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Student E-mail Upgrade Proceeding

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

Starting July 12th, 2013, UNT student e-mail accounts (EagleConnect) will be upgraded to provide improved functionality and support for new services that will be available this summer. The department of IT Shared Services (ITSS), University of North Texas System, anticipates that this change will have little immediate impact for most students. This upgrade was originally planned for May 19, but was postponed to the new date by Microsoft.

[Read more](#)

[Email Phishing Attacks Continue](#)



From *The Office of the Chief Information Officer*, UNT System*

The Issue

Recently, we have received a number of phishing (fishing) attempts targeted at our community. The phishing attempts have been hosted on a provider called **webs.com**. A number of these attacks have been successful. As a result, we have had the attacker send tens of thousands of spam messages from our system to other internet addresses. We cannot let that continue because it will lead to blocks on messages from our address by the spam filters at other organizations. In order to minimize the threat to you, we are, as of today, quarantining all email messages with links to **webs.com**.

[Read more](#)

[Bringing Data to Life with Help from the RAVE](#)

By the Numbers

Down the Corridor of Years

1993

- SAA Gateway replaces SNA Gateway on Administrative Mainframe for improved microcomputer access.
- MUSIC/SP system removed from the Academic mainframe. VM/CMS became the only interactive operating system on that platform.
- Cartridge tapes replace round reels for mainframe storage.
- PINE e-mail package installed on the academic UNIX system (Sol). Students were given E-mail accounts for the first time.
- Academic Solbourne system upgraded to a more powerful four processor Solbourne series 6. With sol's two old processors, some other spare parts and a new chassis, a second UNIX system called Jove was created (two 33Mhz CPUs with 256 Meg of memeory).
- Jove is used to support student e-mail and Internet access.
- A Gopher system is developed as a campus-wide information system for UNT.



By [Claudia Lynch](#), *Benchmarks Online* Editor with extensive input from Dr. [Jesse Hamner](#), Manager, Research and Visualization Environment (RAVE)

UNT research was on display on June 8th and June 21st, first at UNT on the Square, and then at the Perot Museum of Nature and Science in Dallas, as part of their "Social Science" series. These events -- where UNT was the only exhibitor -- all had the theme of "relationships", where the individual exhibitors were selected based on their interpretation of research on any relationship. In addition to psychology research, UNT sent people who study epidemiology, DNA, engineering, robotics, art, and political science.

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[ITSM Tool Incident Management Implementation Wrapping Up](#)



By [Wil Clark](#), Information Technology Service Management Director, University of North Texas System

ITSS staff are down to the final weeks for implementation of the Incident Management phase of the UNT System shared ITSM tool project. Over the last year, a task force with representation from all UNT System institutions selected a product named FrontRange Heat to replace the current Remedy system and other similar products used within the UNT System.

[Read more](#)

[Summer Hours](#)



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

Summer is here and the summer class sessions are progressing. Summer 2013 consists of six sessions and not all campus facilities are open during all the sessions. The 3W1, 8W1 and 5W1 sessions are now over.*

[Read more](#)

[ITSS Quarterly Newsletter](#)



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

Issue 4 (June 2013) of the *ITSS Quarterly Newsletter* is now available. It is comprised of IT-related news relevant to anyone who uses or has an interest in shared services and applications throughout the UNT System and its member institutions.

[Read more](#)

[Today's Cartoon](#)

Click on the link above for an information age laugh.



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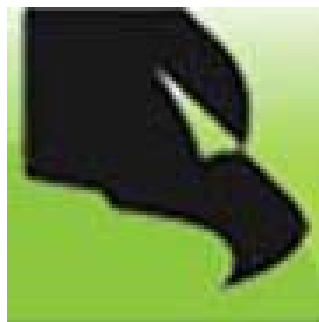
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University of North Texas System, anticipates that this change will have little immediate impact for most students. This upgrade was originally planned for May 19, but was postponed to the new date by Microsoft.

Student e-mail addresses will remain the same as will the login and password used to access the service. Students who normally access EagleConnect via the [eagleconnect.unt.edu](#) website or the EagleConnect tab in the [my.unt.edu](#) portal will be able to continue logging in via those sites with no interruption of service.

Students who access their EagleConnect e-mail on a mobile device (phone, tablet, or laptop) may need to update their e-mail settings once the service has been upgraded. If a student has set up access to EagleConnect on their phone or in a separate e-mail client (i.e. Windows Outlook or Apple Mail), then the email server settings will need to be changed once the upgrade is complete. Also, if you have bookmarked the current EagleConnect login URL in your web browser, you will need to change your bookmark to the new login URL that will be linked on the <http://eagleconnect.unt.edu/> site. This month's "HelpdeskFYI" article has further information on this.

Microsoft Live@edu -> Office 365

Since May of 2009, UNT student e-mail accounts have run on Microsoft's Live@edu service. Microsoft is moving these accounts to its Office365 service. Initially, the new site will provide only the e-mail service. Students who use Skydrive or the Office web applications will still be able to access those via the Skydrive link on the [eagleconnect.unt.edu](#) page. Microsoft has announced that a Skydrive Professional service and the Office web applications will be available on Office365 sometime in June. Once these new services are available, detailed documentation will be published via the [eagleconnect.unt.edu](#) webpage.

Latest Information

For the latest information regarding the upgrade, check the [eagleconnect.unt.edu](#) page or consult the EagleConnect Upgrade FAQ page at <http://eagleconnect.unt.edu/upgrade/>. For additional help, please contact the UIT Helpdesk at 940-565-2324 or helpdesk@unt.edu.

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Email Phishing Attacks Continue

From *The Office of the [Chief Information Officer](#), UNT System**

The Issue

Recently, we have received a number of phishing (fishing) attempts targeted at our community. The phishing attempts have been hosted on a provider called **webs.com**. A number of these attacks have been successful. As a result, we have had the attacker send tens of thousands of spam messages from our system to other internet addresses. We cannot let that continue because it will lead to blocks on messages from our address by the spam filters at other organizations. In order to minimize the threat to you, we are, as of today, quarantining all email messages with links to **webs.com**.

