Benchmarks Online

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Dr. Leatherbury is back this month with news about the new Student E-mail Policy and the rollout of some multimedia production workstations around campus.

New Hours for Helpdesk, Print Operations

New millennium, new year, new semester, new hours ... Two divisions of the Computing Center have recently announced new operating hours.

Remedy: It's Good for What Ails You

As we begin the year 2000, all of the academic units and most of the administrative units at UNT are using Remedy as their automated trouble call tracking system. As the use of this system increases on our campus, the likelihood that **YOU** will receive a message from arsystem@antidote.acs.unt.edu increases as well.

GroupWise Document Management

Although GroupWise is initially an E-mail client, there are other features of GroupWise that are now available to the user since the recent upgrades. One of these features is GroupWise Document Management Services. The document management feature is actually quite impressive and a good fit with the functionality of the

GroupWise client.

GroupWise 5.5 Enhancement Pack CD Available for Home Use

The GroupWise 5.5 Enhancement Pack Client is now available. It is being installed around campus and you can also check it out for home use. Significant updates and new features are highlighted in this article.

Uploading Your Website: FTP vs. Composer

If you're in charge of a student organization at UNT or just developing a personal Web page on people.unt.edu you pretty much have two choices for publishing your site. You can either use Netscape Composer to upload the files or you can use an FTP program. Find out which choice is the best for you.

Don't forget to check out our monthly columns. This month's topics:

- **RSS Matters** -- "Why SPSS 10.0?"

- **The Network Connection** -- "Are we Smart Enough for the Internet?"

- **List of the Month** -- "The Charles Schulz Tribute Quilt"

- **WWW@UNT.EDU** -- "Taking Back Your Privacy"

- **Short Courses** -- Update on the various courses offered this semester.

- **IRC News** -- Minutes of the January meeting.

- **Staff Activities** -- More Computing Center staff recognized as "Soaring Eagles."

RSS Matters

Why SPSS 10.0?

By [Dr. Karl Ho](#) and [Craig Henderson](#)

SPSS has turned to two-digits now. New version? Again? Yes, in a period of less then 6 months, the software company rolled out two versions of its flagship software late last year. Mostly a marketwise strategic move, the software merits applicationwise evaluations from support standpoints though. And the new version does introduce innovations that facilitate research and data analysis in practice.

Major new feature

The major new feature that SPSS programmers introduce in the new version is the so-called "Distributed Analysis Architecture". The new architecture represents an integral part of the distributed computing concept in which computers connected to the network share jobs and workloads. Formerly, SPSS had multiple modes under different licensing arrangements. The University of North Texas distributes the workstation version of SPSS, which works on individual, standalone machines. A network, server/client version (not available at UNT) was in place but was not as popular as the one we currently support. In version 10.0, the company joins these two versions closer together and moves on to distributed computing. An SPSS server houses the database responsible for storing and feeding data, and the SPSS workstation receives data and does the computing. The rationale behind this division of labor is allowing the sharing of large databases and avoiding duplicating storage on individual PCs, where users can focus on the data analysis and reporting.

The advantages of distributed computing are many. In a nutshell, it optimizes the hardware usage by job sharing and makes more efficient use of the networked server and workstations. It also distributes or decentralizes workloads to multiple nodes and depends to a large extent on the network throughput.

The new architecture in SPSS 10.0 will benefit researchers who work frequently with huge databases such as US Census data, which easily approaches the 2 gigabyte threshold for MS Windows systems. It also benefits those who share data often. No longer do they need to put the sizeable data on a local hard disk and crash SPSS every time the data are crunched. However, distributed processing necessitates an SPSS server license that we currently do not support. Despite that, we are equipped with the UNIX version of SPSS that handles sizeable data.

Additional new features

Some additional new features that UNT researchers can enjoy in SPSS 10.0 are:

- **Multiple sessions** -- The new version allows multiple SPSS sessions

running simultaneously on the same desktop computer. In our experiments we have been able to open five SPSS sessions with medium sized data sets, which takes up about 40 to 50 percent of CPU resources. Of course, running more than five sessions is not recommended, but SPSS manages two or three simultaneous sessions well.

- **Data Access --** The latest version of SPSS enhances its versatility and efficiency in data access. For instance, it can directly read in SAS system files (up to version 6.12, it only imported SAS transport files in the past) and Excel worksheets without the need of ODBC drivers (including Excel 2000). The new GET DATA command complements the existing DATA LIST command by using virtual active files stored in cache. This new feature partially eliminates the need of duplicating data files in temporary disk space for certain data procedures (e.g. reading in data, merging data files).

- **New Statistical Procedures --** A new non-menu procedure, Polytomous Logit Universal Models (PLUM), that allows using regression models on ordinal dependent variables has been added to the Advanced Models module. Other new procedures include the CATPCA and PROXSCAL, which exist under the Categories module. The former procedure simultaneously quantifies categorical variables while reducing the dimensionality of the data via Principal Components Analysis. The second enables proximity scaling in Multidimensional Scaling.

What's next?

In terms of development, SPSS has been on the double in the past two years, during which the software delivered three major upgrades. Two major trends are observed. First, more new procedures have been added and data access capability has also been enhanced. However, the company has also expanded its flagship software, plus its other acquired products, into a wider audience, mostly business users. Clearly more new developments are geared toward market research and business studies. Compared to other statistical packages, SPSS has explicitly become more of a business tool than a research tool. Second, while the open source movement helps promote participation of users and programmers in software development, SPSS has become more proprietary and "cathedral" (see Mullet and Mullet 1999). We can see the blooming of user groups of other statistical software like Stata, SAS and S-Plus, leading to proliferation of user-developed programs and macros available for sharing and collaborated development, not to mention a completely open source statistical product, R. SPSS, however, remains "unmoved" by this movement. For instance, there are over 400 downloadable ado files (Stata macros) developed by users archived at one of the user-supported Web site(*). SAS and Mathsoft (developer of S-Plus) also provide archives of macro or sample programs. For SPSS, its official Website houses only 11 macros, two of which are contributed by users back in 1994.

Conclusion

In conclusion, it appears that SPSS's change in development strategy has paralleled the changing of its acronym (from Statistical Package for the Social Sciences to Statistical Products for Service Solutions). This seems to indicate a

desire to reach a larger audience. While it has historically marketed itself to the academic community, it appears that in the future SPSS's development will continue to be primarily geared toward business applications. It is not that these developments are not helpful to researchers in other fields, for example, distributed processing is an innovation that can benefit anyone using large datasets. However, in our opinion, the statistical developments lag behind products such as SAS and S-Plus. In the authors' opinion, the biggest advantage of SPSS still continues to be the ease of use and the relatively short learning curve, something particularly advantageous for teaching purposes. We will continue to keep you posted with updates and developments.

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* Boston College Department of Economics Stata Archive
(http://ideas.uqam.ca/ideas/data/bocbocode.html)

Mullet, Kevin and Dianna Mullet. 1999. Doing it in the Open. *Benchmarks On-line*. Volume 2 - Number 6, June 1999
(http://www.unt.edu/benchmarks/archives/1999/june99/open.htm)

Network Connection

By Dr. Philip Baczewski, Associate Director of Academic Computing

Are we Smart Enough for the Internet?

A number of events recently have made me wonder if humankind is smart enough for the Internet. I am not questioning the intellectual ability of any individual, but collectively we can look pretty dense sometimes. For an example, take the recent rash of denial-of-service attacks against some high-profile commercial Internet sites. That activity in itself is pretty stupid and pointless, and the general public reaction is not much better. The only thing it proves is that it can be done. So what. If you put enough cars on a street you will also end up with a traffic jam. The Internet retailers involved claimed that they lost millions of dollars of business. So what. They will probably make that up in additional volume following the incidents. We probably lose more productivity from real traffic jams than Internet traffic jams, which makes the perpetrators of the recent incident appear to be some genuine virtual idiots.

