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Benchmarks - October, 2009

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**CITC Announces Free Virtualization Service**

Maurice Leatherbury, Acting Vice President for Information Technology and Chief Technology Officer, announced on Wednesday October 14th that the Computing and Information Technology Center would host any server on campus for free on the CITC's virtualization "farm."

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The University is getting a little cooler and not just because fall weather has arrived. iTunes U at UNT was launched at the end of September 2009 after a year and half effort by a campus-wide team of 20 faculty, staff and students appointed by President Bataille.

[Read more](#) [BOOKMARK](#) [Digg](#) [Delicious](#) [Facebook](#) ...[ACUS Makes Its Mark at the Discovery Park](#)**By [Dr. Elizabeth Hinkle-Turner](#) Assistant Director - Academic Computing and User Services with [Curry Searle](#) Manager, Classroom Desktop Services and [Jesse Hamper](#) Manager, Research and Visualization Environment (RAVE)**

Most UNT folks are familiar with the Academic Computing and User Services (ACUS) division of the CITC and many avail themselves of our services housed on the main campus (the Helpdesk, Data Management, Remedy call-tracking, Research and Statistical Support, and High Performance Computing) on a daily basis. However, ACUS also has two relatively new services - Classroom Desktop Services and the Research and Visualization Environment (RAVE) - headquartered at the Discovery Park which are rapidly expanding their activities and scope.

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By the Numbers

CITC Employees:

202 Full Time, 74
Part-time, Six
divisions:

Academic Computing
and User Services (29
FTE)-18

Administration and
Compliance (27
FTE)-22

Administrative
Information Systems
(72.75 FTE)-78

Classroom Support
Services (17.5 FTE)-8

Communications
Services (40.5 FTE)-34

Enterprise Systems
Technical Services
(45 FTE)-41

Remember, Denver in November: EDUCAUSE 2009



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

The EDUCAUSE 2009 annual conference is in Denver, Colorado this year and, as [mentioned before](#), all indications are that it is going to be great. This year there is also a possibility of attending the conference online.

[Read more](#)



TODAY'S CARTOON

Click on the link above for an information age laugh.



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CITC Announces Free Virtualization Service

Maurice Leatherbury, Acting Vice President for Information Technology and Chief Technology Officer, announced on Wednesday October 14th that the Computing and Information Technology Center would host any server on campus for free on the CITC's virtualization "farm." The move to free hosting was done to spur the adoption of virtualization technology on campus, technology that saves significant space and power and thus advances UNT's goal to be a green campus.

Additional information about the service can be found on the [VM Services Web site](#).



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iTunes U at UNT and You

By **Patrick Pluscht** Director, Center for Learning Enhancement, Assessment and Redesi
(CLEAR)

The University is getting a little cooler and not just because fall weather has arrived. iTunes U at UNT was launched at the end of September 2009 after a year and half effort by a campus-wide team of 20 faculty, staff and students appointed by President Bataille. The result is itunes.unt.edu and the related iTunes U at UNT site where UNT content is hosted by Apple. To launch iTunes U at UNT, please be sure to have iTunes software installed ([free download](#)).

Though many people are familiar with iTunes U as it has grabbed headlines over the past two years since being formally announced in May 2007, let's review some of the basics. At no charge, Apple has provided 500 GB of storage to UNT which can be used to share both private and public content via the Apple iTunes Store using UNT branding. Content can include audio, video and print files.



The most common private content is faculty-developed lectures and podcasts created exclusively for students enrolled in UNT courses. This content is available via the EUID and password of students enrolled in a section and only a token is passed to Apple to provide the appropriate access.

Public content includes content that UNT wishes to share with the world and no password is required to access it. Currently, public content on iTunes U includes a variety of guest speakers, music performances, international projects and special features. This content will grow as our UNT community recognizes the value of iTunes U for telling their stories and showcasing what they do best in their areas. Recent hot content, or should I say cool content, includes a video featuring a musical performance by Dave Brubeck Quartet with the One O'Clock Lab Band. Short movies from the 2009 Homecoming Bonfire and Parade have just been added.

Both public and private content is downloadable and does not have Digital Rights Management associated with it. There is no charge to individuals for downloading the content. Although the content can be accessed on Mac and PC computers running iTunes software, it can also easily be made portable by syncing it with an iPod or an iPhone or copying it to another mobile device capable of playing media.