Phishing is defined as someone sending a deceptive email designed to fool the email recipient into submitting personal, financial, or password information. In these phishing attacks, if someone responds to the webs.com link, it gives an attacker access to your email account which they may use for inappropriate purposes as well as access to other systems that share the same credentials at UNT.

The Response

If you receive an email with a webs.com link, that email will be quarantined and you will get an email with the subject line: **"Email Quarantined Due to Security Concerns."** You can go to the quarantine site – spam.unt.edu – examine the email and, if you are confident it is legitimate, you have two possible actions:

- Release - the email will be released from quarantine and delivered to your mailbox.
- Release and Add to Safelist - the email will be released from quarantine, delivered to your mailbox, **and** future emails from this sender will not be quarantined.

If the email is spam, you may delete it or just leave it alone and it will be automatically deleted after 30 days. Of course, this means that you must check the site within 30 days of the receipt of the quarantine notice.

You can learn more about phishing at <http://itss.untsystem.edu/phishing>.

***Editor's note: This article was originally published in the [April, 2013 issue](#) of *Benchmarks Online*. Please see this month's "[Link of the Month](#)" for information about Security Training for employees. Frequently Asked Questions on this topic and others, along with answers, are available from the Information Security [website](#). Also, the March, 2013 "Helpdesk FYI" column address many security issues in an article titled "[Be Safe Out There](#)".**

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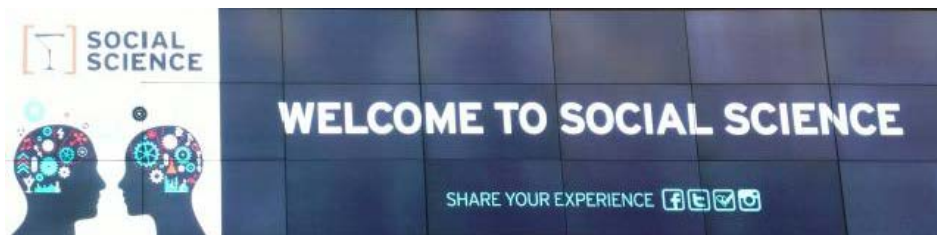
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Bringing Data to Life with Help from the RAVE

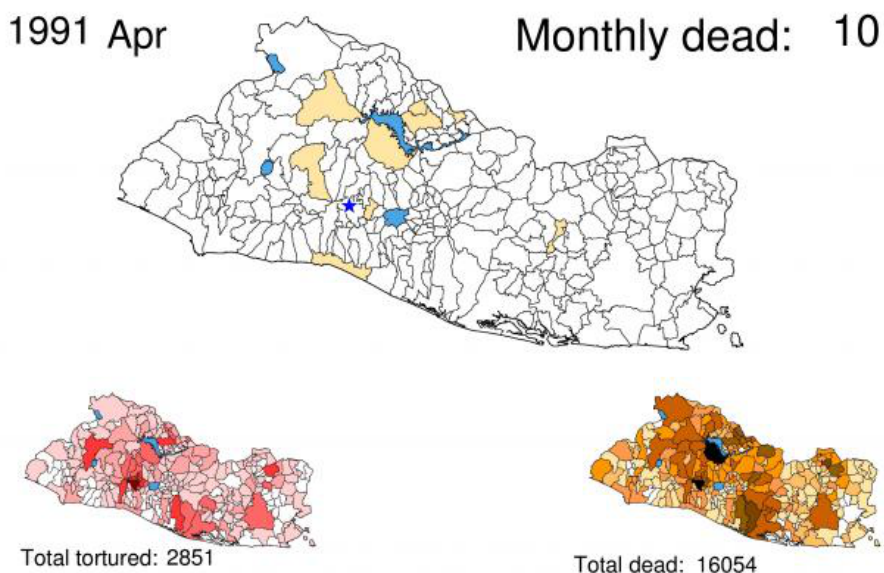
By [Claudia Lynch](#), *Benchmarks Online* Editor with extensive input from Dr. [Jesse Hamner](#), Manager, Research and Visualization Environment (RAVE)

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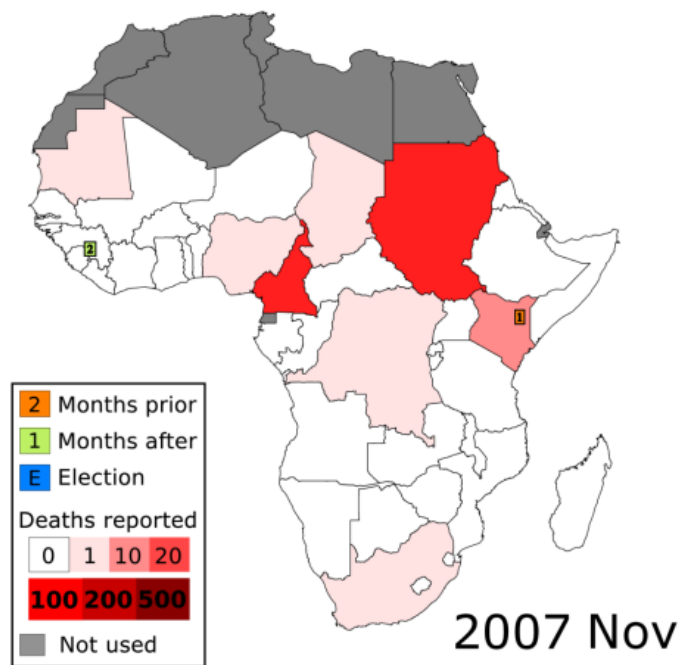


UNT's political science exhibitors were four in number: Drs. Dave Mason, Idean Salehyan, Jackie DeMeritt, and Jesse Hamner of Academic Computing and User Services (ACUS). Over several months, Jesse helped each of the other three Political Science professors bring their data to life and make auxiliary materials (large-format posters and small placards) for the Perot events. All three of the professors had data and research that addressed peoples' relationships with their governments and each other, often concurrently.

