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Campus Computing News

Enterprise Applications' Imaging Services (IS) Team: What * is * IS?

By Rhianon Price, Imaging Services

Many people in the IT field hear the word "imaging" and think of reformatting a computer. Others have guessed that it has something to do with the UNT Copy Center. However, "imaging" in IS' context refers to something completely different! If you thought of document management instead, you're on the right track.

Read more   BOOKMARK

Computing Resources at UNT - Finding Your Way Around

By Claudia Lynch, *Benchmarks Online* Editor

Welcome, or welcome back, to UNT! If you're new, or if you've just been away for awhile, it is our hope that this article will serve as a handy starting point to get you acquainted (or re-acquainted) with the resources that are available to you here at the University.

Read more   BOOKMARK

TODAY'S CARTOON

Click on the link above for an information age laugh.

By the Numbers

Distance Learning By The Numbers (Fall 2011)

Thanks to CLEAR for sharing these statistics with us:

- Fall 2011 Internet Enrollments
- Fall 2011 Distance Education Enrollment Statistics

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Imaging Services supports ImageNow, a software program whose most basic application is to serve as a document imaging system. Historically, document imaging systems provided, essentially, a digital filing cabinet for archive records, saving organizations space and time, and therefore money – fewer filing cabinets means more work space; digitalized records (ideally) means faster, more reliable document retrieval; etc.

Green and efficient

Document imaging systems have come a long way. They still save space, time, and money, but they now offer features that facilitate improved business decisions, increase processing efficiency, reduce legal liability, and reduce institutional environmental impact. ImageNow provides "document imaging, document management, workflow, eForms, and record and information management…" in order to "…bring order to the volumes of unorganized papers, computer files, images, email and all other types of unstructured content…" (https://www.perceptivesoftware.com/products/index.psi, January 2012). In a nutshell, Imaging Services helps make the university system more efficient and greener, as we assist departments make the conversion to ImageNow paperless processing and provide support to existing users of this software.

Our customers

Some of our current customers include the Denton Registrar's office, Financial Aid, Financial Reporting, and Advancement, as well as the newly-transitioned Business Services Center's (BSC) Purchasing, Payroll, and Human Resources units. We are currently assisting the Texas Academy of Arts & Sciences (TAMS) Admissions office transition to paperless workflow. Some of our recent projects have included assisting CITC administration digitalize their contract records and assisting the BSC migrate from individual campuses to the UNT System.

Our next big incoming customers will be the Denton Admissions offices (all four – undergraduate, graduate, international, and, in a few capacities not already accomplished, TAMS) and the entire UNT Dallas campus. Both of these large, ambitious projects are still in the charter phases of their implementations. We will also soon begin implementing the Business Insight and Retention Policy Management features. The former will provide real-time data dashboarding and reports regarding document workflow processing, user access, data stored in ImageNow, and much more. The latter will allow automation of document retention and disposition, eliminating the need for staff to monitor physical files, increasing accuracy of record management practices, and reducing UNT's legal liability; we will work hand in hand with the Office of Institutional Compliance (http://compliance.unt.edu) to roll out this feature. We are excited for the challenges to come as we tackle these projects, as well as to see the benefits these efforts will bring to the UNT system.

More information

For additional information about Imaging Services, please see our website at https://imaging.unt.edu or our SharePoint site at https://untranet.unt.edu/enterprise/imaging. UNT departments interested in seeing a demo of ImageNow should email imagingservices@unt.edu.

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Students, faculty and/or staff members should all benefit from the information that follows.*

One thing everyone needs to be aware of is that there have been quite a few changes around campus and across the UNT System in terms of IT Services, who is providing them and what they are called. The article Information Technology, Here and There in December's *Benchmarks Online* discusses these changes, including some name changes. It will take awhile for these changes to be reflected in all the existing documentation so it is a good idea to be aware of this to avoid confusion.

First of all, the organization once known as the Computing and Information Technology Center (CITC) has ceased to exist. Instead we have **Information Technology Shared Services** (ITSS), IT divisions now under UNT System management, and **University Information Technology** (UIT). UIT consists of local IT services associated with the UNT flagship campus. These are Academic Computing and User Services (ACUS), Administrative Information Technology Services (AITS), Classroom Support Services (CSS), and Microcomputer Maintenance Services (MMS). As the aforementioned article states, however, "The CITC name and branding will gradually be retired in favor of these new organization names. Since it may take a while to "disentangle" the elements that were formerly parts of the CITC, you may continue to see that name in documentation and be referred to parts of the CITC website until new online resources can be created."

When all else fails ...

If you have a computing question and/or problem and can't think of who to contact or where to look for a solution, just remember this: **Contact the Helpdesk**

The University Information Technology (UIT) Helpdesk is located in room 119 of Sycamore Hall (SYMR - formerly the Information Science Library, ISB), directly beside the The Eagle Commons Library. Their hours are listed on the Helpdesk website: http://helpdesk.unt.edu/. Besides stopping by or searching for answers on the website, you can call the Helpdesk at 940-565-2324 or send mail to helpdesk@unt.edu.