Making iTunes at UNT work

University Relations, Communications and Marketing (URCM) has had a major role in this project since its beginning to assure that the material UNT shares with the world is both accessible and of high quality. In response to demand on campus for improving departmental web sites and assisting departments with better communicating their public messages, URCM has created a Web Development Center lead by Darren Petersen. Darren was instrumental in the

development of UNT's iTunes presence and will continue to play a key role in growing the success of our public presence on iTunes U. Darren and his team are working with the deans to identify their highest priority areas for improving digital communications and iTunes U is one of multiple strategies available to departments. In the meantime, departments interested in posting public content on iTunes U should visit the "Post Your Content" link. Once sufficient content is posted on the public side of iTunes U at UNT, Apple will add UNT to its list of Universities & Colleges on its official iTunes U page.

The Center for Learning Enhancement, Assessment and Redesign (CLEAR) has also been heavily involved in the development of iTunes U at UNT. CLEAR will be assisting faculty in the creation of media for iTunes U and offering training courses for individuals who would like to develop their own podcasts using the Wimba Podcaster tool in Blackboard. Other free and low cost equipment and software options for production are recommended on the iTunes U launch site under the [Training Resources](#) link. Faculty interested in posting their content should contact their [instructional consultant](#) in CLEAR or use the [iTunes Course Request Form](#) available on the launch site.

UNT on iTunes U - Discover. Grow. Succeed...Anywhere.

Please contact [Patrick Pluscht](#), Director, CLEAR, with questions or comments about this article.



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ACUS Makes Its Mark at the Discovery Park

By [Dr. Elizabeth Hinkle-Turner](#) Assistant Director - Academic Computing and User Services with [Curry Searle](#) Manager, Classroom Desktop Services and [Dr. Anne Hamper](#) Manager, Research and Visualization Environment (RAVE)

Most UNT folks are familiar with the Academic Computing and User Services (ACUS) division of the CITC and many avail themselves of our services housed on the main campus (the Helpdesk, Data Management, Remedy call-tracking, Research and Statistical Support, and High Performance Computing) on a daily basis. However, ACUS also has two relatively new services - Classroom Desktop Services and the Research and Visualization Environment (RAVE) - headquartered at the Discovery Park which are rapidly expanding their activities and scope.

Classroom Desktop Services

Classroom Desktop Services, headed by manager Curry Searle with part-time assistant Christopher Lacko, is the brainchild of the Provost's Office and has been functioning since the Fall of 2008. The project was introduced in [this article from September 2008](#). Now - only a year later - the department features four heavily-utilized classroom facilities with plans for more sites in the future.



Curry Searle and Chris Lacko at CDS headquarters, B188

Searle has held end-user support and systems management positions in various academic and administrative areas at UNT since 1993 and is currently working on his degree in the College of Information's Learning Technologies department. Lacko is pursuing a degree in Computer Science and Engineering. CDS's four computer classrooms are located at the Discovery Park in rooms B140 and 142 and D212 and 215.

Each classroom in the B wing features 48 Dell 960 Optiplex small form factor computers with 19-inch flat panel displays. These computers are new as of this past summer. Customized furniture allows the instructor to raise or lower computer displays by remote control so if computers are *not* needed for that day's work, they can be hidden

away. Additionally, computer displays and availability can be controlled at the individual desktop level so the room can be custom-configured for optimal use:



The desks in the computer classrooms can be opened and closed as needed for computer use

Upstairs, room D212 is designed just like the first-floor rooms but with only 24 Dell 960's for a more intimate atmosphere. It also features 22-inch LCDs:



Room D212 offers a more intimate setting for computer classes and the desks can also be closed like in the large rooms

Currently the largest and most flexible computer classroom environment is offered in D215. Here 40 20-inch iMacs are housed in 'pod formation' allowing for collaborative instruction and team project work. Each 'pod' has four machines with a central monitor that can be switched to display the work of any of the machines in the group. This room has proven to be very popular with students working on programming projects such as iPhone apps. Soon the room will also feature an iMac teacher workstation to add even more flexibility for instruction. Below are some views of the iMac facilities in D215:





Searle describes the extensive technical setup used to power and manage the classrooms: "For Windows we use PXE network boot to rescue and redeploy new and failed systems. The Symantec Ghost server and suite of tools allow rapid, consistent and simultaneous imaging of dozens of systems across the network. The combination of Microsoft WSUS, McAfee Antivirus and Faronics DeepFreeze keep the machines in a secure, consistent state.

