Chief Information Officer

CIO - Diane E.H. Webber
RDML (Ret), USN

Services We Provide…

ITD provides support for your student accounts, Wi-Fi access, and the overall IT environment.

ITD support for your personal device is limited to Account Issues, Wi-Fi and Wireless Printing.

Help!!

Problems? … Questions? …
Concerns?

Location: Library (Marshall Hall, 2nd Floor)

Hours: Monday thru Friday, 6:00am – 6:00pm

For IT support:
1) Submit a ticket: located at https://help.ndu.edu
2) Call Service Desk: Phone: (202) 685-3824
3) Walk in service located at the Library
   (Marshall Hall, 2nd Floor)

** Be as specific as possible about your IT issue

Help is only a phone call away!

Cybersecurity – Everyone Owns IT
Humans are the Weakest Link

You can help protect IT systems by:

- Securing your CAC
- Not clicking on unsolicited links in emails (phishing attacks)
- Creating strong passwords
- Keeping passwords private
- Not divulging information that may be sensitive in nature
- Staying vigilant and reporting all suspicious activity to the proper authorities
- Abiding by all local security policies
- Updating your operating system and antivirus software

POC

- Cybersecurity questions may be directed to:
    Email: cybersecurityteam@ndu.edu
    Phone: 202-685-3323

STOP, THINK, before you CLICK!

Privacy

Personally Identifiable Information (PII):

– Information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual

NDU Policy

– NDU Instruction 8500.02, Governance and Privacy Program Policy and Procedures (AR-1)
– All faculty and staff are required to complete annual "Safeguarding PII" training

POC

– Privacy questions may be directed to:
   Email: chief_privacy_officer@ndu.edu
   Phone: 202-685-4059

General Data Protection Regulation

GDPR:

– GDPR regulates the processing of personal data of European citizens.
– Applies to organizations both inside and outside the European Union (EU)
– The U.S. government recognizes the importance of privacy protections and is committed to working with the EU and its Member States to facilitate implementation of the GDPR in a manner that respects your privacy and protects our shared interests.

How NDU Uses Your Data

– NDU collects only data necessary to facilitate the student lifecycle:
  • Produce accurate transcripts
  • Assist with travel, lodging, etc.
  • Conduct official business
– Data is stored in secure locations and transmitted using FIPS 140-2 compliant encryption

POC

– Privacy questions may be directed to:
  Email: chief_privacy_officer@ndu.edu
  Phone: 202-685-4059

We're Off and Running . . . .

Questions?