Speaking of the Helpdesk, *Benchmarks Online*, publishes a column each month called "Helpdesk FYI." This month's article is EagleConnect Mobile. Following is a selection of articles published within the past year. Perhaps one of these topics is something you've been wondering about:

- EUID Passwords

- myUNT Mobile

- Configuring EagleConnect Email on your iPhone

- EagleConnect Exchange ActiveSync Changes

- IT Outages and Maintenance Events Page

- Creating a Custom Search Filter in ITSM 7.6

- Using the Modify All Function in ITSM 7.6 (Remedy)

- Some ITSM 7.6 (Remedy) Helpful Tips and Shortcuts

- [Accessing Eaglenet with LION 10.7.2](#)

- [How to tell if your account is locked](#)

We hope that new students are familiar with the ***Tour of Student Computing Services at UNT***. There are lots of topics touched on that are of interest to non-students also. For Example, in the [Documents for Student Computing](#) area are PDF files of things like a Computer Security brochure and a General Access Computer Lab brochure. Check out the complete website: http://www.unt.edu/helpdesk/studenttour/

General Access Computer Lab System

The UNT General Access Computer Lab System is a collection of 13 computer labs spread across the UNT Denton campus. They have been set up to provide computing to the University community. The [GACL website](#) states:

The labs are intended to meet the general academic computing needs of UNT students. These labs are supported and maintained primarily through a portion of the Technology Use Fee.

Students with a valid UNT photo ID card may use any General Access Lab except where noted.

A list of labs and their locations and operating hours is available from the [GACL website](#). The lab in SYMR 104 is an ***Adaptive Lab***. As the [website](#) states:

The University of North Texas Academic Computing Services General Access Lab is located in Sycamore Hall, Room 104. The mission of this lab is to provide general services to the UNT community with an emphasis on the special features that Academic Computing Services has to offer including helpdesk support and research assistance. Additionally the ACS lab is the designated adaptive lab on campus providing state-of-the-art adaptive equipment for those who need it. For more information about adaptive services on the UNT campus visit the Office of Disability Accommodation at http://www.unt.edu/oda.

Computer Based Training

Rising costs of training, shrinking budgets and changing technology have contributed to changes in computer-based training offerings at UNT over the last several years. The Computer-Based Training [website](#) has a list of training resources currently available to the UNT community.

Online Learning/UNT eCampus

For students, a good starting place is found on the [*student tour*](#). Faculty will want to visit the Center for Learning Enhancement, Assessment, and Redesign (CLEAR) [website](#) and/or the Center itself. The *Benchmarks Online* article, [Blackboard Learn, Release 9.1 Arrives at UNT](#), will be of interest to faculty members. **iTunes U at UNT** is an offering that has lots of people excited. Read all about it [here](#).

Other Items of Interest

- **Online Student Health Portal (OSH)** -- OSH is a web-based portal connecting students to the Student Health and Wellness Center (SHWC) 24 hours a day, 7 days a week. See the *Benchmarks Online* [article](#) "Just in time for the fall semester: an Online Student Health Portal" for further information.

- **Videoconferencing** -- Videoconference Technology allows you to meet with your colleagues on campus, at the Dallas and Ft. Worth campuses, or almost anywhere in the world. See the *Benchmarks Online* [article](#) "Save Time, Money, and Avoid Parking Frustrations Using Videoconference Technology" for further information.

- [**Ask Us**](#) - The UNT Libraries' virtual/online help services; they're available from your computer 24/7.

- **Gartner Research** -- UNT students, faculty, and staff have access to Gartner Research at: https://gartner.unt.edu/ Direct access to Gartner researchers is also available. For more information see the article [*Gartner Core Research Services Available to the UNT Community*](#) in this issue of *Benchmarks Online*.

- **Campus Subscription to Higher Education Newsletters**-- UNT has negotiated a group online subscription allowing campus members free access to the *Online Classroom* & *The Teaching Professor* higher education newsletters produced by Magna Publications. Click [here](#) for more information.

- **Statistical and Research Support Services** -- "The mission of the Research and Statistical Support (RSS) group at the University of North Texas (UNT) is to facilitate access to current research tools and statistical methodologies and to promote these methods to the research, instructional, and administrative communities at UNT; to encourage a collaborative research environment for researchers through the development and use of innovative computing technologies; to provide training and consultation in the

appropriate use of statistical methodologies and computer software; and to facilitate access to data collection and data management technologies." [From the Research and Statistical Support website]. The RSS Group publishes a monthly column in *Benchmarks Online.*

- **LISTSERV.UNT.EDU** -- Listserv web interface makes it much easier to manage your listserv lists. See this past *Benchmarks Online* article for more information.