With the Macs we use Apple's OS X Server and Apple Remote Desktop to 100% remotely deploy (using a combination of NetBoot and Apple System Restore) and manage our OS X clients. Faronics DeepFreeze and its plugins to ARD provide the same consistent state preservation for our Macs as it does for our Windows systems. Our infrastructure uses four servers (Windows 2003, Mac OS X and Ubuntu Linux) providing these robust and scalable services. The systems we've developed are scalable and quick to implement additional managed clients."

For more information about Classroom Desktop Services, email Curry Searle at searle@unt.edu. These '110' computer classrooms can be reserved through the Registrar's Office.

The UNT Research And Visualization Environment

(RAVE)

The UNT **R**esearch **A**nd **V**isualization **E**nvironment (RAVE) is an initiative by the CITC to enhance research at the university. An example of one of the largest research visualization facilities is currently at the [University of Texas at Austin](#) and data visualization labs have become an essential part of the services offered by top-level research institutions. Our RAVE is the inaugural facility of this sort at UNT and is generating a great deal of interest. Located in C236 at the Discovery Park and still under construction, the facility should be ready for use by the end of the fall semester. The RAVE is being built and managed by Denton newcomer, Dr. Jesse Hamner. Hamner has diverse experience in data visualization and related fields and has worked at the George Washington University, Emory University and the University of Alabama. He has been in academic IT for 15 years in various capacities. He finished his Emory University PhD in 2008; during his years in graduate school, he learned the value of visualizing complex statistics and maps so people could easily understand his results. Jesse's wife, Dr. Bethany Blackstone, is assistant professor of political science at UNT.



Dr. Jesse Hamner hard at work building the RAVE

Hamner describes the overall strategy, structure, and purpose of the RAVE: "The Research and Visualization Environment will promote research by using high-performance graphics and a very large display to interact with large images and large amounts of data. Some types of data cannot be effectively examined on a small screen, or at a low resolution. Similarly, some data such as large images cannot be scaled down to print to letter-sized or even ledger-sized (11" x 17") paper without compromising their readability. The RAVE provides flexible computing environments and data output options: the RAVE supports Windows 7 and Mac OS X 10.6 ("Snow Leopard") workstations, while Red Hat Enterprise Linux runs on the graphics cluster."

Hamner has been working as an 'army of one' (with occasional help from the Classroom Desktop Services team) on the facility which will initially have three high-powered Windows workstations (Dell T5500 / Dual Quad Core Processor 2.93 ghz/24 gb RAM/320 GB SATA/Nvidia Quadro FX 4800 with 64-bit Windows 7) for visualization; one Mac workstation (Mac Pro 2.93GHz Quad-Core Intel Xeon 8GB (4x2GB) 640GB 7200-rpm Serial ATA 3Gb/s NVIDIA GeForce GT 120 512MB) for research and also presentation creation for papers and conferences; a 12-display video wall and cluster (Master Node: PowerEdge R710 2xQC 2.26Ghz,24GB RAM,2x146GB SAS R1, 3x1TB SATA R5, DVD+RW,Rdnt PS,RH 5.2/Precision R5400, 2xQC 2.66GHz, 16GB RAM, 250GB SATA, 2x512MB QUADRO FX1700, DVD+RW, RH WS 4.5/ Dell 3008WFP-HC); and a 64-inch color printer (EPSON Stylus Pro 11880). A smaller printer (Dell 2130CN) is also available. All workstations have 30-inch displays.



The Epson 11880 makes REALLY BIG prints for research purposes

Initial software will include: ProEngineer, Abaqus/Explicit, Geomagic Studio, Ansys ICEM Workbench CFX FLUENT CFD, and Tecplot 360. The MacPro features Adobe products and Office products for the creation of high quality research presentations. There will be a charge for research printouts from the Epson 11880.



Popcorn anyone? Currently under construction, the RAVE video wall will allow researchers to view their data on a grand scale

Because the RAVE is still being built, access is currently by appointment only, but consultations are welcome to discuss research needs. Dr. Hamner can be contacted at Jesse.Hamner@unt.edu. More items will be added to the facility in the future and updates as to its progress and opening date will be featured here in *Benchmarks Online*.

So....we have been really busy building with exciting results! Both of these Discovery Park services and projects can be easily expanded to other locations at UNT as needed. Your questions and comments are welcome about research and classroom computing in Academic Computing and User Services and I can be contacted about this work at ehinkle@unt.edu.