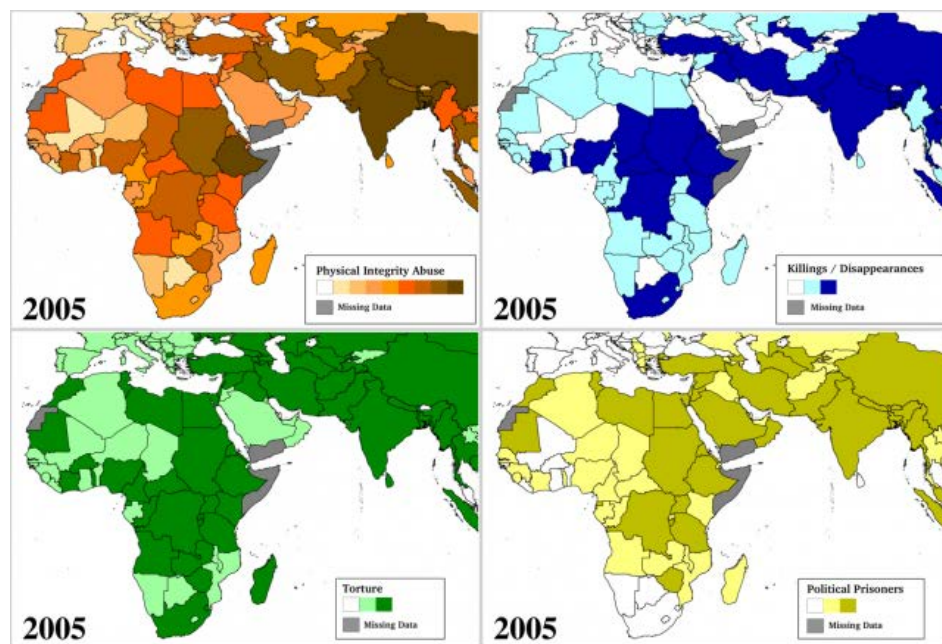
Dr. Mason's project, brought back to life by a partnership with the library and the RAVE, deals with El Salvador's twelve year civil war from 1979 to 1991, and the distribution of death squad activity, voting behavior, and support for land reform among small-holding farmers during that time.



Dr. Salehyan's largest current project, the Social Conflict in Africa Database (SCAD), gathers data and analyzes questions among social conflicts that do not reach the level of civil war, such as strikes, riots, and protests. He is using the data to examine violence in the months before and after elections, and whether violence changes election outcomes.



Dr. DeMeritt studies human rights and the governments who choose to violate the human rights of their citizens, and the methods they select for so doing.



Each of these projects involves a considerable amount of data, mostly spatial data. Additionally, the data are all time-series, meaning that it would be necessary to design an appropriate map, make the map for each time period, and then make a data animation of all the maps together. For each set of data, Jesse helped the professors geocode and map the data. Several of these projects have been going on long enough to provide a conference paper or publication for those involved, including a few for Jesse and the RAVE. With some database, GIS, scripting and design effort, each work was able to be created and tweaked as needed, without hours redoing each set of maps every time something needed to be changed or refined. Jesse recalled, "It was the night before the Perot event, and I still hadn't completed Jackie's movie; but since I had scripted everything, I could make my last changes, kick off the script, go home, and wake up to the movie being finished. What a relief!"

Approximately 150 people came to the UNT on the square event, while about 2000 people came to the Perot museum event, that ran from 7 p.m. to midnight. As Jesse noted, "It was great to have the UNT on the square event two weeks before the Perot, since we worked out so many bugs between the two events."



The event was sponsored by the [College of Engineering](#), whose staff provided support, hauling, and funding for event needs. Because the Perot only provided one relatively small flat panel for the three political scientists, Jesse needed to borrow large LCD TVs (one 60" TV from his lab, and one 80" TV from ITSS), and then the Engineering school had to get the TVs safely to and back from the Perot, all in one night! According to Jesse, "Deans Tsatsoulis and Garcia-Rubio provided nearly flawless support, and made a very complicated event possible without a snag. I've never been part of a large event like this that went so smoothly."



Photo via InHouse from their article [A unique place for research](#) - from left to right, Art Govan, dean of the College of Arts and Sciences; Yuka Nakahara-Govan; Idean Salehyan, associate professor of political science; and Jesse Hamner, manager of the Research and Visualization Environment. Photo by Jason Janik/[Perot Museum](#).

UNT Provost Warren Burggren and Dean of the UNT College of Arts & Sciences, Art Govan, both attended the event with their wives, and spent some with the PSCI folks as well. "It's a step up from the traditional poster, isn't it?", joked Dean Govan, marveling at the vast expanse of pixels.

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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

Give me Liberty or [Meh!](#)

July is a month for celebrations of independence. Whether it's Independence Day in the U.S., Canada Day, or Bastille Day (La Fête Nationale), the concept of liberty seems to course through July with every firework that illuminates a night sky. At the same time, we've seen a number of news reports lately that might make us wonder how free we are in today's technology-laden society. To what degree are we "under no restraint apart from standing rules to live by that are common to everyone in the society and made by the lawmaking power established in it" ([John Locke](#))?

It will have been hard to miss the story of [Edward Snowden](#), his revelation of U.S. Government surveillance activities, and his current status in asylum limbo, stuck in the Moscow airport with a revoked U.S. passport. Regardless of what you think about Snowden, the news that the U.S. National Security Agency seems to be gathering unprecedented amounts of information about U.S. citizens should cause some wonder about the state of privacy and freedom in this country. But, perhaps we don't care. A recent [survey](#) "found that 40% of respondents were willing to give up some of their civil liberties for increased security."

Jailable Offense?