- **Data Management Services** - Services include:

  1. *Exam Grading/Analysis:* *See the article Data Management Services Update for more information.*

  2. *Research Projects: Key-Entry of survey or research projects (grad student dissertation research allowed!) into a custom data file, ready for analysis.*

  3. *Scannable Form Design: Customized scannable survey forms created using any current form, or just a new idea! Our service includes scanning the completed forms into a data file, ready for analysis, quick and easy!*

  4. *Faculty Evaluation Processing: Scan, edit and process UNT departmental faculty evaluations. Standardized reports provided: Department Overall, By Instructor-Course-Section, and By Instructor. An Excel data file will be provided to run any customized reports desired. See Faculty Evaluation Processing Tips for more information.*

  Location: Sycamore Hall (SYMR), north entrance, Room 140.

  For more information contact: Joann.Luksich@unt.edu 940.369.7416

- **High-Performance Computing Initiative** - The High-Performance Computing Initiative is available for use by UNT researchers whose research or scholarship requires use of computationally-intensive applications. See these *Benchmarks Online* articles for further information: Talon High-Performance Computing System now Available for UNT Researchers, High-Performance Computing Research Update, and High-Performance Computing Software: New and Improved!. The HPC website states: "The Academic Computing and User Services division of the UIT supports multiple clusters of 64-bit processor systems running Linux for compute-intensive scientific research. Cluster computing provides dedicated systems for concurrent processing of jobs in a batch environment."

- **Information Security** -- "The Information Security Team helps protect UNT Information Technology assets from misuse, abuse, and unauthorized access. The mission of the Information Security Team is to assist and collaborate with UNT administrative, academic, and student communities to help assess, implement, and maintain information security needs." [From the Information Security Website]. **UNT Faculty, Staff, and Students are required to read the Security Handbook.** Links and further information can be found on the Information Security homepage.

  Information Security has recently created an announcement board on UNTRANET to post important security updates/alerts as an additional security resource. See this past *Benchmarks Online* article for further information on the announcement board.

- **Managing Spam** -- Actively manage e-mail that is sent to your campus e-mail address. See the article *Managing Your Spam* for more information.

- **Campus VPN** -- The Campus VPN is an interface that will allow you to connect remotely to on-campus resources. For more information click here.

- **Free or cheap software**

  - **McAfee VirusScan** -- Free download or $3 purchase in the UNT Bookstore.

- **Free Office Live Applications** -- Microsoft now includes Office Live applications in EagleConnect. Office Live applications are web-based (cloud) versions of *MS Word*, *Excel*, *Powerpoint*, and *OneNote* which provide the full functionality of their Office Suite installed counterparts. Further information can be found here.

- **Microsoft Campus Agreement** -- UNT has had an agreement with Microsoft for a number of years that allows us to distribute various Microsoft products to employees of the University. According to the agreement, you can "use the software for school-related purposes on a personally-owned computer or an institution-owned computer designated for your exclusive use" and you must remove the software from your home machine if you leave UNT. *This agreement does not cover students unless those students are also UNT employees. UNT Health Science Center employees CAN purchase their software on the HSC campus via the ITS Helpdesk.*

  Employees wishing to install these products on University-owned computers should contact their Network Manager for further instructions. Contact the UNT Bookstore at 940-565-3185 for additional information about the Microsoft products available to faculty and staff and/or visit www.unt.bkstr.com.

- **The Microsoft Home Use Program** -- Reduced price software for faculty/staff home use. Please contact Claudia Lynch for further information.

- **Student discounts in the UNT Bookstore** - As described on the StudentTour.

- **DreamSpark** -- UNT students can take advantage of DreamSpark, Microsoft's program that provides free development software to students. Click here for more information.

- **Free/Open Source software** -- Two articles on that topic from the RSS staff:
  1. Free ! = Cheap: Open Source and/or Free Alternatives in Statistical Analysis.

  2. Free your research: Open source and other alternatives to cut your costs and improve productivity as a graduate student.

They Moved!

As their website states, "The Microcomputer Maintenance Shop (MMS) supports microcomputers for UNT faculty, and staff by providing expertise and services in order to maintain existing microcomputer equipment and assist with the selection and purchase of new computers and upgrade hardware." The Microcomputer Maintenance Shop (MMS) has moved from GAB 529 to Chilton Hall room 243. All services are scheduled to begin operating exclusively from Chilton Hall beginning 8 a.m. on Tuesday, January 17. Business hours and phone numbers will remain the same.

Various versions of this article are published each semester. -- Ed.

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- **UNT Health Science Center**

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Today's Cartoon

From "Today's Cartoon by Randy Glasbergen", posted with special permission.
For many more cartoons, please visit www.glasbergen.com.

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Network Connection

By Dr. Philip Baczewski, Senior Director of Academic Computing and User Services and Deputy Chief Information Officer for University Information Technology

Use a Web Link, Go to Jail

The U.S. Congress can't seem to get much done these days. Funding the U.S. government, extending middle class tax breaks, and extending unemployment insurance have all recently been subject to deadlock and partisan bickering. Yet, a recently introduced bill in the House of Representatives, seems to have bipartisan support. It is the "Stop Online Piracy Act" also known as SOPA or H.R. 3261. The bill would allow the U.S. Justice department as well as copyright holders to obtain court orders to inhibit or shut down websites accused enabling or facilitating copyright infringement. Unauthorized streaming of copyrighted material would become a crime under SOPA.