What's in a Name?

At the beginning of this year, the owners of the address year2000.com, decided that they were done with that name and put it up for auction on the online auction site, ebay.com. The site had Y2K planning information, so they figured that they might as well close down and see if they could make a buck or million by selling their virtual real estate (I think that's an oxymoron). All kinds of excitement was generated when the Associated press reported a record bid for a domain name. In fact, there were two bids for 10 million dollars. It was less exciting when both bids turned out to be hoaxes.

I am continually amazed by a news media, members of which are supposedly skeptics by profession, which, with more gullibility than a four-year-old, continually bites on Internet stories. If you doubt this gullibility, just remember the story about the teenage couple who were planing to broadcast their first sexual encounter on the internet -- another hoax. The constant stream of fluffy non-news such as the above only serves to discourage intelligent use of the Internet. It paints it as some outrageous environment inhabited by some fringe element of society. If it isn't sensational or disastrous, it apparently is not a story. The collective Internet intelligence of the traditional media has so far shown itself to be in the single digit I Q range.

How Stupid do they think we are?

Since last fall, there has been a fellow living in Dallas who legally changed his name to dotcomguy (http://www.dotcomguy.com). He lives in a house that started out with empty rooms and bare walls (other than the omnipresent Web cams which broadcast his life over the Internet). The idea is that he is under contract to live in this house for a year, never leaving its confines other than occasional visits to the back yard, He is supposed to acquire anything he requires to sustain his life and lifestyle via electronic commerce sites on the Internet (the first delivery he received was, not surprisingly, a computer). It is a promotional stunt sponsored by several companies doing business providing Internet services or e-commerce development. The stunt has received local media coverage in the Dallas/Fort

Worth area and has an extensive Web presence to promote the idea and the e-commerce businesses that have signed on as sponsors.

Imagine my surprise when I saw the following commercial on network TV: four individuals pile out of a car and walk toward a house. They go inside and the implications are that they will be living there together, but guess what? There is no furniture but a desk on which there is a computer. And on that computer is (as the commercial makes obvious) Microsoft Network. This caused me to wonder if Microsoft had ever had an original corporate thought in its life. It is ludicrous to see how they have taken reality and turned it into fiction. Dotcomguy, as silly as the concept is, at least provides us with a bit of reality in showing the usefulness of e-commerce. Microsoft has stolen that idea and is now trying to convince us of the usefulness of their proprietary network via slickly produced commercial fiction. (Oh, and those aren't 65,000 bugs in Windows 2000 -- they are notations for future improvements, this according to a Microsoft representative on a recent local radio show). Microsoft must think that we are pretty stupid.

Measuring up

The Internet has grown up so fast and is so distributed that no government has had a chance to regulate it and no company has had a chance to buy it. It is the freest and most inclusive forum for the exchange of information that has ever existed. But, with freedom comes responsibility. If you expect to be treated ethically, you must act ethically. If you expect to receive accurate information, you must provide accurate information. If you expect others to represent themselves honestly, you must represent yourself honestly. If you expect to find intelligence, you must act intelligently. All of this applies whether you are an individual or a large corporate entity.

So, we have been handed the gift of this free market of information and services. History will show how smart we were in using this gift. Will we invest it wisely and treat it with care and nurturing, or will we squander this gift and throw it on the trash heap of failed ideas? Can we exercise some collective intelligence, please?

Comments, Questions? Send them to [Philip Baczewski](mailto:).

List of the Month

Each month we highlight one Internet, USENET Special Interest Group (SIG), or similar mailing list or Website.

The Charles Schulz Tribute Quilt

This is somewhat of a departure from the items that normally appear in the "List of the Month," but Charles Schulz touched a lot of lives during his 50 years of cartooning and now other cartoonists are paying tribute to him with the Charles Schulz Tribute Quilt -- online, of course. **You can too!**

According an article in Salon, "Weeks before the death of Charles M. Schulz on Saturday [2/12/2000], Internet cartoonists began piecing together an online tribute to the creator of Charlie Brown, Snoopy and the gang. The ongoing project is a virtual quilt, which knits together panels drawn by professional cartoonists, amateur comic artists and 'Peanuts' fans."

This is an ongoing tribute organized by Steve Troop (mayberry@melonpool.com), Ken Plume (crowt@tibbysbowl.com) and Thomas K. Dye (tkdye@newshounds.com). As they say on their Web page About the Charles Schulz Tribute Quilt, "We're asking that cartoonists everywhere, syndicated or online, or even amateur, join together in contributing a panel to the quilt." Following is more information, quoted from the aforementioned Web page.

Okay, what do you need?

All we ask is a 150 by 150 pixel square panel of your tribute to "Peanuts" and Mr. Schulz. Send it to tribute@newshounds.com. It will be added to an html page, and the image itself will be a link to the artist's respective page. An announcement has been made to the online community . . . We have alerted the Peanuts websites and United Media. We'll be keeping the quilt up for as long as we can!

Is there anything else I can do?

Alert cartoonist friends! Let them know! The more people who can contribute the better. This is the time to stand together and make a grand tribute to one of the landmark comic strips of the 20th century. :)

WWW@UNT.EDU

By [Claudia Lynch](#), *Benchmarks Online* Editor

Mark is taking a break from his column this month to work on some programming projects. -- Ed.

Taking Back Your Privacy[*]

There have been a lot of Internet privacy issues reported in the [news](#) lately. It turns out that the companies who provide advertising infrastructure to Websites (the banner ads) track you as you move from page to page within a site, and often track your movement from site to site. They also work with sites to cross-reference that information against whatever information you voluntarily share (e.g. for a purchase) and your credit card purchase information.

DoubleClick[**], one of the top two banner ad serving companies, recently shelled out $1.7 BILLION to buy [Abacus Direct](#), a direct market research firm that compiles demographic and credit card info: "Abacus Direct, a Division of DoubleClick Inc., is the leading information and research provider to the direct marketing industry, managing the nation's largest proprietary database of consumer catalog buying behavior used for target marketing purposes. The Abacus Alliance, a cooperative membership database, contains records from more than 1,100 merchandise catalogs, with more than 2 billion consumer transactions from virtually all U.S. consumer catalog buying households."

Under mounting public pressure, some of these companies are starting to offer various ways for you to "Opt Out". Opting out means the banner company no longer tracks you, no longer compiles and cross-references your| personal information, and deletes whatever information they already have| from their databases.

Following is a list of pages or E-mail addresses you can use to opt out of each company's monitoring programs. **Note:** For the opt outs that involve cookies (DoubleClick, Engage, Avenue A, Flycast) you need to run them on every computer from which you access the Web regularly.

- **DoubleClick:** http://www.privacychoices.org/content_optout.htm

- **Engage:** http://www.engage.com/privacy/koptout.htm (CMGI's Engage is acquiring AdForce and Flycast.)

- **Avenue A:** http://www.avenuea.com/info/optout2.asp

- **Flycast::** http://www.flycast.com/about_us/index.cfm?sub=pri&content=priv-optout

- **24/7 Media:** "Any consumer may request removal of his or her name from 24/7 Media's marketing database by sending e-mail to optout@247media.com. You must provide your name, complete street address, city, state, ZIP code and e-mail address. We will use reasonable efforts to delete this information from our existing files."

- **MatchLogic:** "Should you decide that you do not wish for MatchLogic to use| your

profile for any of the services we provide, simply send an email to unsubscribe@globalunsub.delivere.com with the word 'unsubscribe' in the subject and provide your name and address. We will| process your request and send you a confirmation email."