In another Internet-related story, a Texas teenager spent [5 months in jail](#) and still faces serious charges after posting a sarcastic comment on a Facebook page. The [comment](#), distasteful as it was, was apparently followed by "[LOL](#)" and "[J/K](#)". A woman in Canada, where sarcasm is apparently not spoken, reported the comment to the Texas authorities. The teen was arrested and a Texas judge set bail at \$500,000, a greater amount than is usually set in most murder cases. One can only guess that if Jonathan Swift were alive today, he'd also be in a Texas jail after some Canadian read his [modest proposal](#). It's a brave new world where teenage sarcasm is a jailable offense.

Should we be worried? Is it very likely that our random Facebook comment will land us in jail? Is the NSA monitoring our phone records? If we haven't done anything wrong, won't we be left alone? Salon recently [reported](#) on the increase militarization of police in the U.S. If police shoot first and ask questions later, what chance does one have to explain that nothing wrong was done.

Online Footprints

The ubiquity of online activity makes it hard to ignore online privacy. Most of our commercial and social activity is now accomplished online. We pay our bills, renew our license plates, pay our taxes, and chat with friends online, and each of these transactions leaves an online "footprint." In the physical world, we generally don't expect our footsteps to be recorded and available for later tracking. In the online world, these footsteps are just a datapoint that is easily stored in a database. In fact it is part of the IT culture to save such information, not as a record of individual activity, but as a safeguard for analyzing system problems or preserving system integrity.

Should we go back to paying cash or writing checks in "brick and mortar" stores, communicating by U.S. postal mail, and foregoing all online activity? There's a name for people like that: octogenarians (LOL, J/K!). With apologies to my octogenarian friends, the point is that it is harder and harder to avoid online activity. And while President Obama has [ensured](#) that "if you are a U.S. person, the NSA cannot listen to your telephone calls, and the NSA cannot target your emails", we have seen that there's no guaranty that some Canadian won't report your Facebook post.

What price privacy?

in 1775, Virginia statesman Patrick Henry reportedly [stated](#), "give me liberty or give me death", a phrase which becomes familiar to every young student in the U.S. In 2010, Facebook founder Mark Zuckerberg [stated](#) that privacy is no longer a 'social norm'. Are we to give up our expectation of privacy in exchange for the productivity and connectivity that the Internet offers? Is liberty a tenuous concept in the online world? Perhaps our only recourse is not to avoid online activity, but to be more intentional when making online transactions and to care more about concepts like the balance of liberty and security. Or perhaps we just forget about liberty, rededicate the [Statue of Security](#), and feel free to live safely in our individual houses behind our locked doors. Happy Independence Day wherever you are.

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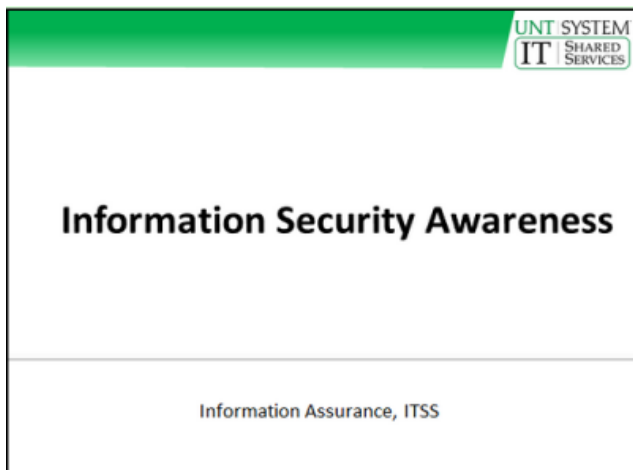
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New Security Training Available for Employees

Security Training is now available online to employees of all the UNT System institutions. As announced in the [ITSS Quarterly Newsletter](#):

ITSS Information Security has revised its awareness training and made it available to all employees online. The training link can be found at <http://itss.untsystem.edu/training> under the "Security" heading, via Employee Onboarding for new employees and also at <http://security.untsystem.edu> on the "Training" page. You do not need to register to complete the training, just login with your EUID and password.

The training takes about one hour to go through and it can be completed in multiple sessions, if necessary. There are several short videos throughout the material to reinforce the information, along with an assessment at the end. Security Awareness training is required for all new employees and recommended annually for everyone.



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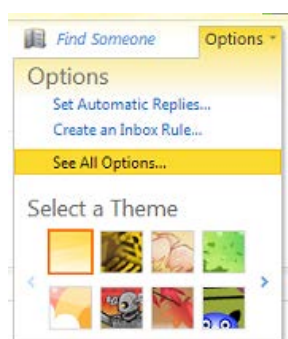
By [Jonathan "Mac" Edwards](#), CITC Helpdesk Manager

Dealing with the EagleConnect Upgrade

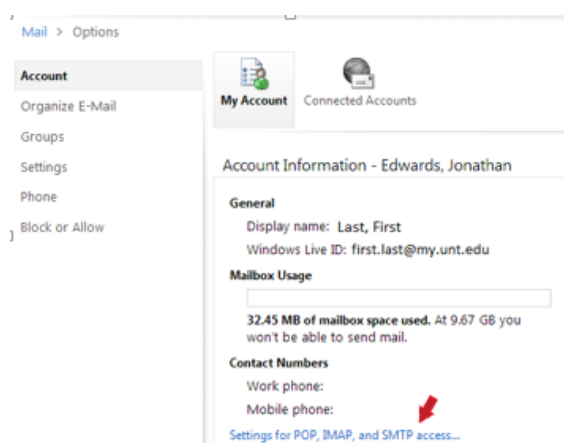
The July 12th, 2013 upgrade to EagleConnect could potentially change the incoming and outgoing server settings for your email client.

If you use an email client, such as AppleMail or Outlook, to check your EagleConnect email you may need to change the incoming and outgoing server settings in your email client. If you have configured your account to use Exchange Active Sync for checking mail, and were not required to manually enter in server settings, your account should continue to connect after the upgrade. To find the settings server settings for your account please use the following steps:

1. Log into EagleConnect.unt.edu at <https://eagleconnect.unt.edu>.
2. After logging in to your account click on Options located in the upper right corner of the webpage.