Well, you say, that's just the house going off half cocked as they are bound to do every once in a while. The more even keeled Senate would never pass anything so radical. Except, they have the "Protect IP Act" or PIPA which has similar goals and penalties as SOPA. That bill was already passed out of committee, but has had a hold placed on it by Democratic Senator Ron Wyden of Oregon. Thank goodness at least for those even keeled Democrats, right? Well, thank Democrat Patrick Leahy of Vermont for introducing PIPA.

Rogue Web Sites?

Why SOPA? According to the the U.S. Chamber of Commerce, "Rogue Web sites that steal America's innovative and creative products attract more than 53 billion visits a year and threaten more than 19 million American jobs." Translate that to, "we want to squeeze every penny out of commercially produced media content so that there still will be jobs sweeping up movie theaters and delivering newspapers." If you think that's an exaggeration, just recall the lawsuits filed by the RIAA against grandmothers living and dead.

So, you only have to worry about SOPA if you're running a rogue web site, right? According to CNET, SOPA "could require Internet providers to monitor customers' traffic and block the addresses of Web sites suspected of copyright infringement." It appears you are guilty until proven innocent under SOPA, or possibly just guilty, regardless.

OK, you say. You'd have had to steal millions of dollars of online content for the U.S. Government to go after you, right? British student Richard O'Dwyer would beg to differ. A British court recently ruled that he could be extradited to the U.S. to face charges of criminal copyright infringement. O'Dwyer, a 23 year old computer science student, reportedly earned more than $230,000 of advertising revenue running a website that provided links to unauthorized copies of copyrighted television shows. None of the content was directly available on Mr. O'Dwyer's web site. But O'Dwyer was deemed to have been intimately involved in deciding what links would appear on his site.

SOPA would be sure to deal with rogue website's like O'Dwyer's, but perhaps it would shut down YouTube as well. All it would take would be for one disgruntled copyright holder to get a court order based on a video clip posted by any number of people who found an old TV show or movie clip funny or entertaining and who wanted to share it with the world. Sorry YouTube. And how about Google? Just search for any number of titles that could be copyrighted content. If you find any unauthorized content, regardless of where it resides on the world-wide Internet, Google's going down (literally.)

Reinvent business?

SOPA and PIPA potentially could dramatically change the Internet as we know it. Once again this free marketplace of information and ideas is under threat from the forces that seek to protect a narrow economic interest by exerting a heavy-handed control. Copyright infringement is bad, but copyright is supposed to be a balance between the limited protection of intellectual property and the opportunity for fair use of that property to promote the exchange or advancement of ideas. The best way to prevent copyright abuse is to support fair use and to make it easy for people

to respect copyright. Apple proved with iTunes that people are very willing to pay for downloading music files when the access is easy and the price is fair. Rather than reinventing the Internet, perhaps copyright holders should reinvent their business models instead of using the U.S. Congress to help them cling to obsolete practices they used in the "good old days" when they could control all of the distribution media.

Editor's Note: News at press time indicates that SOPA may be on hold as a result of recent public reactions to the bill. For more information, see this article *Controversial online piracy bill shelved until 'consensus' is found*. In the meantime, Wikipedia and several other high-profile websites are planning a "blackout" on Wednesday, January 18, in protest of the proposed legislation.

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http://it.unt.edu/benchmarks/issues/2012/01/network-connection[4/28/16, 4:48:11 PM]

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Blackboard On-Demand Learning Center

An article in last month's *Benchmarks Online* announced: Blackboard Learn, Release 9.1 Arrives at UNT. The Blackboard On-Demand Learning Center offers tutorials in:

- Understanding & Building Your Course

- Communicating & Collaborating

- Assessing Learners

There is also an area for students.

Visit the center at:

http://ondemand.blackboard.com/

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Helpdesk FYI

By Jonathan "Mac" Edwards, UIT Helpdesk Manager

EagleConnect   Mobile

The UIT Helpdesk has launched a mobile page for EagleConnect.unt.edu for the start of the Spring 2012 semester.

Mobile Version Purpose

The intended purpose of the EagleConnect Mobile website is to provide help and configuration information for mobile devices. From the Home screen please choose the appropriate device and follow the configuration instructions.

Since EagleConnect is a Microsoft hosted product there is not a mobile version of the EagleConnect mailbox. If you would like to login to the EagleConnect website simply chose Log In from the Home page. Keep in mind that EagleConnect is not optimized for mobile devices.

Access

Most mobile devices should automatically direct to the mobile site, which can also be visited directly at http://eagleconnect.unt.edu/mobile. If your mobile device is not automatically redirecting to the mobile site you can follow a link from the main EagleConnect website.

If you would like to view the full site from your mobile device use the "View full site" link at the bottom of the page.

