential information within your department or workgroup. Instead of sending RIT Confidential Information through e-mail or saving the files to a physical disk that can be lost or stolen, place the information in the shared folder and inform the recipient of its location.

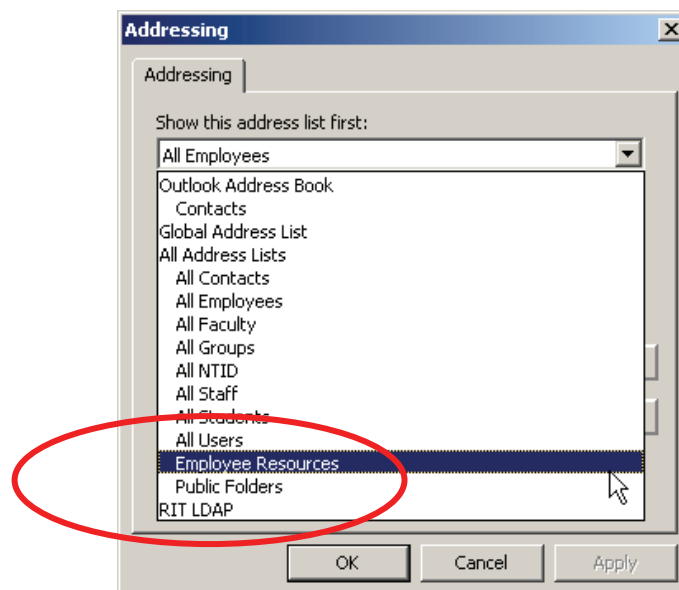
## Change the Outlook Address Book Display to Avoid Sending Information to the Wrong Recipient

The Outlook Address Book displays the entire Global Address List by default. This can make it difficult to choose the correct address when Student names are intermingled with Faculty and Staff. Changing the default display to Employee Resources will filter Students from the default list. Here's how to change it:

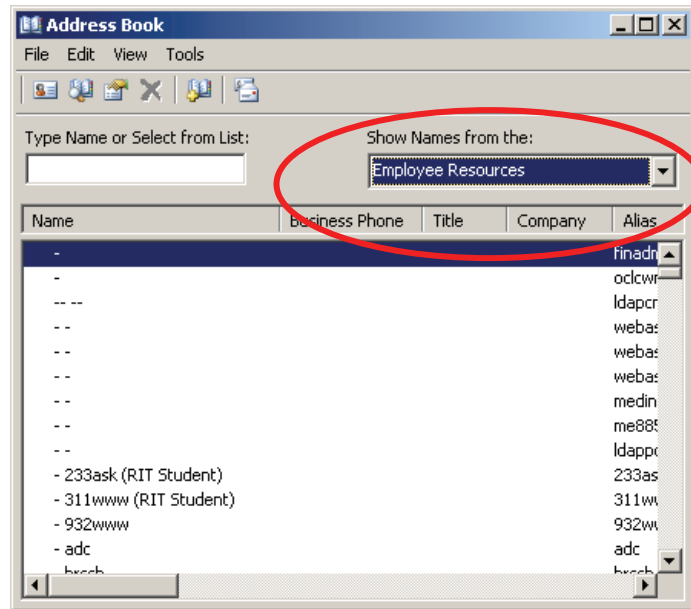
1. From Outlook, open the Address Book.
2. Select "Tools, Options..." The following screen will appear:



3. Click on the arrow next to Global Address List in the "Show this address list first" field and select the appropriate address list (such as Employee Resources) you wish to display. Then click on "OK".



- When you open the address book again, it will now show the selected list as the default. This will make it more difficult to choose the wrong addressee.