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Network Connection

By [Dr. Philip Baczewski](#), Director of Academic Computing and User Services

Stop the Presses - It's a new Internet (Again)

I've just seen [notice](#) that the Lockheed corporation along with Microsoft and others have been contracted by the U.S. Government to reinvent the Internet for military purposes. Lockheed has been awarded a \$31M contract by the Defense Advanced Research Project Agency. \$31M won't buy you more than one fifth of an [F22 Raptor](#), but with that and the help from some friends they'll remake Internet technology. Lockheed [says](#) that they will "develop router technologies that include strong authentication and self configuration capabilities to improve security, reduce the need for trained network personnel and lower overall life cycle costs for network management."

If the idea of a defense research agency contracting with a commercial company to guide the development of a more robust network seems oddly familiar, it may be because it's happened before. In 1968, the Advanced Research Projects Agency (the "Defense" was prepended later) issued a request for bids on a project to develop data networking technology. To put things in extreme summary mode, the contract was awarded to a company named BBN, a small group of smart people got together to design a network, the [ARPANet was born](#) in 1969, and now 40 years later we have YouTube (happy 40th birthday to the Internet this coming November 21? -- More about this in next month's *Network Connection*.)

Reinventing the Internet?

If the idea of reinventing the Internet seems familiar, it may be because it's happened before. The ARPA Internet was mostly used to connect computers at research sites, but was useful for a lot of other things. Next came [NSFNet](#) which was an expansion of the fledgeling ARPA Internet and while mostly used to connect supercomputer sites across the U.S., was useful for a lot of other other things. Once the NSFNet was well developed and linking a lot of research and education sites, much of its infrastructure was adopted by commercial telecommunications carriers and the commercial Internet was born with [governance](#) that was more independent of the U.S. Government.

Attempts to reinvent the Internet didn't stop there, however. [Internet2](#) sought to expand the capacity available to Universities and research institutions and promised to foster a slew of innovations similar to the activity seen around the ARPA Internet and NFSNet. Internet2 is still around, but it's accomplishments don't nearly rival what's been developed around the commercial Internet, like Google, and YouTube, and Facebook, and Twitter, and all of the other information and communication sources that are becoming ubiquitous in our lives (and on our phones.)

Apparently Internet2 still didn't provide enough bandwidth capacity for some research, or it could have been that telecommunications companies had a bunch of fiber optic cable capacity left over from the ["dot-com bubble"](#) burst, and so the National [Lambda Rail](#) (NLR) was born as another research network, with an emphasis on increasing Internet "speed" and fostering network research. While the NLR has yet to provide the next breakthrough in networking technology, it has motivated the State of Texas to fund network connections that link "public and private institutions of higher education, community colleges, and K-12 public schools" in the form of the Lonestar Research and Education Network ([LEARN](#)). Similar developments have happened in other states and regions.

A whole new meaning to "Internet Exploder" ...

So, here comes Lockheed to reinvent the Internet and in partnership with the U.S. Military and Microsoft, it could bring a whole new meaning to "Internet Exploder." But, Lockheed's stated goals of increased security and simpler management are certainly laudable. It seems, however, that those problems may have already been addressed by the [IPv6 protocol](#) that was developed to replace the original set of standards (IPv4) used to organize and route

Internet traffic. IPv6 expands the available numeric address space for the Internet, but also addresses issues of security and management (I think someone owes me \$31M.) Even with the many improvements that IPv6 would bring, its general adoption has been slowed by the inertia found in a successful marketplace. Routers, software, computers, and operating systems might support IPv6, but they all definitely support IPv4, so there has yet to be a compelling reason for IPv6 adoption by the commercial Internet, or even most of the networks like UNT's connected to the commercial Internet.

Lockheed is welcome to attempt to reinvent the Internet, but at best what they could come up with is some technology dedicate for Military use, but not necessarily influential on the Internet that the rest of us know and use. If you need proof, just think about the last time that you wrote a program in [Ada](#). To be fair to Lockheed, it wasn't their claim to be reinventing the Internet. That hyperbole is best left to technology writers trying to convince us that Lockheed's \$31M defense contract is news, particularly in light of the \$65 Billion or so that U.S. tax payers have spent on F-22 Raptors. It seems that you can't reinvent the Internet no matter how hard you try, but as we've seen over the years, the Internet is good at reinventing itself.



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Mark your calendars now for **Staff Appreciation Week**, November 2-6, 2009. As the announcement states, "Human Resources is sponsoring a variety of great events designed to recognize and appreciate the hard work and commitment of UNT staff members." Click on the link below for information about all the events and activities -- Training and Development Opportunities, Staff Appreciation Celebrations, Staff Health Fair, and more -- that will be available to UNT staff members.