What it looks like

Something isn't working!

If you have any problems, questions, complaints, or requests you can use the "Report Issues" link located at the bottom of the mobile page, or contact me directly at jonathan.edwards@unt.edu.

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RSS Matters

Research and Statistical Support
University of North Texas

Working with Sage and R

Link to the last RSS article here: How to Conduct Empirical Academic Research: A (very) General Guide

-- Ed.

By Dr. Rich Herrington Research and Statistical Support Consultant

This month we review basic computational tasks within the "Sage" mathematics software. Additionally we look at using the Sage notebook as an interface to the R system of statistical software.   Details on downloading Sage and setting up a Sage server can be found at: http://www.sagemath.org

Sage consists of a large collection of public domain mathematical software packages (http://www.sagemath.org/links-components.html). The developers of Sage have looked to integrating previous existing software efforts under a common framework, rather than re-implementing their functionality. The R software system is one such software effort (http://www.cran.r-project.org), and we will look at basic operations in sharing data and computations between these two computational systems.

Getting Started - The Sage Notebook

Visit http://rss.unt.edu/home/pub/0/ for the rest of the story.

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According to the Information Technology Council (ITC) website, "As of June 5th, 2008, the IRC (Information Resources Council) became the ITC (Information Technology Council)." * **

Tuesday, June 21st, 2011

Members Present: Joe Adamo (CITC), Philip Baczewsk,(ACUS),Jim Byford, (COE), Cengiz Capan (COB), Tim Christian (Chair), Katy Gallahan, Martin Halbert (Libraries), Jane Himmel (ITC IPG), Elizabeth Hinkle-Turner (ITC SCG), John Hooper (CIO), Kenneth "Kasey" Close, William "Bill" Moen, (VPAA), Ramu Muthiah (ITC CPG), Patrick Pluscht, (VPAA CLEAR), Charlotte Russell (ITC SPPG), Ruthanne Thomas (ORED), Will Senn, Zheng "Phil" Xiang (SMHM),Robert Wellman (for Judith Adkinson) (COE), Keitha Robertson (for Troy Johnson) (VPAA Enrollment) **Members Absent:** Vacant (SGA), Michael Baggett (CVAD), Will Clark (UNT Dallas), Matt Cooper (GSC), Jim Curry (CITC CSS), Renee Drabier, (UNT HSC), Yunfei Du (COI), Dorothy Flores (CITC AIS), Bruce Hunter (CAS), Abraham John (CITC), Jon Nelson (MUSIC), Joey Saxon (Finance), Scott Warren (Faculty Senate) **Guest(s) Present:** Michael Di Paolo, (UNT System) Scott Jackson (Libraries)

Called to Order: 3:00 p.m. in GAB 210M

The minutes of the previous UNT ITC meeting, November 11th, 2010 were approved without correction.

Shared Services initiative

Tim Christian opened the meeting by introducing Michael Di Paolo, our new Associate Vice Chancellor and Chief Information Officer, who discussed the Shared Services initiative, the developing of a services catalog (currently has 159 rows). He stated the Regents' expectation is to streamline the way business is done to set a world-class service, and to lower the cost of back end services that make the university run (in the face of growth) so money can go to education. Michael stated the plan is to decide which employees move to shared service, and which are part of local service by September 1, 2011. Michael also confirmed Academic Computing is a local resource which will continue IT decision-making for the campus. He stated our system strength is no other college system is sharing the same software to run the back end and ITC needs to improve the high performance computing (currently running at 80%). Michael stated among his tasks from the Chancellor's list are: getting organizational structure for budgeting, governance, baseline statistic, performance statistics, customer service statistics; changes in process which will take three to five years to take effect. He discussed State legislation changes and how these changes affect higher education, campus IT decision-making. Budget revenue will remain local, and existing and creating policies will stay at campus level. He said software licensing and must be done in such a way that other campus' may add new licenses.

SPPG

Tim stated Charlotte Russell is the new Chair for SPPG.

Digital Communications project

Elizabeth Hinkle-Turner gave updates (see attached) of the Digital Communications project, noted corrections, and stated her research showed one-quarter million dollars is saved in printing costs. She is not recommending it become a policy but to use digital communications as much as possible, John Hooper requested Elizabeth accompany him in August to present it to the President for approval. Elizabeth asked everyone to review and offer recommendations before the meeting with the President. Elizabeth also stated more departments are using CRM. Student Planning will be launching another student computing survey.

Lecture Capture System

Questions were asked about the status of the Lecture Capture System and action needed to move forward. Jane Himmel updated plans for mobile learning pilot project offered free by blackboard. CLEAR will have staff trained and is currently negotiating for all services (ATT, T-Mobile, etc...) to be included.

The next scheduled ITC meeting is July 19th, 2001.

Meeting adjourned at 3:45 p.m.