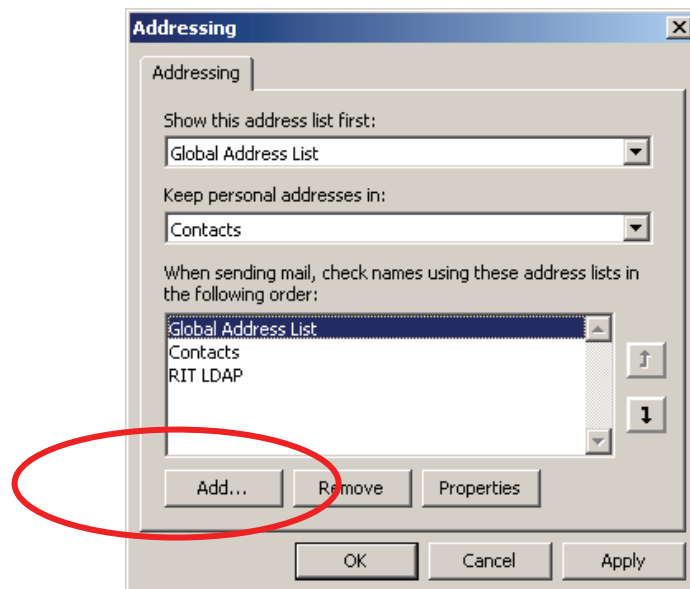


- To see student addresses temporarily when addressing a mail note, open the Address Book and choose "Show Names from All Students." After sending the mail note, the default address list will again be displayed.

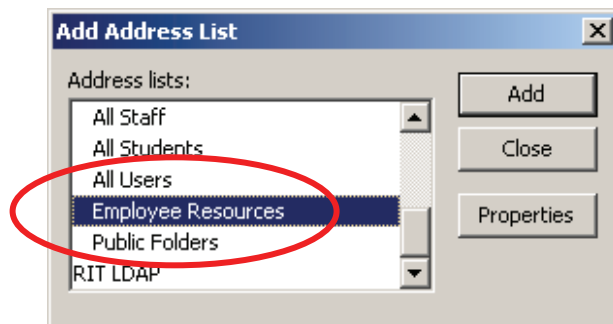
### Change the Address List Search Order

Another way to reduce the possibility of inadvertently sending to the wrong addressee is to set the search order of the address lists.

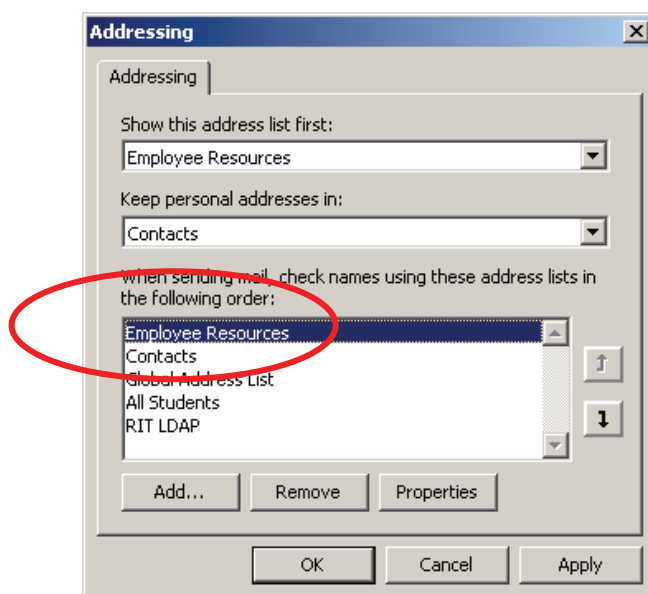
- From the "Tools, Options..." screen, click on "Add".



7. This will display the “Add Address” screen. Scroll down to Employee Resources and click “Add” and then click “Close”.



8. Employee Resources will now be displayed in the address lists. Use the arrow keys on the right to move Employee Resources to the top of the list and click “OK”. Do not delete the other address lists.



## Verify Recipients in Microsoft Entourage

Microsoft Entourage on Mac OS X performs lookups against the Exchange Global Address List by default when you are composing e-mail messages. You may use partial names for lookups in Entourage, such as “J Smith,” to find various forms of peoples’ names. The lookups are more flexible than in Outlook, because they do search across the first and last names of contacts — not just the “display name” — and thus can be more accurate, especially when combined with partial name searches.

When you have more than one match for a name lookup, the results (either in the autocomplete drop-down menu or the separate dialog box) will display the names of students with “RIT Student” appended. If you select a student from the results, the “RIT Student” text will also appear in the “To” field of the message you are addressing.

If there is only one result for your lookup, Entourage will automatically put that name in the “To” field. As long as the address was looked up from the Exchange GAL, any students should have “RIT Student” appended to their names.

