

### ITS DOWN Line

Can't login to email? Blackboard seem to be down? Can't get to BearWeb? ID card not working as usual? It's possible there may be a technology problem affecting campus. To find out the status of computing services on campus at any time, check the ITS Down line. Dialing extension 3696 (DOWN) connects you with the DOWN line where we report the status of known campus IT outages.

ITS staff record information about any planned or unplanned computing service outage lasting 15 minutes or more on this phone line. Also, for issues that are not resolved quickly, periodic updates will be posted on the DOWN line.



### Video Surveillance Policy

To ensure a safe campus environment and protect the University's assets it has become helpful to deploy video surveillance systems in both outdoor and indoor areas across campus. To guard the privacy rights of those in our community and to manage the growth of surveillance systems across campus, ITS implemented a new video surveillance policy effective March 2, 2009.

The policy requires all video surveillance requests go through a centralized committee consisting of ITS, Baylor Police and Risk Management. Further the policy defines the University's right to deploy video systems to deter crime, assist in criminal investigations and ensure campus safety. Exceptions for other uses of cameras and video recordings are listed in the policy. This document sets a responsible framework for future deployment of video surveillance systems and articulates consequences for misuse.



To review the new policy, please visit <http://www.baylor.edu/its/index.php?id=61848>. Visit the ITS website ([www.baylor.edu/its/](http://www.baylor.edu/its/)) for news and information about your information technology needs.

### Physical Security of Technology Devices

As computing devices get smaller and more mobile, they are more susceptible to theft. And, over the last few months, Baylor has experienced several thefts related to these mobile devices. Often this happens because the item (usually a laptop) was left in plain view. While Baylor has taken the precaution of installing PGP encryption on Windows laptops, all employees should still take reasonable steps to protect these assets. When leaving a device unattended, please make sure it is in a locked location and out of plain view. For instance, a laptop left in a car should be in a locked trunk or other secured location that would keep it out of sight. As another example - a smart phone should not be left out on a desk in an empty office. A little extra care taken to secure these devices could save a lot of time and trouble later.



*Protect Your Past, Secure Your Future*



**BAYLOR**  
UNIVERSITY