Tuesday, July 19, 2011

Members Present: Joe Adamo (CITC), Philip Baczewsk, (ACUS), Michael Baggett (CVAD), Jim Byford, (COE), Cengiz Capan (COB), Tim Christian (Chair), Kenneth "Kasey" Close, Matt Cooper (GSC), Nicole Eleazar (Internal Audit), Katy Gallahan, Scott Jackson (for Martin Halbert) (Libraries), Jane Himmel (ITC IPG), Elizabeth Hinkle-Turner (ITC SCG), John Hooper (CIO), William "Bill" Moen, (VPAA), Ramu Muthiah (ITC CPG), Jon Nelson (MUSIC), Patrick Pluscht, (VPAA CLEAR), Charlotte Russell (ITC SPPG), Ruthanne Thomas (ORED), Bhavini Nayee (for Will Senn), Zheng "Phil" Xiang (SMHM), Paul Hons (for Judith Adkinson) (COE), Troy Johnson (VPAA Enrollment) **Members Absent:** Will Clark (UNT Dallas), Jim Curry (CITC CSS), Renee Drabier (UNT HSC), Yunfei Du (COI), Dorothy Flores (CITC AIS), Bruce Hunter (CAS), Abraham John (CITC), Joey Saxon (Finance), Scott Warren (Faculty Senate) **Guest(s) Present: None**

Called to Order: 2:00 p.m. in GAB 210M

The minutes of the previous UNT ITC meeting, **June 21st, 2011** were approved with corrections.

Shared Service update

Tim Christian opened the meeting by introducing John Hooper to discuss Shared Service update.

John mentioned Terry Pankratz posted on his Blog the PowerPoint presentation he did on June 29th, 2011 of the Audit Committee of the Board of Regents with some information about IT.

John stated his group has been meeting with the IT organizations at UNT Dallas, HSC, along with the System CIO Michael Di Paolo. A service list (of IT services) was developed (approximately 159) and they are in the process of distilling the list into categories. He stated the goal is to determine which are local shared resources. The emphasis is on core infrastructure, large enterprise services, and to determine but not to take over things that are differentiated, strategic, or local to particular campuses. It will be established by September 1st, 2011 which resources are already shared, and the responsibility of the System but will still be on the UNT Payroll. The Local Future category (infrastructure) will spawn committees along with the group of representatives of each institution to decide what can be shared. John also stated they are trying to put together a general guideline for governance of the Shared Services.

Goals for the upcoming year

Tim presented group's feedback of the goals for the upcoming year. Tim mentioned IT governance structure will be discussed at September ITC meeting.   He also stated each campus will have its own IT policies. He said the group will be looking at the policies for the UNT campus. John stated he has been working with Finance regarding restrictions on personal computing policy. Tim stated he is gathering data from the messaging group of the number of iPads in use.

Tim began the discussion for the coming year's items to consider. Members agreed to document the ITC proposal process, establish an ad-hoc Emerging IT Trends Sub-Committee led by Jane Himmel, composed of the Planning Group Chairs, and Chair of DCSMT.

Cengiz stated another committee would slow the decision process which needs to be quicker to keep up with growth of technology and enrollment. It was suggested to pivot on a monthly report process by a sub-committee.

Patrick stated Agneda Item Number 3.f is about non-instructional video production services for instructors and departments outside of what his group does.

The last three items under Agenda Item Number 3 for consideration for the upcoming year will be emailed to members for discussion over time.

Members (with one abstention) decided to remove from the calendar the ITC meetings scheduled in January and March of 2012, and the Council will only meet when there is pending business. Outlook appointments for the meetings will be sent out by Christine. It was agreed to do online voting to expedite items that are pressing.
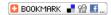
Lecture Capture System pilot

Jane reported Faculty recruitment is almost complete for Lecture Capture System pilot for fall, and has a new release which needs to be tested because it is different than the one tested last spring, and faculty training has been scheduled for August. She has purchased 100 hours of Tegrity, and will design surveys for Faculty and Students then reporting every three weeks to receive early data of how it is being used, perception, and satisfaction. Jane also stated Blackboard is being upgraded to Blackboard 9.1 tonight for Fall Semester, and 10 classes are using it. She went to the Blackboard World Conference in Las Vegas, presented on her migration efforts, and networked with other universities doing the same move to compare ideas and resources. She did not communicate the migration campus-wide but will do so in the first few weeks ofin the fall semester.

The next scheduled ITC meeting is September 20th, 2011.

Meeting adjourned at 3:25 p.m.

*For a list of I*RC Regular and Ex-officio Members click* [here](). *Tim Christian is currently the chair*.

**DCSMT Minutes can be found [here]().

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Training

By Claudia Lynch, *Benchmarks   Online*Editor

Instructor-led courses are currently offered only by special request. Please contact an RSS member or Claudia Lynch if you are interested in taking such a class or wish to have someone offer a class for your students. **SPSS and SAS courses are now offered *online* only.** RSS staff will be still be available for consultation on those topics, however. Another class available online is ***Introduction to R***. Make sure and check out the **RSS Matters** article *Statistical Resources* in the November 2011 issue of *Benchmarks Online*.