- **BURST! Media:** "BURST! openly volunteers its practices of collecting information, its targeting capabilities, and its use of cookies. If you have any questions pertaining to this privacy policy and its contents, please direct your correspondence to contact@burstmedia.com"

- **L90:** "If you have questions or concerns regarding this statement, you should first contact Customer Service sending an email to customerservice@L90.com"

- **Sabela:** "For more information, please contact us: Email: info@sabela.com"

Sample Message

Here is a sample of the type of message you can send to companies who want E-mail on this topic. Note you can request to have more than one person included in "opting out."

> Subject: Opt Out
>
> Please permanently remove all data for the following individuals from all your databases immediately:
> <name1>
> <addr>
> <city>, <state> <zip>
> <email addr>
>
>
> <name2>
> <addr>
> <city>, <state> <zip>
> <email addr>
>
> Thanks!

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* *Benchmarks Online* has addressed the issue of online privacy frequently, most recently in the article "Personal Information Online" (http://www.unt.edu/benchmarks/archives/1999/december99/info.htm). The July 1999 Network Connection article "Keeping yourself safe from the Internet" (http://www.unt.edu/benchmarks/archives/1999/july99/netcom.htm) also provides a thoughtful look at this important topic.

** NewsScan Daily (18 February 2000) reported the following:

MICHIGAN PUTS DOUBLECLICK ON NOTICE

The attorney general of Michigan has filed a "notice of intended action" against DoubleClick, charging the Web advertising firm with "failing to disclose to Internet users that DoubleClick is systematically implanting electronic 'cookies,' or electronic surveillance files, on hard drives of users' computers without their knowledge or consent." In addition, the notice criticizes DoubleClick's recent attempts to combine its tracking data with personal

data such as names obtained through its acquisition of Abacus Direct last year. Michigan's filing, which is preliminary to a lawsuit, is the third action taken against DoubleClick this week -- the Federal Trade Commission and the New York attorney general earlier launched separate inquiries into the company's business practices. (Financial Times 18 Feb 2000) http://www.ft.com/

Short Courses

By [Claudia Lynch](#), *Benchmarks Online* Editor

There are quite a few ACS Short Courses available this semester. There is still time to register for and attend courses in SAS, SPSS, "Using Statistical Applications on ACS UNIX Systems," LaTeX, New Technologies for Survey Research, S-Plus, "Creating a Homepage with Netscape," and "Creating a Homepage with FrontPage 2000." Please consult the [Short Courses](#) page if you would like to find out more about these courses.

Customized Short Courses

Faculty members can request customized short courses from ACS, geared to their class needs. Other groups can request special courses also. Contact ACS for more information (ISB 119, 565-4068, lynch@unt.edu).

Especially for Faculty and Staff Members

In addition to the [ACS Short Courses](#), which are available to students, faculty and staff, staff and faculty members can take courses offered through the [Human Resources](#)Department, the [Center for Distributed Learning](#), and the UNT Libraries' [Multimedia Development Lab](#).

Center for Distributed Learning

The Center for Distributed Learning offers courses especially for Faculty Members. Topics include those listed in the box below. Additional instruction is available from the [Multimedia Development Center](#) on such topics as Web Course Management, Videoconferencing, Graphics Production, Audio Capture, Video Capture, Course Authoring Software, and various aspects of WWW Programming as HTML, JavaScript, Java, Shockwave, Quicktime VR, and Streaming Media.

The center also offers a "Brown Bag" series which meets for lunch the first Thursday of each month at Noon in ISB 204. 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. Each meeting is followed, for those interested in using WebCT®, by a one hour orientation for beginners in ISB 203. More information on these activities can be found at the [Center for Distributed Learning](#) Web site.

> **The Center for Distributed Learning will be providing the following training sessions and workshops the remainder of this semester:**
>
> **WebCT Training:**

- **Quizzing and Testing in WebCT - February 24 or 25**

Distributed Learning Strategic Planning Workshops:

- **Session 2 - March 20 (9:00 - 4:45) and March 31 (1:00 - 5:00)**

- **Session 3 - March 28 (9:00 - 4:45) and April 6 (1:00 - 5:00)**

Check out "Training and Events" at www.unt.edu/cdl for more information or to register online.

UNT Libraries'

The UNT Libraries' Multimedia Development Lab has also offered free training to all University of North Texas faculty and staff in the basics of FrontPage 98 and information architecture in the past. For more information visit the Multimedia Development Lab's home page at http://www.library.unt.edu/mmdl .

Technical Training

Technical Training for campus network managers is available through the Campus-Wide Networks division of the Computing Center. Some of the seminars, such as one on disaster recovery/business continuity planning techniques, may be of interest to others on campus as well.

UNT Mini-Courses

These are a variety of courses offered, for a fee, to UNT faculty, staff and students. It was recently announced that all faculty, staff and students are being offered a five dollar discount on any UNT minicourse. According to the announcement:

UNT Minicourses are informal, test-free courses for adults interested in learning new skills, enriching leisure time, managing personal finances, creating healthy and active lifestyles, and developing marketable professional skills.

The Spring 2000 line-up offers a total of 80 courses in 16 different categories, including 14 all new courses for 2000. In Spring 2000 you'll find new ideas and fresh approaches in classes about building wealth, home computing, recreation, wellness, career building as well as the region's largest selection of special interest courses in art, language, history, music and dance.

Celebrate the new millennium and prepare for the opportunities ahead by learning something new through a UNT Minicourse.

For a free brochure or additional information, call (940) 565-3482 or surf

over to http://www.unt.edu/ccecm for a complete on-line brochure.

Alternate Forms of Training

The Training Web site has all sorts of information about alternate forms of training. Training tapes, Computer Based Training (CBT) and Web-based training are some of the alternatives offered.There are also handouts for computer training (Microsoft Office 97 and Windows 95) on the following topics:

- GroupWise 5.2 -- Handout for Win95/NT
- FAQ for GroupWise 5.2
- Info on GroupWise for Win3.1
- Computers - Back to the Basics
- Introduction to Windows 95
- Introduction to Word 97
- Advanced Word 97 - MailMerge It Together
- Introduction to Excel 97
- Introduction to PowerPoint 97
- Introduction to Remedy (THE Call-Tracking Program)
- Using Netscape Communicator and the UNT Home Page

December's "List of the Month" offers links to free Microsoft Word and Excel information also.

IRC News

Minutes provided by Sue Ellen Richey, Recording Secretary

IRC Regular Voting Members: Judith Adkison, College of Education; Ginny Anderson, Fiscal Affairs; Donna Asher, Administrative Affairs; Sue Byron, Faculty Senate; Carolyn Cunningham, Student Affairs; Jim Curry, Academic Administration; David Griffiths, Student Association, Don Grose, Libraries; Jenny Jopling, Instruction Program Group; Joneel Harris, Administrative Program Group; Elizabeth Hinkle-Turner, Standards & Cooperation Program Group; Allen Livingston,Graduate Student Council; Dan Mauldin, University Planning Council; Ramu Muthiah, School of Community Services, GALMAC; Jon Nelson, College of Music; Robert Nimocks, Director, Information Technology,UNTHSC; Steve Oeffner, UNT Health Science Center; Russ Pensyl , School of Visual Arts; Patrick Pluscht, Distributed Learning Team; Mark Rorvig, Research Program Group; Paul Schlieve, Communications Program Group; Kathleen Swigger, College of Arts and Sciences; Philip Turner, Associate Vice President of Academic Affairs for Distance Education and Dean of the School of Library and Information Resources (Chair, IRC);; Virginia Wheeless, Chancellor; John Windsor, College of Business. IRC Ex-officio Nonvoting Members: Leslie Bowden, Telecommunications; Jim Curry, Microcomputer Maintenance Shop; Michael Forster, UNT Health Science Center; Richard Harris, Computing Center; Coy Hoggard, Computing Center; Maurice Leatherbury, Computing Center; Sue Ellen Richey, Computing Center (Recording Secretary). [As of 9/99]

January 18, 2000

The minutes of the December 14, 1999 meeting were approved as distributed. [They will be included in *Benchmarks Online* at a later date. -- Ed.]