3. You will be taken to your options menu. Click on the Account tab, which is usually selected by default.
4. Click on "Settings for POP, IMAP, and SMTP access..."



5. A window will appear with incoming Server settings for POP and IMAP as well as outgoing mail server (SMTP) settings.

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Research and Statistical Support

University of North Texas

Multivariate outlier detection with Mahalanobis' distance.

Link to the last RSS article here: [Quick tricks for sequential string or character names.](#) -- Ed.

By [Dr. Jon Starkweather](#), Research and Statistical Support Consultant

This month's article deals with a procedure for evaluating the presence of multivariate outliers. One of the core assumptions of most parametric multivariate techniques is multivariate normality; which implies the absence of multivariate outliers. It is important to realize, cases which are multivariate outliers may not necessarily be univariate outliers. Stated another way; being an outlier on one of the variables under consideration is not a necessary condition of being a multivariate outlier. One way to check for multivariate outliers is with Mahalanobis' distance (Mahalanobis, [1927](#); [1936](#)). Mahalanobis' distance can be thought of as a metric for estimating how *far* each case is from the center of all the variables' distributions (i.e. the centroid in multivariate space). Mahalanobis' distance accounts for the different scale and variance of each of the variables in a set in a probabilistic way; in other words, if one considers the probability of a case being a member of the multivariate distribution, then one must account for the density function, or standard deviation, of each variable in the multivariate set (see: Wicklin, [2012](#); Wikipedia, [2013](#)). When using [R](#) there are multiple ways of calculating the Mahalanobis distance of a given data set. One way is using the [chemometrics](#) package (Filzmoser & Varmuza, 2013). The chemometrics package contains a function (`Moutlier`) for calculating and plotting both the Mahalanobis' distance and a robust version of the Mahalanobis' distance. The robust Mahalanobis' distance is based on the minimum covariance determinant (MCD) estimate. Below are illustrative examples for discovering multivariate outliers among two data sets; one which adheres to multivariate normality and one which contains multivariate outliers. Keep in mind, the chemometrics package has more than 10 dependent packages; therefore, as always, it is recommended that all available CRAN repository packages be downloaded directly after one installs R.

Examples

First, we create a multivariate normal data set ($n = 1000$) using the [MASS](#) package (Venables & Ripley, 2002). The `set.seed` function below simply allows us to replicate the results produced.

```
set.seed(201307)

n <- 1000

library(MASS)

Sigma <- matrix(c(1.0, .80, .50, .20,
                 .80, 1.0, .05, .05,
                 .50, .05, 1.0, .05,
                 .20, .05, .05, 1.0), ncol = 4)
```

```
x <- mvrnorm(n, Sigma, mu = c(100,100,100,100), empirical = TRUE)
detach("package:MASS"); rm(Sigma)
```

```
df.1 <- data.frame(x); rm(x)
names(df.1) <- c("y", "x1", "x2", "x3")
summary(df.1)
```

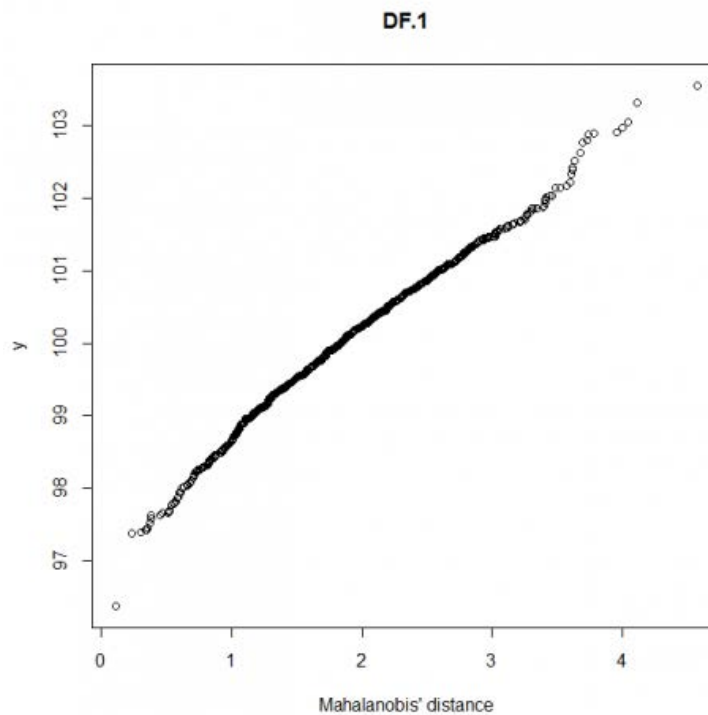
```
      y          x1          x2          x3
Min.  : 96.37  Min.  : 96.55  Min.  : 97.22  Min.  : 96.67
1st Qu.: 99.34  1st Qu.: 99.31  1st Qu.: 99.34  1st Qu.: 99.28
Median :100.00  Median :100.00  Median :100.00  Median :100.00
Mean   :100.00  Mean   :100.00  Mean   :100.00  Mean   :100.00
3rd Qu.:100.65  3rd Qu.:100.61  3rd Qu.:100.67  3rd Qu.:100.73
Max.   :103.56  Max.   :103.50  Max.   :103.31  Max.   :103.02
```

Next, we replace some values with some severe outlier values (here using cases 50, 150, 250, 500, 750, 850, 950 as the outliers) by adding the existing values to five standard deviations for each variable (i.e. column).

```
out <- c(50,150,250,500,750,850,950)
df.2 <- df.1
df.2[out,] <- df.2[out,] + c(sd(df.1[,1])*5, sd(df.1[,2])*5,
                             sd(df.1[,3])*5, sd(df.1[,4])*5)
```