Special classes can always be arranged with the RSS staff. Also, you can *always* contact the RSS staff for one-on-one consultation. **Please read the FAQ before requesting an appointment though.**

Especially for Faculty and Staff Members

In addition to the online statistical courses, which are available to students, faculty and staff, staff and faculty members can take courses offered through the Human Resources Department (they have a new comprehensive training curriculum), and the Center for Learning Enhancement, Assessment, and Redesign (CLEAR). Additionally, the Center for Achievement and Lifelong Learning (CALL) offers a variety of courses, usually for a small fee.

EIS training is available and expanding. Please see the article *EIS Training Available Online for New Faculty & Staff* in the August issue of *Benchmarks Online* for further information.

Microsoft E-Learning

Microsoft E-Learning courses are now available for *faculty and staff* via our UNT-Microsoft Campus Agreement. Please contact Claudia Lynch at lynch@unt.edu for instructions on accessing this training. If you haven't accessed the training since last year you will need to get a new access code. UNT, UNTHSC and UNTSYSTEM e-mail addresses are now able to access Microsoft E-Learning.

Microsoft Outlook Tutorials and much more

The Enterprise Messaging and Directory Services Group has all sorts of useful information on their website, including tutorials and FAQs. The home page displays a list of their newest tutorials with tutorial topic pages displaying the most accessed pages. You can search the site for whatever you're interested via a Search Box on the left-hand side of the page.

Central Web Support

Consult Central Web Support for assistance in acquiring "Internet services and support." As described on their website:

CWS provides Internet services and support to UNT faculty, staff and students. Services include allocating and assisting departments, campus organizations and faculty with web space and associated applications. Additionally, CWS assists web developers with databases and associated web applications, troubleshooting problems, support and service.

CLEAR

CLEAR offers courses especially for Faculty Members. A list of topics and further information can be found here.

"Brown Bag Seminars" are back! Faculty meet for lunch once a month during the Fall and Spring sessions in Chilton 245 from Noon-1 p.m. The purpose of this group is to bring faculty members together to share their experiences with distributed learning. One demonstration will be made at each meeting by a faculty member with experience in distributed learning. More information on these activities can be found at the CLEAR Website.

Ed2go

Ed2go are courses that are offered, for a fee, to UNT faculty, staff and students as well as the general public. According to the CALL website:

> CALL has partnered up to provide online learning on a variety of topics. From standardized test preparation to database programming to training for libraries and their staff, there's a variety of areas from which to choose in online learning.
>
> The online minicourses, provided in conjunction with Ed2go, are standardized 12-lesson modules released over a six week period. (Courses are active for eight weeks to provide some flexibility). Each module features a quiz. Lessons are instructor-led and course participants and instructor communicate through a course discussion board. Lessons can be downloaded and saved. At the end of the course there is a final quiz. A passing grade opens a window that allows students to print out a course completion certificate.
>
> All courses are $89, and UNT faculty, staff and students may receive a $10 discount.

For additional information surf over to http://www.ed2go.com/unt/

Information Security Awareness

The UNT Information Security team offers Information Security Awareness courses to all UNT faculty and staff. Topics to be covered will include workstation security, sensitive data handling, copyright infringement issues, identity theft, email security, and more.

It is a policy requirement that ALL staff take an information security course at least once a year.

Please contact Allan Anderson in CITC Information Security if you have any questions, or would like more information about the online training. **Either attending a live class or going through the online training will count towards your training requirement.** You can also request a customized course to be taught for your department.

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers. See http://www.gal.unt.edu/ for a list of labs and their locations. The Willis Library, for example, has a list of Tutorials and Software Support. The Library Instructional Unit also offers workshops and training, including "tech skills" training. Visit their websites for more information: http://www.library.unt.edu/library-instruction

The Training Website has all sorts of information about alternate forms of training. Computer Based Training (CBT) and Web-based training are some of the alternatives offered, although due to the rising costs of training, shrinking budgets and changing technology, computer-based training at UNT is in a state of transition. For up-to-date information on CBT at UNT, see the CBT website.

Gartner Research Services

UNT has offered Gartner Core Research Services to **all** UNT faculty, students, and staff since 2006. All you need to do to access the subscription is to **log into the UNT Gartner portal page** at https://gartner.unt.edu/. Once you have logged in, you can view upcoming webinars: http://www.gartner.com/webinars/ and listen to Gartner podcasts here: http://www.gartner.com/it/products/podcasting/asset_137461_2616.jsp. For more information about Garther Research Services, see the article *Gartner Core Research Services Available to the UNT Community* in the August issue of *Benchmarks Online*.

State of Texas Department of Information Resources

Another possible source of training for staff and, perhaps, faculty members is the Texas Department of Information Resources. A look at their Education and Training website reveals some interesting possibilities.

New Horizons Computer Learning Centers

New Horizins is a DIR vendor, which means that state agencies, like UNT, get special pricing for their services negotiated at the State level (click here for more information about DIR vendors). New Horizons offers courses at their own facilities in Dallas and Fort Worth, but will arrange for onsite training as well.