Distributed Computer Support Management Team

Dr. Leatherbury reported that the Distributed Computer Support Management Team is still looking at the Hewlett Packard printer maintenance question.

Instruction Program Group

Jenny Jopling reported for the Instruction Program Group that the subcommittee considering the usefulness of SmartForce software is still working on that project.

Administrative Program Group

Joneel Harris reported for the Administrative Program Group that everything went very smoothly with the roll over into January of 2000. She remarked that the Computing Center's efforts contributed greatly to that success. Coy interjected that a couple of problems were detected and repaired. Coy reported that the roll-over committee had meetings during the

12/31-01/01 period and found that they were "over-prepared" when they went through their prepared drill. In answer to a question from Dr. Turner, Coy stated that the 29th of February will be another date on which problems could arise and the Computing Center will be on alert for any glitches at that time.

Jon Nelson expressed appreciation for all the work done by Coy and the Y2K remediation team to prevent problems with the roll-over.

Student E-mail

Maurice Leatherbury presented the Draft Student E-mail Policy, and asked for discussion and final vote on either the short form or the long form of the policy. During the discussion, it was suggested that the short version make reference to policy implementation procedures which can be contained in a separate document and made available in various ways. Jon Nelson moved to adopt the short form of the policy; Mark Rorvig seconded. Ginny Anderson moved to adopt a friendly amendment adding a statement referencing the procedure document. Maurice agreed, and said he would compose appropriate wording for the reference statement. It was noted that the Standards & Cooperation Program Group would maintain the policy and procedure documents. Joneel seconded the amendment and the council voted unanimously to accept the amendment.

In additional discussion it was suggested, and Maurice agreed, that a statement be added to the procedures document explaining how long a student's email account would be effective, following graduation or withdrawal from UNT. Maurice stated that he would make the term compatible with the Registrar's definition of a continuing student. A vote was taken and the short version of the email policy was passed unanimously.

Maurice reported that the EagleMail system is now up and running and that the Bulk email system is being tested and should be ready to use soon. Maurice distributed fliers announcing the new student email system.

IRC Meeting Schedule

The IRC generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. Planned exceptions to this schedule are that December meeting was moved to Dec. 14; that the May meeting will be be moved to May 9 and the August will meeting be moved to August 8.

All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

Staff Activities

Transitions

We welcome the following new employees:

- **Brandon Campbell**, Data Entry Operator.

- **Motomi Hashiguchi**, ACS Lab monitor (part-time).

- **Richard Sanzone**, Helpdesk Microcomputer Consultant (part-time).

- **Garret Rumohr**, Helpdesk Microcomputer Consultant (part-time).

- **Panagiotis Roussos**, Helpdesk Microcomputer Consultant (part-time).

- **Dane Brock**, I/O Consultant (part-time).

- **Yvonne Condron**, I/O Consultant (part-time).

- **Ronnie Seay**, Production Control Specialist.

The following people no longer work in the Computing Center:

- **Jacob Holcomb**, Helpdesk Microcomputer Consultant (part-time).

- **Juline Mills**, Helpdesk Microcomputer Consultant (part-time).

- **Prakash Durgani**, Helpdesk Microcomputer Consultant (part-time).

- **Michael Stewart**, Telecommunications Assistant (part-time).

- **Manohar Yanamala**, I/O Consultant (part-time).

- **Sharath Chetty**, I/O Consultant (part-time).

- **Lishawa Jackson**, CPU Operator (part-time).

- **Matthew Mefort**, Communications Systems Technician (part-time).

In the News

Dr. Philip Baczewski, Associate Director of Academic Computing Services, was interviewed for the KNTU program "North Texas Now". The interview, on the topic of UNT's new EagleMail student E-mail system, was broadcast on January 31, February 2, and February 3.

Awards, Recognition

Soaring Eagle awards will be presented at the February 22, 2000 Chancellor's Staff Lunch to the following Computing Center employees (This is in addition

to the employees we announced last month):

- **Pat Evans**, Assistant Manager of the Computing Center HelpDesk, was recognized as a Soaring Eagle in the February 2000 *Human Resources Newsletter*. "When asked a question outside your area, you didn't just refer a staff member, you found out the answer for her. Way to Soar!"

- **Judith Evans**, Production Services Manager, and **Joanne Luksich**, Data Entry Coordinator, were recognized as Soaring Eagles in the February 2000 *Human Resources Newsletter* by an exiting employee as "the best supervisors she's ever had."

- **Brian Galloway**, Telecommunications Customer Service Coordinator, was recognized as a Soaring Eagle in the February 2000 *Human Resources Newsletter* for helping the College of Music set up for a recent telephone interview.

- **Dr. Karl Ho**, Research and Statistical Support Services Manager, was recognized as a Soaring Eagle in the February 2000 *Human Resources Newsletter* for "going above and beyond to help process student evaluations and turn the data around in record time."

- **Sharon Marek**, Central Web Support, and Daniel Knight from the Center for Distributed Learning were recognized as Soaring Eagles in the February 2000 *Human Resources Newsletter* for their "patience, expertise, and willingness to help faculty when they need it."

- **Larry Vick**, Telecommunications Technical Support, was recognized as a Soaring Eagle in the February 2000 *Human Resources Newsletter* for responding immediately and efficiently when a staff member desperately needed some telephone equipment for her office.

Campus Computing News

By [Dr. Maurice Leatherbury](#), Senior Director of Academic Computing

New Student E-mail Policy

At its February 11th, 2000 meeting, the UNT Board of Regents approved a new policy on student E-mail. The brief policy reads:

> "UNT has designated e-mail as an official form of communications between the University and students.Students may receive time sensitive e-mail from the University and thus are expected to read their messages frequently."

The purpose of the new policy is to allow UNT officials, including faculty members, to send official messages through E-mail rather than through "snail mail" (standard postal mail.) Academic Computing Services is in the final stages of developing and testing a bulk E-mail system from which authorized individuals on campus can send messages to selected groups of students at UNT: that system should be operational by the end of February, 2000.

In the meantime, we are encouraging students to sign up for UNT's student E-mail service. In December, ACS brought up a new Web-based E-mail client that doesn't require the installation of a separate mail client, since the new client (which we named "EagleMail" and which is accessible at http://eaglemail.unt.edu) runs on any standard Web browser. Students can activate their mail service through a Web form at http://getlogin.unt.edu/ without ever setting foot on campus.[*](#)

Academic Computing will send fliers to faculty and administrators announcing the availability of the bulk E-mail system as soon as it's ready for use. We are asking all faculty members, in particular, to publicize the mail policy and the easy-to-use mail client since the success of the bulk E-mail system is dependent upon most if not all students reading their E-mail.

Multimedia Production Workstations Being Rolled Out

A grant from the Telecommunications Infrastructure Fund last year enabled UNT to purchase eight multimedia production workstations that are primarily intended for development of distributed learning courseware. The powerful workstations were designed through a collaboration between the Center for Distributed Learning and the Microcomputer Maintenance Shop. The computer portions of the workstations have been built by MMS, while other peripheral equipment, such as digital video cameras, VCR's, video monitors, etc. were purchased separately and have been integrated into the workstations. Numerous software packages to edit and publish multimedia, such as Adobe Premiere, Real Producer Pro, and Adobe Photoshop, are included in the workstations.

The grant proposal specified that the workstations are to be used to enhance

distributed learning course materials through the delivery of streaming audio and video that are created using the new machines. To that end, Academic Computing has ordered a streaming video server, RealVideo software, and a 300GB disk storage device to hold audio and video content. The hardware hasn't been delivered yet (mid-February,) but we expect that the server will up and running by the Summer I term.

