

INSIDE|OUT

IT Services at ETH Newsletter

Deutsch

Dear Reader



We usually associate Christmas with wish lists and gifts. As an extension to our storage services, the new IT service, Long Term Storage (LTS), offers an inexpensive option for rarely-used data. This is a service that has long been on the wish list of many users. This past year, alongside our daily business, we have successfully expanded our IT infrastructure at ETH Zurich, e.g. network, storage and servers, and also introduced one or two new services.

The above is only possible with excellent cooperation amongst our users as well as our ITS staff. You too contributed to our success. We of the IT Services would like to thank you for the wonderful ETH teamwork and wish you a happy and healthy holiday season.

Reto Gutmann
Director of IT Services

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Most of us have plenty of "important" primary, secondary or project data. The question is: Where can we store them safely? Since June 2014, the IT Services at ETH Zurich provides the service Long Term Storage (LTS). The high demand for this service confirms a serious customer need. Various departmental groups have already joined and now store their data on energy efficient (i.e. green) tape. Currently the LTS service has about 150 TB of data stored georedundantly at ETH Zentrum and Hönggerberg.

In data storage there is a marked difference between backup, archiving and long-term storage. Since 1992 the ITS offers backup and restore as a central service for restoring data. The ETH-Bibliothek (Library) offers digital long-term archiving as part of their "Digital Curation" service. Now with the new long-term data storage service we also have the possibility of accessing rarely-used data, sometimes required for future projects. The service ensures that nobody can just go ahead on their own and delete information just because it's on old file servers. Scientific publications are very often based on analysis of data, which was determined experimentally or numerically. Good scientific practice demands that such (primary) data bases are stored unchanged for a long time. The LTS service helps the departments to meet this requirement. For more information about the service, visit the [ITS blog](#).

Dr. Tilo Steiger, Manager Storage, ITS System Services (SD)



Richard Frei, Dr. Tilo Steiger and Petar Vrdoljak (from left) show LTS tapes with 70 terabytes of storage capacity, amounting to space for about 100 million books.

→ Computer security incident

How do you recognize a security incident? If you notice that your computer is acting strangely and inexplicably becomes very slow, data is modified without your knowledge or without any specific identifiable cause, your documents appear to have been moved or users from two different geographical locations log in within a short space of time, these could be, but aren't necessarily, signs that your device has been compromised.

What can ETH members do to prevent security incidents? It is well-known that prevention is better than finding a cure. Comply with the safeIT rules of ETH Zurich. Check out the safeIT cartoons and read the recommendations in the "best practice" rules. "Does all this concern me or only others?" Yes, this is definitely meant for you as well! Did you install the necessary updates, are your software or apps from trusted sources and do you make sure to use secure passwords? Never disclose your login information. If in doubt, ask your IT support contacts first. To find out where help is available at ETH Zurich, as well as more information on IT-related security issues, please read the ITS-blog. [ITS blog](#) for more details.

Dieter Gut, ITS Management, IT-Security and Quality Management



Dieter Gut, Quality and Processes, Mark Buschor, Manager Service Desk, and Stephen Sheridan, Manager Network Security (from left), close a security hole.

→ New print service at ETH

Experts have been predicting the paperless office for years. However, contrary to all those predictions, in many offices at ETH, printers are still humming busily. The federal administration resource and environmental management (RUMBA) has stipulated the necessity of cost optimization and conservation of resources. Consequently, in 2012 the IT Services of ETH Zurich decided to launch a new print service. The latter is to gradually replace the three existing ITS-Print Services (Büromatik, VPP and ZO-Support). The consolidation and merging of printers promotes the implementation of the RUMBA provisions.

In order to firmly establish the project outside of ITS as well, the project team includes ITS members working in cooperation with colleagues from the ETH-Bibliothek and the Departments of D-MATH, PHYS-D and D-INFK. In 2013 ITS launched a WTO tender for printers and multifunction devices (MFDs). The Nashuatec model from René Faigle AG emerged as the winner out of nine offers. Their offer met the technical, economic as well as ecological requirements best. The new devices support secure printing, pull printing as well as copy count detection. In addition, all MFDs are equipped with a card reader for the ETH card. Visit the [ITS blog](#) to learn where the 100th unit has been delivered and more about paperless research.

Rolf Müri, Manager, VPP Development, ITS User Services (BD)



The smallest device in the new print fleet weighs only 13 kg.: Dr. Matteo Corti, Division Head, User Services and Rolf Müri, Manager VPP Development (from left).

Imprint

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