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Staff Activities

Transitions

New Employees:

- **Zach Friday**, ACUS/Adaptive Lab consultant (part-time).
- **Mohan Velagaleti**, ACUS/Adaptive Lab consultant (part-time).

No longer working in the Computing and Information Technology Center:

- **Matthew Randall**, Helpdesk Microcomputer Consultant (part-time).
- **Douglas Swofford**, ACUS/Adaptive Lab consultant (part-time).
- **Tingting Yang**, ACUS/Adaptive Lab consultant (part-time).
- **Amer Sardar**, ACUS/Adaptive Lab consultant (part-time).
- **Revant Sati**, ACUS/Adaptive Lab consultant (part-time).
- **William (Bill) Belcher**, IT Programmer Analyst, EIS Application Infrastructure Management, AIS Tools & User Services. **Retired.**

Changes, Awards, Recognition, Publications, etc.

ITSS Enterprise Applications

On December 16, 2011, updated IT Shared Services (ITSS) organizational charts were published for ITSS team members. The following is a summary of several changes reflected in the charts that affected alignment of positions in the Enterprise Applications (EA) division lead by **Dorothy Flores**, EA Executive Director.

1. EISSEC is now called EA Security Administration and User Services. Part of the name change is due to the move of Production Control, led by **Phillip Brooks**, to that team. This was a logical and important move in strengthening IT change control efforts as security is an integral part of that function. Additionally, the existing portion of the Security team has become a sub-team led by **Kristina Randolph**. Both Phillip and Kristina report to **Vicky Walker-Brooks**.

2. The Finance Administrative Systems Team, managed by **Alan Wilson**, has a new sub-team for Grants administration which is being led by **Joy Aswalap**, and includes **Pablo Ozuna** and **Tariqul Hasan**. This is a critical step in EA efforts to better focus on the strategic goal of UNT to become a tier 1 research institution and continue to meet the needs of HSC's desire to significantly grow their research funding. The new sub-team members will continue to work in the other Finance modules, but their efforts will primarily revolve

around advancing the initiatives affecting Grants administration.

3. **Dan Strange**, manager for the Student Financials Systems Team, has a new team member from HSC, **Prafulla Srinivasan**, as part of the new ITSS initiative to bring all shared IT functions into the ITSS organization. Although Prafulla will be reporting to Dan, she will be the primary local support for functionality that has been developed for and is unique to HSC for the Student Administration modules. Although this is a broader scope for Prafulla, she will have the support of a great group of Student Administration teams who also now are tasked with supporting HSC users, just as the HR/Payroll and Finance teams have always done in the past.

4. A large and significant project is under way to implement software that will replace the EIS Contributor Relations (CR) module. The project name is the Blackbaud Raiser's Edge implementation project. As a result of the decision to go with an externally hosted software solution with Blackbaud, the Contributor Relations technical team is being redistributed within ITSS. The team was comprised of **Jerry Takimoto**, **Pam Naughtin**, and **Jay Maxwell**. Jay and Pam are transitioning to the Admissions team as they roll off of the Blackbaud project. With the experience of those two individuals, this is a huge boost to a team that has had ever increasing pressures to support the expanding needs of the admissions offices at all of the campuses. Jeri has assumed the new role of an official Project Manager for ITSS. As the project manager for the Blackbaud project, she is honing skills to take on full-time project management once that project is complete. It has long been a desire to have dedicated IT project managers, and Jeri will be our first.

5. On January 2, **Cathy Gonzalez** moved to a position at the ITSS level (ITSS Communications, Marketing, and Training Manager), where she will be responsible for Marketing and Communications for the entire department, instead of just Enterprise Applications. She is also taking on the oversight of an ITSS employee training program. Cathy's team, EISTCA, has been disbanded and resources distributed in other areas. **Irene Valdez** moved with Cathy in an administrative support capacity. **Andrew Miller**, Cathy's student worker, will be moved to the Tools team along with the web development and support that he has been doing on the EISTCA team. Consolidating this function on the Tools team will afford more support for those needs. **Rebecca Padia** has moved to the Finance and Administration Business Analyst team (FABAT) and is reporting to Lauren Buchanan. Rebecca is taking with her the UPK support and development for all EIS application areas, as well as any other non-EIS applications, that can benefit from the UPK functionality. This is a great opportunity for Rebecca to expand her knowledge and expertise in EIS relating to UPK, and also begin to learn new skills as a business analyst.

InHouse Prize Winners

We have some more *InHouse* prize winners! **Mary Ann Neuroth**, IT programmer analyst and **Yoke Teo**, Enterprise Messaging admin, AVC and CIO ITSS Administration, were winners in the December 7 *InHouse* prize giveaway. **Jonathan Edwards**, helpdesk manager (UIT) and **Patricia Bell**, administrative coordinator, AVC and CIO ITSS Administration, were winners in the December 12 InHouse prize giveaway.

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