The following colleges, schools, or departments are receiving the multimedia production workstations and interested faculty should contact the appropriate computing support person in these areas:

- Center for Distributed Learning
- College of Arts and Sciences
- College of Business Administration
- College of Education
- Media Library
- School of Community Service
- School of Library and Information Sciences
- School of Visual Arts

A word of caution is advised here: There is a steep learning curve in learning how to do multimedia production and those faculty members who want to get started in integrating audio and video into their online course materials will have to be deeply committed to the process. We are advising everyone to "think small" in the beginning, perhaps just videotaping a short introduction to a WebCT course, for example, and linking it into the course as a way of putting a human voice and face onto what can be an impersonal mode of instructional delivery.

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* See "Campus Computing News -- January, 2000" for further discussion on EagleMail.

New Hours for Helpdesk, Print Operations

By Claudia Lynch, *Benchmarks Online* Editor

New millennium, new year, new semester, new hours . . . .

Two divisions of the Computing Center have recently announced new operating
 hours. The Computing Center Helpdesk is now open from 8:00 a.m. to 8:00
 p.m. Monday through Friday and from 9:00 a.m. to 2:00 p.m. on Saturday.
 Helpdesk consultants can be reached at (940) 565-2324 (TDD 1-800-RELAY-
TX) at these hours. They can also be reached via E-mail at helpdesk@unt.edu .
 The Helpdesk will be closed on Sunday.

Judith Evans, Production Services Manager, has announced that mainframe print
 operations' hours are changing. Effective February 27, 2000, mainframe print
 operations (including continuous form laser printer) will be open the following
 hours:

> Sunday - Open 10:00 a.m. close 12:00 a.m. (midnight)
> Monday - Open 7:30 a.m. close 2:00 a.m.
> Tuesday - Open 7:30 a.m. close 2:00 a.m.
> Wednesday - Open 7:30 a.m. close 2:00 a.m.
> Thursday - Open 7:30 a.m. close 2:00 a.m.
> Friday - Open 7:30 a.m. close 2:00 a.m.
> Saturday - Open 7:30 a.m.close 12:00 a.m. (midnight)

This is a reduction of current operating hours. Please call 565-3894 if you have
 any concerns about the new mainframe print operations hours.

Remedy: It's Good for What Ails You

By **Christopher Strauss**, *Computing Systems Support Database Administrator*

This is the February 2000 revision of an article that was in the September 1998 issue of Benchmarks Online. More revisions may be made in the future and the latest version can always be found at the UNT Remedy Website HELP DESK CENTRAL*.*

Note: As of December 1999 the notifications will appear to come from arsystem@antidote.acs.unt.edu instead of arsystem@remedy.acs.unt.edu, and will show a Reply To: address of arstrap@antidote.acs.unt.edu.

My Remedy what!? has been resolved???

Wondering what the following E-mail message that you just received means? Are you curious about what Remedy is, and why it is sending you mail?

To: <your email address here>
From: arsystem@antidote.acs.unt.edu
Subject: Case HD0000000017022 has been resolved.

Your Remedy Case HD0000000017022 has been resolved. Modify Confirm Resolution to close or reopen the case at http://arsWeb.unt.edu/cgi-bin/expandhd.pl?case=HD0000000017022.

The answer lies in a project that the University's computer support staff embarked upon in 1997. The Distributed Computer Support Management Team (DCSMT) of the University of North Texas, a subcommittee of the Information Resources Council (IRC), resolved in 1996 to select and deploy a campus-wide trouble call tracking system for computer support problems. We selected and purchased the Remedy Action Request System in the fall of 1997, and spent the 1997-1998 school year installing, configuring, and customizing it. We implemented the system in most of the campus computer support groups during the summer of 1998.

As we begin the year 2000, all of the academic units and most of the administrative units have been trained and are in production, using Remedy as their automated trouble call tracking system. As the use of this system increases on our campus, the likelihood that **YOU** will receive a message from arsystem@antidote.acs.unt.edu increases as well. You may find it useful to have a little bit of background information about our system, and about the messages it sends.

What Remedy does for the University

The primary purpose of Remedy is to provide a central tracking system for every conceivable type of computer support action. Key features provided by this system are:

- Notifies groups of support staff members by various means (E-mail, pager) as soon as a new case (trouble ticket) is entered into the system and assigned to them.

- Notifies the customer via E-mail as the ticket is placed in various states such as "Work in Progress, Pending, Resolved, and Closed."

- Enables distributed support staff to quickly escalate problems to central computing staff where appropriate, while maintaining continuous feedback to the customer.

- Provides follow-up and escalation actions for problems that are not being resolved in a timely manner.

- Empowers the customer to decide whether or not the problem was resolved, and if not, allows them to easily reopen the ticket via ARWeb or Remedy Web, which automatically notifies the support staff of that fact.

- Stores solutions to problems in a database that can be searched directly from the trouble ticket screen, and will ultimately be available to all customers as well.

- Enables customers to enter their own trouble tickets into interactive Web forms that are forwarded directly to their primary computer support staff (either the distributed area or the central helpdesk).

A word on escalations

Remedy ships with a fairly simple escalation process. Cases that age to a certain threshold send an escalation message to the assigned group AND the group's manager that the case is now "escalated." The thresholds are 4 hours for Urgent, 8 hours for High, 2 days for Medium, and 4 days for Low priority cases. See Case Urgency, Priority, and Response (Escalation) Times

for more details on case urgency and prioritization. There is currently no escalation engine searching for aging tickets and re-escalating them as necessary. The system has this capability, and follow-on escalation processes will be added later as refinements.

What Remedy means to you

Interpreting the Messages and Using the ARWeb Interface to Respond

From a customer's perspective, Remedy means a number of things. For one, you can expect to be asked for your UNT Enterprise Userid (EUID) or UNT ID number when calling computer support staff for assistance. This enables them to quickly pick your customer record out of the 56,000 already loaded into the system, and get on with recording the facts of your problem. If you have more than one role at the university (student and staff) you will have more than one customer record in the system. They can search on name, but it is slightly harder to do; the names are loaded from the HRMIS and SIMS mainframe databases and are in the form of your full, legal name, not what you usually go by.

For another, it means being told what your trouble ticket number is (the Remedy Case number you will see in E-mail later, minus all the leading zeros) if the support staff cannot resolve your problem over the phone. In part, this depends upon how the support staff in your college or administrative area is using Remedy. Some areas enter all work in the system as they take calls, while others only enter items that require follow-up actions. It depends a lot upon how large your support staff is. You may ask that they enter a trouble ticket for you if it is clear that they are not doing so, and you want this problem tracked through resolution and closure. With ARWeb, you are able to do this for yourself.

Finally, if you have an E-mail address in the system (ask, and the support staff person can look up what we have listed for you in your customer profile), you will get notification messages if or when your case is changed to one of the various Remedy statuses. These are Work in Progress, Pending, Resolved, and Closed. The messages will look like the examples below, accounting for the fact that if the field contents are too long (especially Short Description), the message may be truncated somewhat by a character length limitation on the notification generator. Several of them contain World Wide Web URLs (Universal Resource Locators) that lead to a Web interface where you can modify your trouble ticket directly, and fill out a Customer Satisfaction Survey.

Work in Progress:

Subject: Work on Case HD0000000017022 is now in progress.

Work is now in progress on your case HD0000000017022, Short Desc: <whatever the support staff used to describe your problem>. If you have any information or questions, contact (group/person) <your distributed support group / member of that support group and a phone number>.

This message indicates that a support staff member has picked up your case in Remedy and has changed its status to "Work in Progress." It is a clear indication that someone is paying attention to your problem, and usually provides telephone point of contact information for the group assigned your case.