Next, we calculate the Mahalanobis' distances using the Moutlier function of the chemometrics package. When using the Moutlier function, you simply supply the function with the numeric data frame (or matrix), the quantile cutoff point beyond which you want to identify points as outliers, and whether or not you want a plot. The Moutlier function returns several elements, including the Mahalanobis' distance (\$md) and the robust [Mahalanobis'] distance (\$rd). Below we are using the [standard] Mahalanobis' distance (md.1\$md). Note; if 'plot = TRUE' the function will open a graphics window showing both the Mahalanobis' distance (\$md) and the robust [Mahalanobis'] distance (\$rd).

```
library(chemometrics)
md.1 <- Moutlier(df.1, quantile = 0.99, plot = FALSE)
md.1$scutoff
[1] 3.643721
summary(md.1$md)
      Min. 1st Qu.  Median  Mean 3rd Qu.  Max.
0.1115  1.3670  1.8310  1.8740  2.3000  4.5740
qqplot(md.1$md, df.1$y, plot.it = TRUE, xlab = "Mahalanobis' distance",
       ylab = "y", main = "DF.1")
```



Notice, in the plot above; cases with extreme Mahalanobis distances (upper right) are likely to be true multivariate outliers.

Next, we do the same as above with the second data frame – which contains severe outliers.

```
md.2 <- Moutlier(df.2, quantile = 0.99, plot = FALSE)
```

```
md.2$scutoff
```

```
[1] 3.643721
```

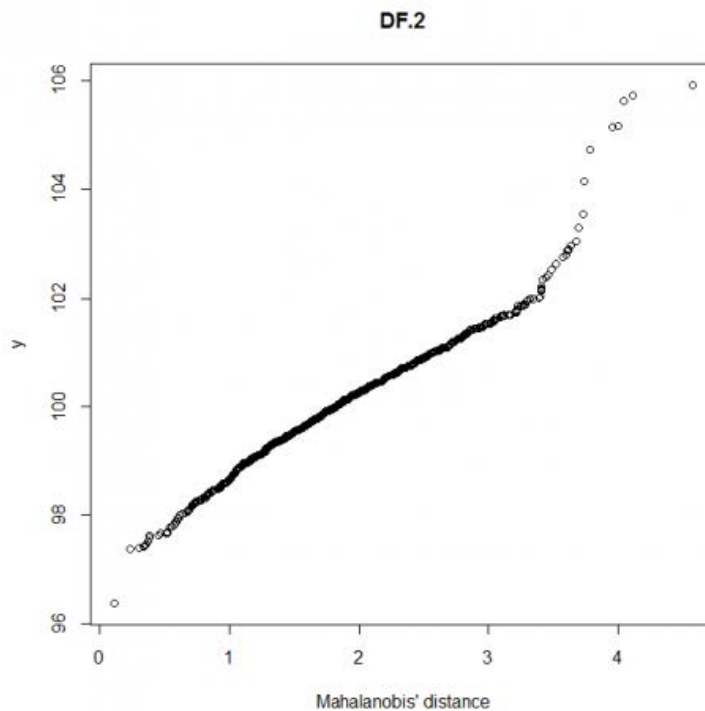
```
summary(md.2$md)
```

```
Min. 1st Qu. Median Mean 3rd Qu. Max.
```

```
0.1368 1.2940 1.7250 1.8160 2.2050 9.1300
```

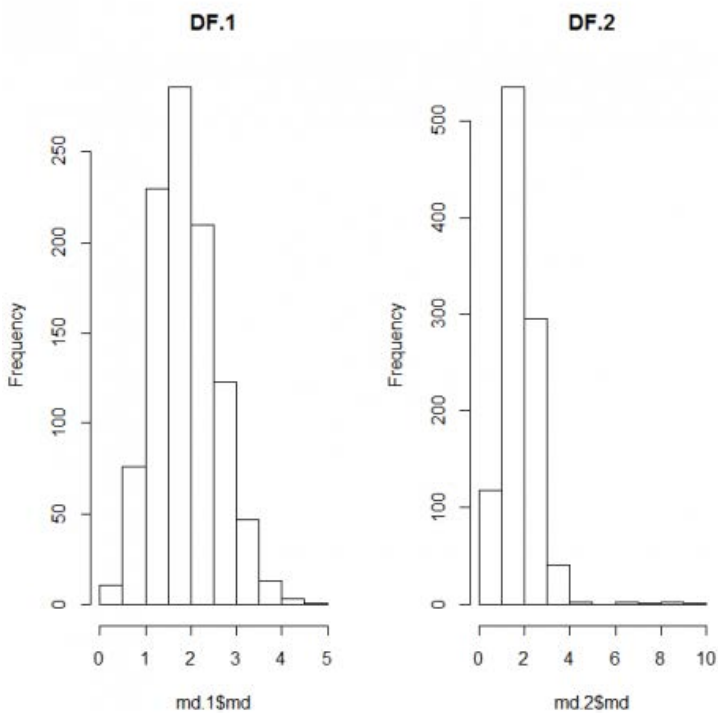
```
qqplot(md.1$md, df.2$y, plot.it = TRUE, xlab = "Mahalanobis' distance",
```

```
ylab = "y", main = "DF.2")
```



In the plot above, cases with extreme Mahalanobis distances (upper right) are likely to be true multivariate outliers. We can also compare the Mahalanobis' distances of each data file with simple histograms.

```
par(mfrow = c(1,2))
hist(md.1$md, main = "DF.1")
hist(md.2$md, main = "DF.2")
```



However, just looking at the top 6 most extreme Mahalanobis' distance reveals the presence of outliers (regardless of 'cutoff') in the second data set.

```
head(sort(md.1$md, decreasing = TRUE))
```

```
[1] 4.573500 4.115382 4.044138 4.003354 3.954523 3.781593
```

```
head(sort(md.2$md, decreasing = TRUE))
```

```
[1] 9.130241 8.763086 8.395173 7.352192 6.955474 6.897083
```

Simply use the 'which' function to identify which cases are outliers according to the 'cutoff' values provided by the Moutlier function.

```
which(md.1$md > md.1$cutoff)
```

```
[1] 26 59 219 300 509 584 648 668 689 944
```

```
which(md.2$md > md.2$cutoff)
```

```
[1] 50 150 250 500 509 584 668 689 750 850 944 950
```

An R [script file](#) with the same information as contained in this article is available at the Research and Statistical Support [Do-It-Yourself Introduction to R](#) course website.