“RIT Student” is not necessarily appended to the names of addressees you have previously used, or those contacts who already appear in your own personal address book. You should verify the e-mail addresses of contacts in your address book.

If in doubt, while you are still editing the “To” fields of a message, you will see the complete name and e-mail address of any recipients. When you are editing the body of a message, let your mouse cursor hover over any recipient’s name for a moment to see a tool tip with that person’s e-mail address. If the e-mail address does not make sense, you may wish to remove the contact and consult the GAL again.

In Microsoft Entourage 2004 SP2 and later, the program only uses address lists when *browsing* the GAL. They are not currently used when performing the lookups, as described above. The various predefined address lists are present in the folder pane of the Address Book window. Selecting “All Employees” will, after a moment, show the just RIT employees.

## General Information Handling

### Save & Save As

When you save a document for the first time, instead of accepting the default save location, determine where to save the document to. It is easy to simply click and not realize where your information has been saved to.

Before clicking “Save” you should:

- Double-check to make sure you are saving the document to the correct location.
- Make sure that you are not saving to a folder of the same name in another location
- Even if you saved previously in the proper folder the program may still save to a default location. You may want to use “Save As” as described above. You will want to use “Save As” when editing attachments.

If you’re unsure where you’ve just saved a file:

- From within a Windows application or Microsoft Office on Mac OS X, choose the File menu, and look at the list of documents you’ve opened recently and note the location. In the File menu of Mac OS X programs, there will be an Open Recent command with a submenu that contains recent documents. From Windows, left-click on the Start button, and choose Documents to examine the list of your most recently used files. Hover over the file name to reveal the location. In Mac OS X, click on the Apple menu and choose Recent Items to see a menu with recent applications and documents. In Mac OS X programs, you can also Command-click on the name of a document in the title bar of its window to show its entire path on disk.

### Drag & Drop

The ability to drag and drop files to copy or move them provides great convenience for our day-to-day computer use. Unfortunately, it makes it easy to accidentally drop a file in the wrong place. When handling sensitive information, be especially careful while dragging and

dropping. If you accidentally drop confidential information in the wrong place, it could be viewed by the wrong people. If you do accidentally drop something, try to find out where you dropped it. You may need to contact a system administrator to find or remove a sensitive file that has been accidentally dropped somewhere.

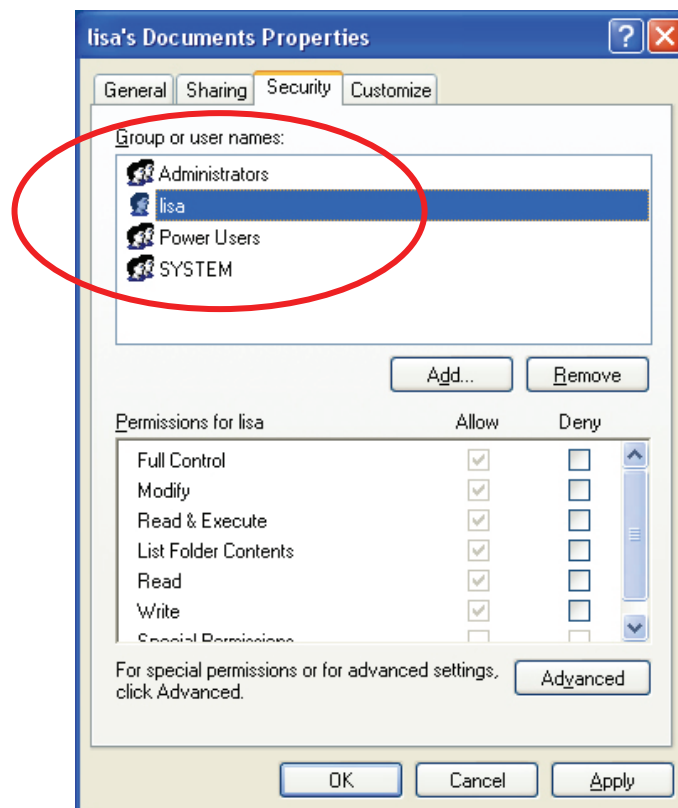
Do not place shortcuts to publicly accessible folders on Desktops. This will decrease the possibility of errors from “dragging-and-dropping” files into the wrong location.