Pending:

Subject: Work has stopped on your Case HD0000000017022 Pending Requester Information.

Contact (group/person) <your distributed support group / member of that support group and a phone number> with information/questions or edit case at http://arsWeb.unt.edu/cgi-bin/expandhd.pl?case=HD0000000017022.

This message indicates that something is delaying the resolution of your ticket. Possible choices (and explanations) for Pending are:

- Classroom Availability (we can't fix it while the classroom is in use)

- Classroom Support Services (this has to be taken care of by the Classroom Support Group, a division of Micro Maintenance)

- Micro Maintenance (we sent it to Micro Maintenance to fix, or are waiting on them to get here to fix it)

- Parts (we, a support contract rep, or Micro Maintenance need to obtain parts in order to install them)

- Requester Information (we asked you to try something, and have not heard back from you)

- Requester Availability (we cannot look at the problem until you are in your office and available)

- Software Availability (you asked us to install software that we do not have, or a newly released version that we do not have legally available yet)

- Staff Availability (either there are not enough of us to go around, or we have no one who is qualified to work on that problem until we hire a replacement)

- Testing (we are trying to recreate the problem you reported, or are testing a system before releasing it to you for use)

- Vendor Response (we have called the vendor about it and they have not given us a solution, or may not have responded yet, or they keep calling it a feature)

Also, cases that are Pending DO NOT ESCALATE, so you may want to keep an eye on them. Using ARWeb, you are able to manually escalate a case yourself by Modifying it and selecting "Yes" in the **Escalated?** field pull-down. *See the instructions below for Resolved: cases on how to access the ARWeb site and modify a case.* The field you will want to change looks like this:

Escalated?

and again, you simply select "Yes" from the pull-down to escalate your case. An escalation sends a notice to the assigned support group and their manager that the case has escalated. You may want to enter text in the **Work Log** field to explain why you escalated the case.

Resolved:

Subject: Case HD0000000017022 has been resolved.

Your Remedy Case HD0000000017022 has been resolved. Modify Confirm Resolution to close or reopen the case at http://arsWeb.unt.edu/cgi-bin/expandhd.pl?case=HD0000000017022.

This message indicates that the assigned support staff believe that they have resolved your problem. The Web URL allows you to connect directly to ARWeb and open the trouble ticket that you have been notified about. You will first have to log in to the authentication screen with your UNT EUID, which is typically your initials and a serial number in the form "abc1234." The login screen will look like this.
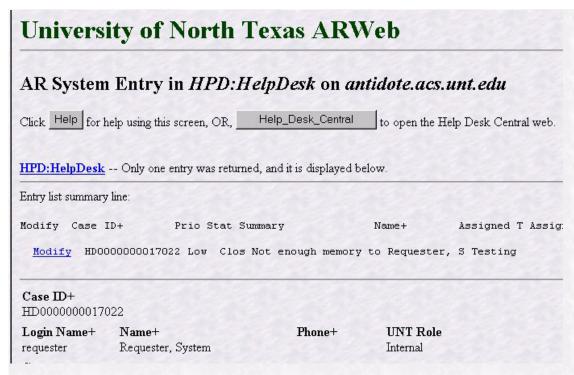
Enter your **UNT EUID** in "User:" (it is case sensitive) and your UNT ID (with no dashes or spaces) in "Password:" and click Login. (Computer Support Staff use your normal Remedy Login and Password)

User: [   ]   Password: [   ]   Login

Reminder: This is not a secure connection, and you MUST have JavaScript and Cookies enabled to use these forms.

Remedy® Corporation
webmaster@remedy.acs.unt.edu

Once you have logged in, the Entry screen will display your Remedy Case in read-only form (below). You may look at the Work Log near the bottom of the form to see how your case was resolved. If you want to Close or Reopen the case, click on the Modify link to the left of the Case ID+.

University of North Texas ARWeb

AR System Entry in *HPD:HelpDesk* on *antidote.acs.unt.edu*

Click Help for help using this screen, OR,   Help_Desk_Central   to open the Help Desk Central web.

HPD:HelpDesk -- Only one entry was returned, and it is displayed below.

Entry list summary line:

Modify	Case ID+	Prio	Stat	Summary	Name+	Assigned T	Assig:
Modify	HD0000000017022	Low	Clos	Not enough memory to	Requester, S	Testing	

Case ID+
HD0000000017022

Login Name+	**Name+**	**Phone+**	**UNT Role**
requester	Requester, System		Internal

This will open your case in a modification form (below). Click on the **Confirm Resolution** field pull-down and select either "Close Case" or "Reopen Case" as shown below. If you are reopening the case, you may want to enter some text in the **Work Log** field to clarify for the support staff what is still wrong.

Next click on the **Save Changes** button. You will see a message that the support staff has been informed of the Assigned case (the system re-notifies the group that was last assigned to your case.

You are modifying *HD0000000018059* in *HPD:HelpDesk* on *antid*

Click Help for help.

Modify the information and click   Save Changes   or...   Reset to Original Values   to start over.

Case ID+   Confirm Resolution
HD0000000018059 | Close Case ▼ |

Login Name+   Phone+   UNT Role
| strauss | | Close Case | STOPHER E | | 5652324 | | Internal |
                | Reopen Case |

Summary
| ARWeb error when Closing Case |

Details
When you Close your case in ARWeb you get AR note 1001056: Please fill in and submit the following survey. followed by AR warning 96:

Finally, scroll down and click on the **Logout** button to end your session on ARWeb, BEFORE closing the browser window.

To end your current session with the Action Request (AR) System Server **antidote.acs.unt.edu**

PLEASE CLICK the Logout button.

Exiting ARWeb without logging out leaves your floating license tied up for one hour!

Closed:

Subject: Your Remedy Case HD0000000017022 has been closed.

Your Case, Short Desc: <whatever the support staff used to describe your problem>, has been closed. The closure code is Automatically Closed. Contact (group/person) <your distributed support group / member of that support group and a phone number> if this problem reoccurs in the future.

This message indicates that the 15-day automatic closure has taken place on a ticket of yours that was resolved three weeks ago. A closed ticket cannot be reopened, and if you still have the problem a new ticket will have to be opened for you.

Customer Satisfaction Survey

Subject: Customer Satisfaction Survey - HelpDesk Case (HD0000000017022)

Please open http://arsWeb.unt.edu/cgi-bin/expandsvy.pl?case=HD0000000017022 on the Web. Click on the "Modify" link, and fill out the Customer Satisfaction Survey.

This message provides a link to a short Customer Satisfaction Survey that was created for you when your ticket was Closed, either by you or the 15-day automatic closure process. The Web URL allows you to connect directly to ARWeb and open the Survey. Again, you will first have to log in to the authentication screen with your UNT EUID, which is typically your initials and a serial number in the form "abc1234." Once you have done that, ARWeb will display your Survey.

AR System Entry in *SHR:Survey* on *antidote.acs.unt.edu*

Click [Help] for help using this screen, OR, [Help_Desk_Central] to open the Help Desk

SHR:Survey -- Only one entry was returned, and it is displayed below.

Entry list summary line:

```
Modify   Case Id          Case Description

  Modify   HD0000000017650 Test of email submission
```

Case Id	Case Description
HD0000000017650	Test of email submission

Assessments	Rating (1 - 10)	Comments
The problem was solved to your satisfaction.	0	
The service was provided in a timely manner.	0	
The technician was able to solve the problem.	0	
The technician was helpful and professional.	0	

Click on the Modify link to open the Survey form. Enter a numeric rating for each Assessment statement, ranging from the strongest disagreement (worst rating) at 1 to the strongest agreement (best rating) at 10. Enter any comments you want to make in the Comments fields for the specific Assessment. Please keep in mind that this survey is tied to a single Help Desk Case, and try to limit your comments to that specific support transaction. Next click on the **Save Changes** button to report your assessment to the management group of the assigned support area.