Until next time, *happy computing...*

References / Resources

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Venables, W. N., & Ripley, B. D. (2002). *Modern Applied Statistics with S* (4th ed.). New York: Springer.

Wikipedia. (2013). *Mahanobis' distance*. Retrieved on 2013-07-11 from: http://en.wikipedia.org/wiki/Mahalanobis_distance

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Training

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

Do you need training on widely used computer programs including those used in statistical analysis? If so, this monthly *Benchmarks Online* column is for you.

Statistical Analysis

Instructor-led courses are 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, SAS and Introduction to R are offered online.** Make sure and check out the **RSS Matters** article [Statistical Resources](#) in the July 2012 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 [Business Service Center](#) (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. Click [here](#) for online tutorials.

Microsoft IT Academy

All **students, faculty and staff** within the UNT System now have access to online learning via the Microsoft IT Academy. See [this article](#) in the July 2012 issue of *Benchmarks Online* for more information.

Microsoft E-Learning

Microsoft E-Learning courses are 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.

Central Web Support

Central Web Support [provides](#) "End-User and Administrative Support for hosted general web sites, and Drupal websites for academic and administrative departments." Visit their [website](#) for "How-Tos about Everything."

CLEAR

CLEAR offers courses especially for Faculty Members. A list of topics and further information can be found [here](#).

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.

Most 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/> Visit the **Ed2go blog** [here](#).

Information Security Awareness

The ITSS Information Security team offers Information Security Awareness training to all UNT faculty and staff.

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

See this month's "[Link of the Month](#)" for the latest information about Security Awareness training.

Business Service Center Training & Development

Providing training to UNT System institutions: <http://bsc.untsystem.edu/training-development> The *BSC Solution Source Newsletter* includes a list of training opportunities. The June/July offerings can found here: <https://bsc.untsystem.edu/bsc-solution-source-newsletter-june-2013#BN>.

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers.

See <http://www.gacl.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](#) also has 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](#).

Info~Tech, UNT's IT Research Partner

Info~Tech is UNT's IT research partner. UNT System, UNT, UNT Health Science Center and UNT Dallas employees have access to Info~Tech research at: www.infotech.unt.edu (click on the UNT System name to login). Your standard EUID and Password gains you access to the Info~Tech system. Please take a moment to read their terms and conditions by clicking through the agreement when you set up your profile the first time you log in.

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 Horizons 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

Staff activities for [UIT](#) are reported in this column. ITSS staff activities are handled by [ITSS Communications](#).

Transitions

New Employees:

- **Ryley Long**, UIT Helpdesk Consultant (part-time).

Changes, Awards, Recognition, Publications, etc.

- **Dr. Jesse Hamner**, Manager, Research and Visualization Environment (RAVE) worked long and hard to "bring the data to life" for the "Social Science" exhibit at the [Perot Museum of Nature and Science](#) last month. Please see the article "[Bringing Data to Life with Help from the RAVE](#)" in this issue of *Benchmarks Online* for more information. See also the *InHouse* article, "[A unique place for research](#)."
- **Dr. Elizabeth Hinkle-Turner**, Director - Academic Computing Technical Services, won [first place](#) in 40-49 women's creative weapons kata, second place in traditional weapons kata and second place in creative empty hand kata. All this was accomplished at the [2013 ISKA World Martial Arts Championships](#) in Orlando, Florida. If this sounds familiar to you, there's a good reason; she had similar success [last year](#) and the year before that and ...

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Attachment	Size
trophy2.jpg	29.67 KB



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ITSM Tool Incident Management Implementation Wrapping Up

By [Wil Clark](#), Information Technology Service Management Director, University of North Texas System

ITSS staff are down to the final weeks for implementation of the Incident Management phase of the UNT System shared ITSM tool project. Over the last year, a task force with representation from all UNT System institutions selected a product named FrontRange Heat to replace the current Remedy system and other similar products used within the UNT System. Our new product vendor, FrontRange, completed configuration and data loading during the first week of July. Chris Strauss and Don McClure have spent numerous hours on the project collecting and validating data and keeping a watchful eye on the progress. The larger implementation team got an advance look at the environment on June 25 during a Service Catalog meeting. These people and other stakeholders began participating in user acceptance testing (UAT) on July 8.

UAT, conducted by FrontRange, will be our first opportunity to test the complete implementation. Experience tells us that there may be some tweaking to get things exactly right but the week of July 8th represents our first opportunity to work in the complete system. The following two weeks will be the beginning of the product rollout to ITSS and the distributed support groups. We have slated July 29th as our first production day for the new tool.

New customer portal

One of the largest benefits of the migration to this web-based product is the new customer portal. Most customers will find a very intuitive interface within the portal for requesting IT support and services. It is as simple to use as the portals you have encountered from your bank, utilities or even Facebook. This simple interface reduces or eliminates the need for specialized customer training by employing descriptive icons and intuitive categorization.

And more ...

Additional customer benefits include the interactive knowledge base, e-mail integration, and at-a-glance status indicators for work in progress. The interactive knowledge base begins suggesting related articles and known issues as you enter information for your trouble ticket. This will allow some customers to solve a problem on their own. E-mail integration allows the entire incident lifecycle to be handled through e-mail interactions, eliminating the need for customers to log in to the ITSM tool in some instances. While in the customer portal, status indicators for pending requests are easy to understand. ITSM staff are proud to be delivering a more customer-friendly ITSM solution.