Do not keep your Outlook window open when working with sensitive information. Dragging and dropping is not only a concern when using files and folders. Outlook has many folders that are viewable by many people. It is just as easy to accidentally drop a file in one of these public folders while you are attempting to attach it to an e-mail.

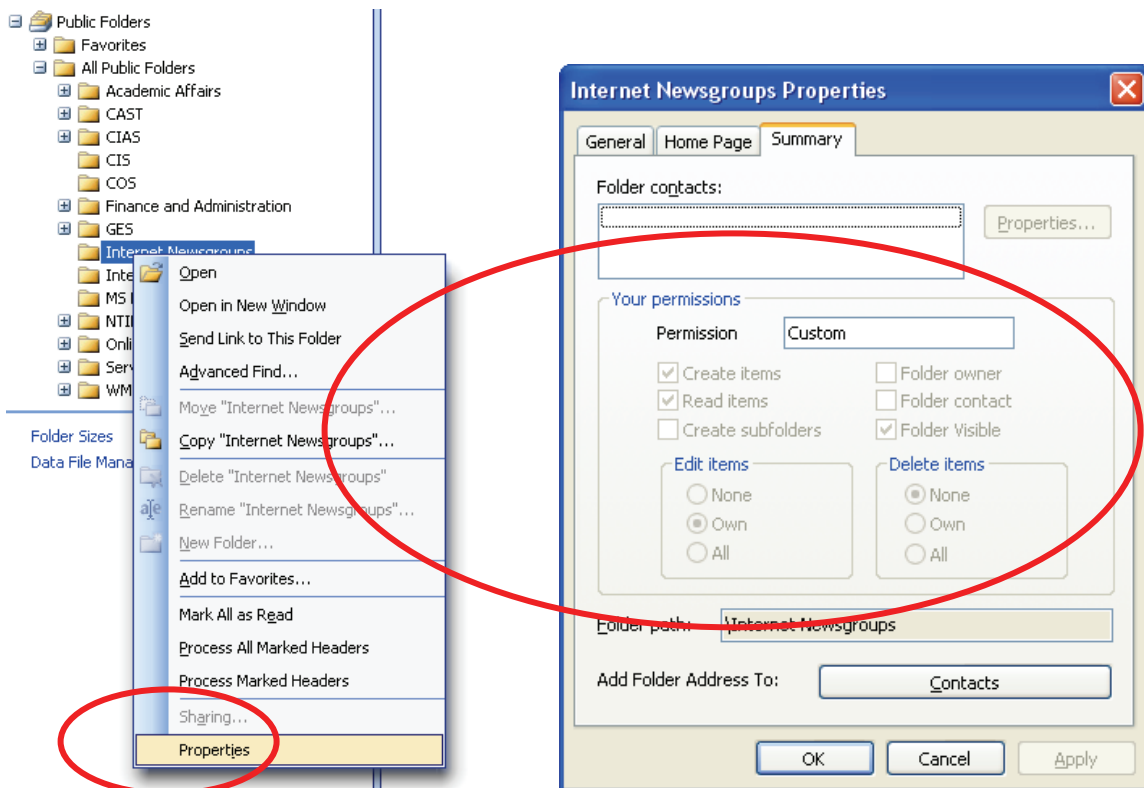
## Check Your Permissions

You may have access to many different files and folders in many different ways. Sometimes you have full control over a folder and you can create, remove, edit, and change files. Sometimes you can view files but not create them. Other times you can create files but not remove them.

To check the permission of a folder or file you can right-click and select “Properties”. Select the tab labeled “Security” from the Properties window. From here you can see who has permission to a file and what sort of permission they have:



You can also check your permissions on Exchange Public Folders within Outlook. Just like on a file or folder you simply select the public folder and choose “Properties”. From there, select the “Summary” tab from the properties window and you’ll see what your permissions on the folder are:



As we become more comfortable using computers to accomplish our daily tasks we have to be aware of precautions we need to take. Follow the Best Practices above in order to ensure that the information we handle stays where we want it to.

### ***For more information***

Contact the RIT Information Security Office:

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