You are modifying in SHR:Survey on antidote.acs.unt.edu

Click [Help] for help.

Modify the information and click [Save Changes] or... [Reset to Original Values] to start over.

Case Id | Case Description
HD0000000017650 | Test of email submission

Assessment 1 | Rating (disagree 1-10 agree) | Comments 1
The problem was solved to your satisfaction. | 0 |

Assessment 2 | Rating (disagree 1-10 agree) | Comments 2
The service was provided in a timely manner. | 0 |

Assessment 3 | Rating (disagree 1-10 agree) | Comments 3
The technician was able to solve the problem. | 0 |

Assessment 4 | Rating (disagree 1-10 agree) | Comments 4
The technician was helpful and professional. | 0 |

Finally, scroll down and click on the **Logout** button to end your session on ARWeb, BEFORE closing the browser window.

To end your current session with the Action Request (AR) System Server **antidote.acs.unt.edu**

PLEASE CLICK the [Logout] button.

Exiting ARWeb without logging out leaves your floating license tied up for one hour!

About the Notifications

The text in these messages has been refined several times since we started deploying the system. The messages that shipped with the product were more cryptic and less helpful. They are still rather limited by the length of the text that we can include. These messages were changed again once ARWeb was deployed for direct customer access, and in some cases include a direct link that will take your Web browser to the UNT Remedy Website, prompt you to log in, and then will go directly to your trouble ticket. In addition, they include support group telephone numbers whenever possible to facilitate your contacting them.

What Remedy does for UNT customers (all computer and information system users)

As mentioned above, the component of Remedy that will affect customers the most is ARWeb. The ARWeb interface is a JavaScript-based Web site product that provides direct access to the Remedy system. As of December 1999, customers may authenticate to this system with essentially the same login and password (EUID and UNT ID) that they use to authenticate to the Library CD-ROM Website and WebCT courses now (computer support staff usually have a different login name). Once connected, they are able to:

- Enter trouble tickets for themselves in an interactive Web form.

- Check the status of their own trouble tickets, close them once they have been resolved, and reopen them if they have not really been resolved.

- Search the solution knowledgebase before opening a new trouble ticket.

- Fill out a customer satisfaction survey, following a prompt after trouble call closure.

THE BEST WAY TO ACCESS ARWeb IS TO START AT HELP DESK CENTRAL!!

Open the **Help Desk Central Home Page** at <u>http://remedy.unt.edu/helpdesk</u> . Many useful links appear right on the home page, such as current Bulletins about system outages. Select **Customers** on the top frame of the Web page, and you will find more detailed instructions as well as a list of links on the left that open directly into the ARWeb forms to the Remedy database. Select Request Queues to see what cases are open in your business or academic unit. BOOKMARK this Help Desk Central Web for future reference; this is your one-stop shopping center for Web-based technical support at the University of North Texas.

Additional Information

For those who want to know more about Remedy, and why we selected it for the University of North Texas

Who is Remedy? According to their own annual report at <u>www.remedy.com</u> :

> "Remedy Corporation is the world's leading provider of automated help desk solutions designed to increase employee and organizational productivity across the enterprise. Addressing the needs of the consolidated operations management (COM) market, Remedy's easy to use and deploy, scalable, and highly adaptable technology and products extend beyond the help desk to include such applications as change management, asset management, defect tracking, and more."

The Remedy Action Request System is not a homebrew application, nor is it cheap, but it is one that is used on an international scale by organizations such as 3M, AT&T, AutoDesk, Bell Canada, Boeing, CNN, DoD, EDS, GTE Internet, Mobil, Pacific Bell, and Telecom Italia. A large number of universities have Remedy in production, and we have been in contact with many of them while bringing up our system: Baylor Medical, Duke, Harvard, Illinois, Indiana, Iowa, Georgia Tech, Missouri, Northwestern, NYU, Ohio State, Stanford, U of Georgia, U of Miami, and U of Houston.

Of these, Northwestern University has one of the most extensive deployments, with a large number of their business applications unified around a single, central Remedy database of university customers. Ohio State has used Remedy to automate almost every aspect of computer E-mail account creation, management, and problem resolution for 70,000 customers on five campuses. As you can imagine, the computer support staff at UNT will be looking for ways to incorporate useful and proven ideas from the more experienced administrators at other universities into our own system. We are confident that we made a good choice in selecting a powerful, adaptable, and almost infinitely customizable system for our campus computer users.

The Significance of the University of North Texas Implementation of the Remedy Action Request System

For the first time in UNT computing history, a common software package has been chosen, purchased, and implemented by all computing support areas with these shared goals:

- Prevent and solve computing problems in a timely manner.

- Bring central and distributed computing support areas together.

- Provide a tool to measure and justify support costs.

- Combine expert knowledge from all of the support areas into one central database.

- Reduce knowledge-loss when employees leave UNT, a recurring problem in our technical support staff areas.

A campus-wide selection and implementation project is NOT the norm for the majority of those Universities that use Remedy. Almost every other campus that uses it (or a competing helpdesk automation product) has only a partial implementation, in only a few of their academic units or administrative areas. By our decision to do this as a university-wide project, we are already much closer to reaching our goals than many campuses that have been using Remedy for years. The Call Tracking Implementation Group (Remedy Steering Committee) will continue to work towards achieving these goals as we refine the system and add capabilities to it.

Note: Anyone curious to know more about the Remedy project at UNT may explore the <u>www.unt.edu/remedy</u> Website, which provides information to system users and contains the documentation of the project. The Steering Committee Website is at <u>www.cascss.unt.edu/calltrax</u>.

GroupWise Document Management

This is the first in a series of articles on the topic of GroupWise Document Management.

By **Andrew McGregor**, **Messaging Support Specialist**

Although GroupWise is initially an E-mail client, there are other features of GroupWise that are now available to the user since the recent upgrades (5.2 and 5.5). One of these features is GroupWise Document Management Services (GWDMS). The document management feature is actually quite impressive and a good fit with the functionality of the GroupWise client.

Document Libraries

The concept behind GWDMS is the management of electronic documents through the GroupWise client. Since users already have the client on their machines and should be fairly familiar with it, using it for organizing documents should come quite easily. Using the client folder structure, the end-user can create their own organized way to view and manage their documents that reside in the document library. For instance, a search folder can be created to only find documents with the phrase "fiscal year reports". When the end-user opens the folder, the search is automatically carried out and they can view all the documents that fit the criteria. The searches can be as basic, or as complex as the user wants. With these search folders, the end-user will be able to access only the documents they need and won't have to scroll through hundreds of documents looking for particular ones.

Through the client, the user can create a document and add it to the library with very little effort. Adding already created documents is an equally effortless task as well. With the import feature that is built into the client, the user can even add entire directories of documents to the library. After documents are added to the library they are indexed so that text-based searches can be done on the document bodies. In this way the GroupWise client can be set up to act as an electronic filing cabinet simply by creating a few search folders.

All of the documents accessible by the client are encrypted and compressed and reside in libraries that are associated with GroupWise post offices. The libraries are physical storage areas where the actual documents reside. These documents are accessible by any GroupWise user in the system using what are called, "Document References". Document References are pointers that are created in the client folders to represent the document it points to. Effectively, one user can create a document and make it available to any number of other users on the GroupWise system. This arrangement facilitates collaboration among GroupWise users, sharing documents, and effective organization of a large number of documents all using the GroupWise client.