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Summer Hours

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

Summer is here and the summer class sessions are progressing. Summer 2013 consists of six sessions and not all campus facilities are open during all the sessions. The 3W1, 8W1 and 5W1 sessions are now over.*

Following are the hours for University Information Technology-managed facilities over the summer.

- The [Helpdesk's](#) summer walk-in hours are Monday – Friday: 8 a.m. – 5 p.m.
- [Data Management Services](#) will maintain their normal operating hours the rest of the summer.
- The **ACUS General Access/Adaptive Lab** ([SYMR 104](#)) will maintain the following hours the rest of the summer:

Monday - Saturday: 8 a.m. - 8 p.m.

Sunday: Noon - 8 p.m.



Hours for Other Campus Facilities


General Access Labs

[24 Center](#) (formerly known as WILLIS)



Maintainiing a normal schedule through the summer except as noted.

- August 9: **Close** at 7 p.m.
- August 10-11: **Closed**
- August 12-16: 7 a.m. - 7 p.m.
- August 17-18: **Closed**
- August 19-23: 7 a.m. - 7 p.m.
- August 24-25: **Closed**
- August 26-27: 7 a.m. - 7 p.m.
- August 28: Open at 7 a.m. and return to 24hr schedule.

<p>College of Information General Access Computer Lab (CI-GACLab) (B205) CLOSED: August 10-27 (semester break).</p>		<p>May 13 - August 9, 2013: Monday - Friday: 7:30 a.m. - 6 p.m. Saturday & Sunday: Closed</p>
<p>MUSIC: CLOSED: August 10-27 (semester break).</p>	<p>5W1 & 5W2:</p>	<p>Monday - Thursday: 8 a.m. - 9 p.m. Friday: 8 a.m. - 5 p.m. Saturday: 10 a.m. - 5 p.m. Sunday: 1 p.m. - 8 p.m.</p>
<p>PACS Computing Center (College of Public Affairs and Community Service, Chilton Hall) CLOSED: August 10-27 (semester break).</p>		<p>May 13 - August 9, 2013: Monday - Thursday: 8 a.m. - 10 p.m. Friday - Saturday: 8 a.m. - 5 p.m. Sunday: Noon - 10 p.m.</p>
<p>CVAD CLOSED: August 10-27 (semester break).</p>	<p>10W:</p>	<p>Monday - Thursday: 8 a.m. - 10 p.m. Friday: 9 a.m. - 5 p.m. Saturday: Noon - 5 p.m. Sunday: Noon - 8 p.m.</p>
<p>COE CLOSED: August 10-27 (semester break).</p>		<p>May 13 - August 9, 2013: Monday - Thursday: 7 a.m. - 9 p.m. Friday: 7 a.m. - 5 p.m. Saturday: Noon - 8 p.m. Sunday: Closed</p>
<p>COB (BLB 190) CLOSED: August 10-27 (semester break).</p>		<p>June 2 – August 9: Monday-Thursday: 8:00 a.m. - 11:50 p.m. Friday: 8 a.m. - 7:50 p.m. Saturday: 8 am - 7:50 p.m. Sunday: Noon - 11:50 p.m.</p>
<p>CAS - All CAS labs will be closed on August 10 – 27.</p>	<p>Lab Hours for May 13 – August 9, excuding closings</p>	
	<p>5W1 and 5W2</p>	<p>GAB 330: Monday - Thursday: 8 a.m. – Midnight Friday: 8 a.m. - 5 p.m. Saturday: Noon - 8 p.m.</p>

		<p>Sunday: Noon – Midnight</p> <p>GAB 550:</p> <p>5W1: Closed (hosting Tech Writing Labs while AUDB is being renovated)</p> <p>5W2: Monday – Friday: 8 a.m. – 5 p.m.</p> <p>Saturday & Sunday: Closed</p> <p>Terrill 220:</p> <p>Monday – Thursday: 8 a.m. – 8 p.m.</p> <p>Friday: 8 a.m. – 5 p.m.</p> <p>Saturday - Sunday: Closed</p> <p>Wooten 120:</p> <p>Monday – Thursday: 8 a.m. – 10 p.m.</p> <p>Friday: 8 a.m. – 5 p.m.</p> <p>Saturday - Sunday: Closed</p>
<p>Engineering General Access Lab (CENGAL, englab@unt.edu, Discovery Park, B129, 891-6733)</p>		<p>Monday – Friday: 9 a.m. - 5 p.m.</p> <p>Saturday - Sunday: Closed</p>

UNT Shuttle Service

Check out the transit [website](#) to keep up with the shuttle schedule throughout the summer. A 2012-2013 calendar is available here: http://www.unt.edu/transit/pdf/2012-2013_calendar.pdf.

*According to the [Registrar's Office](#), the terms this year are:

1. **3W1** (3 week 1) May 13 - May 30, 2013
2. **8W1** (8 week 1) May 14 - July 5, 2013
3. **SUM** (summer) May 13 - August 9, 2013
4. **5W1** (5 week 1) June 3 - July 5, 2013
5. **10W** (10 week) June 3 - August 9, 2013
6. **5W2** (5 week 2) July 8 - August 9, 2013

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Visit the Emergency Management [website](#)

City of Denton Residents, [sign up](#) for the CodeRED Emergency Notification System

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ITSS Quarterly Newsletter

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

Issue 4 (June 2013) of the *ITSS Quarterly Newsletter* is now available. It is comprised of IT-related news relevant to anyone who uses or has an interest in shared services and applications throughout the UNT System and its member institutions. In this issue:

- ITSM Incident Management implementation wrap up
- TeamDynamix chosen as ITSS Portfolio and Project Management System
- EIS functional upgrade announced
- Information Security Awareness Training is Now Online
- Getting to know ITSS: This quarter the UNT System Desktop and Helpdesk Support team is introduced to you.
- And much, much more.....

Find issue 4 of the *ITSS Quarterly Newsletter* here: <http://itss.untsystem.edu/itss-quarterly-newsletter/June2013/index.htm>

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Today's Cartoon



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