In addition to the searching capability, GWDMS offers the ability to checkout and check-in documents. To explain this, let's look at a typical situation involving a document that needs to be edited by two or more people. When user

A opens the document and starts to edit it, an in-use flag is set on the document so no other user can edit it at the same time and risk corrupting the document. Therefore, if user A is not done editing it on Friday afternoon and doesn't want anyone else to edit it until he or she gets done, user A will have to leave the document open all weekend to keep the in-use flag set. Well, this is not at all practical and is remedied with the checkout and check-in feature. When user A checks the document out on Friday, the in-use flag is set, but the document doesn't have to stay open. In essence, checking the document out means setting the in-use flag without having to open the document. In conjunction with that, the user checking out the document has the option of updating the document without checking it back in. This gives the other users that have rights to the document the ability to see the changes made to the document as they are made while not being able to edit the document themselves.

Web Publishing

Along with these features, there is also the Web Publishing feature. Through GWDMS, users can publish documents to the Internet using a published library. A published library is one that has been given the ability to display its contents through the GroupWise WebAccess interface on the Internet to anyone choosing to look at it. Using the GroupWise WebAccess interface gives non-GroupWise users the ability to view documents in the GWDMS. The way this works is simple, a user creates a document that they wish to make public and they put it in the published library and give all users general access to it in the sharing properties of the document. This way any Internet user could view the document as well as copy it to their local machine. There is a point to be made here that is quite impressive. These documents in the published library are not necessarily HTML documents. In fact MSWord, Excel, and WordPerfect documents that make up many of the documents that would normally be viewed in this context can be displayed on the Internet. In other words, GroupWise converts the documents to HTML in order to be viewed, but the document itself remains in its original format. Using this technology, a user can edit a Word document and have the updated document displayed on the Internet in a matter of minutes without having to take any more steps than with normal editing. This could prove to be quite handy.

More Information

Stay tuned for more neat GroupWise Document Management features next time. If you want to do some reading in the meantime, check out the topic of "Document Management" in the Novell GroupWise Cool Solutions vault.

GroupWise 5.5 Enhancement Pack CD Available for Home Use

By [Mike Williams](), **Campus Wide Networks Desktop Support Specialist**

The GroupWise 5.5 Enhancement Pack Client is now available. It is being installed around campus and you can also check it out for home use (contact me about checking out CDs). You'll find significant updates and new features including:

Directories

You can easily find UNT students and other internet E-mail addresses by adding LDAP address books to your GroupWise client. Use UNT specific or general-purpose Internet-wide address books like BigFoot and Switchboard. Sets up in seconds. Learn how to use this feature at http://www.unt.edu/cwn/gw55/gw55cbt/client/over_chnge15.htm

Internet Mail Accounts

Access your other POP3 and most IMAP4 Internet E-mail accounts (like Yahoo, HotMail, and other ISP E-mail providers), all simultaneously from your GroupWise desktop. Sets up in about a minute per E-mail account. Learn how to use this feature at http://www.unt.edu/cwn/gw55/gw55cbt/client/over_chnge7.htm

Routing Slips

Use Routing Slips to send a mail message or task to several people consecutively. You can add attachments for editing, track the status of the routed item, and require a password to mark the item Completed. No setup required (requires at least client 5.5 on all receivers). Learn how to use this feature http://www.unt.edu/cwn/gw55/gw55cbt/client/routing_1.html

Improved Access While Away From the Office

Accessing GroupWise E-mail while away from the office is faster and easier than ever. The newest 5.5 client installs quickly and provides your home computer with all the functionality of your office PC. You will realize greater speeds and the advanced features listed above. For more information and installation instructions, see http://www.unt.edu/cwn/gw55/gw55cbt/index.htm. You can check out the latest GroupWise client CD from me (mikew@unt.edu).

Improved WebAccess

The new GroupWise WebAccess is better than ever. It has a sharp new interface

that looks more like the Windows client and uses JAVA servlets to greatly increase performance. Also, you can now search for UNT student E-mail addresses with it's LDAP address book. Check it out at http://gww.unt.edu.

Be sure to surf our GroupWise home page at http://www.unt.edu/cwn/gw55/index.html for information on these and other GroupWise enhancements.

Uploading Your Website:

FTP vs. Composer

By [Shane Jester](#), Central Web Support

If you're in charge of a student organization at UNT or just developing a personal Web page on [people.unt.edu](#) you pretty much have two choices for publishing your site. You can either use Netscape Composer to upload the files or you can use an FTP program. For the novice developer, Netscape seems to be the obvious choice due to its friendly interface, however that doesn't necessarily make it the best choice. Although it may take a little bit more effort to initially learn how to use an FTP program, in the long run it will save you many headaches while trying to maintain your site in the future. Therefore I'm going to offer a brief tutorial on how to interpret and use FTP.

FTP, in brief

First, if you don't already have an FTP client you need to download one from the Internet and install it on your computer. Most FTP clients are pretty much the same and there are several free or very inexpensive clients on the Internet. If you are using the computer labs on campus, there should already be a client installed.

Once you have the program installed and have launched it, you should see a dialog box with several fields that need to be filled out. The first field you should populate is the Host Name. This is the Internet address of the Web server that your Website is located on. It is the same as the first part of the ftp address that you would use when publishing with Netscape. For example if you are publishing a page for a student organization the Host Name would be pollux.acs.unt.edu. The next field is the Host Type. You should leave this field selected as Automatic Detect. The third and fourth fields are your UserID and password. These are the same as your UNT Internet account ID and password. **IMPORTANT: if you are using a computer on campus make sure the Save Password option is NOT checked.** Otherwise the next person using the computer will be able to login to your Website. At this point you must make sure that the Anonymous Login checkbox is **NOT** selected. Otherwise the system will not allow you to login. Finally you must set the Remote Host option under the Initial directories section of the dialog box. This will be the same as the remaining portion of the FTP address that you use when publishing with Netscape Composer. For example if your student organization was called jimbob then this portion would be filled with /data/calliope/virtual/orgs/jimbob. Finally you may fill out the Profile Name box and click the save icon so that next time you only have to fill in your password. Click on the OK button and the program should connect you to your Website as long as you filled in the information correctly.

Assuming you connected correctly you should now be looking at the FTP file management window. Notice that the window has two different sections. The

left side of the window displays information about the computer you are currently using, and the right side of the window displays information about the server that contains your Website. In each case there is a top window and a bottom window. The top window works in a similar fashion to Microsoft's Windows Explorer. It displays the current drive and directory in the drop down bar and lists any subdirectories. You can double click on any of the directory names to view the contents of that directory or click on the .. to back up a directory. For Example if you are initially in the C:\Program Files\FTP directory and you want to be in the C:\Temp directory simply double-click the .. twice and then double-click the Temp directory. The bottom, windows then displays any files that are located inside the selected directory. The right side of the screen works the exact same way, displaying the content of you folders on the Web server.

I'm sure that you can already see some of the benefits of using the FTP client over Composer. You can now visually browse the contents of your Web page which makes managing you files much easier. If there is a file you no longer need you simply click it once and then press the delete key. This is something that was previously impossible when limited to Composer. Additionally you can rename files or directories. The main feature of the program however is to transfer files and this is really quite simple once you understand what you're actually looking at on your screen. If you want to transfer a file from your A:\ drive on your local computer to your Web page simply select the A:\ on the left hand side of your screen. Select the file that you wish to transfer and press the --> button that is located between the left and right side of the screen. You can transfer files from your Web page back to your computer by pressing the <-- button. Once you get the hang of this, you will be a proficient FTP user, capable of managing your Website effectively.

What about Composer?

Please don't misinterpret my article as a knock against Netscape Composer. Composer is a very valuable tool and I would still recommend using it to create the actual Web pages for your site, especially if you are a novice Web developer. I am simply suggesting that learning to upload and manage the files of your Website is much easier using an FTP client. You can visit the Central Web Support Website for more information and documentation on different Web publishing techniques.