<http://hr.unt.edu/main/pdf/Recognition/SAW2009brochure.pdf>



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Helpdesk FYI

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

Using Android E-mail for Work

While the iPhone and Blackberries seem to be the most popular smart phones owned by staff members on campus, Android based phones are on the rise. Without native Exchange support, setting your Android phone to check work e-mail using IMAP could become a popular option.

To set up your Android Phone to check your Exchange account, via IMAP, follow the instructions below. Open the Mail Client

- Open your applications center.
- Scroll down, and open the email client. You may already have this on one of your home screens.
- Once the client opens click *Next*.
- Type in your email address: *first.last@unt.edu*. Then type in your *EUID password*.
- Choose *Manual setup*.
- Select *IMAP Account*
- **Incoming Server Settings:**

Username: *unt\eid*

Password: *eid password* (should already be filled in)

IMAP Server: *webmail.unt.edu*

Port: *993* (should auto update when you select Security Type)

Security type: *SSL* (if available).

Click *Next*

Your phone will verify that your settings are correct. If you receive an error please verify you have everything entered correctly.

- **Outgoing Server Settings:**

SMTP server: *mailhost.unt.edu*

Port: *587* (set after you update Security type).

Security type: *TLS* (if available).

Require sign-in: *Checked*.

Username: *EUID* (**please notice** the unt\ is absent).

Password: *EUID password* (should already be set).

Click *Next*.

- **Account Options**

Email checking frequency: Default set to 15 minutes.

Remember that more frequent polling will drain your battery faster.

Once you have made your changes click *Next*.

Set up Email

Name your account, and set your display name for outgoing messages (what others will see when they receive the message).

Click *Done*.

- **Additional Settings**

To access additional settings open your mail account, click *Menu* on your phone and chose *Account settings*.

Here you can adjust *Notification Settings*, *Server Settings*, and *General Settings*.

Android Exchange Application

While native Exchange support currently does not exist for Android, though it is rumored to be coming with Android version 2.0, an Application called Touchdown provides exchange support. There is a trial version for free with limited functionality, and a Full Version available for purchase; both through the Android Market Place.



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IRC News

Minutes provided by Susan Richroath Recording Secretary*

The IRC -- unofficially now known as the INFORMATION TECHNOLOGY COUNCIL (ITC) -- is currently undergoing a reorganization, see the May 20, 2008 [minutes](#) for more information.**

No IRC/ITC minutes were available for publication this month.

*For a list of IRC Regular and Ex-officio Members click [here](#) (last updated 12/12/08). Warren Burggren is now the Chair.

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



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RSS Matters

Fall 2009 RSS Software Update

Link to the last RSS article here: [Installing MATLAB For 32 Bit and 64 Bit Processors On Ubuntu](#) - Ed.

By [Patrick McLeod](#), Research and Statistical Support Services Consultant

This month's article will be an update on what versions of software RSS currently supports for Fall 2009 along with information on new versions of software that we will have access to either later this Fall or by Spring 2010.

- **SPSS** -- PASW Statistics 17 (the software formerly known as SPSS) is supported for both individual (site license) installations and network-licensed installations for Windows and for individual installations for Tiger and Leopard Mac OS-X releases; PASW Statistics 17 is not compatible with the latest Mac OS-X release, Snow Leopard. We expect to have PASW Statistics 18 later this Fall for both Windows and OS-X. PASW Statistics 18 will be compatible with Snow Leopard. The current version of AMOS for Windows is AMOS 17; AMOS is available on a limited basis as a network-licensed product on campus.
- **SAS** -- SAS 9.1.3 continues to be the main version of SAS for Windows found on machines across campus. We anticipate on supporting SAS 9.1.3 for the foreseeable future, but we also have SAS 9.2 available. SAS 9.2 offers a number of add-ons and additional functionality not found in prior versions of SAS, including a greatly enhanced SAS/GRAPH module. Both SAS 9.1.3 and SAS 9.2 require Windows XP Professional or Windows Vista Business, Ultimate or Enterprise.
- **Stata** -- The currently supported version of Stata at UNT is Stata 10; Stata 11 is available for purchase from Stata Corporation through their GradPlan program that affords individuals associated with the UNT community the ability to purchase Stata products at discounted prices. Stata 10 for Windows is available as a network licensed product on campus, while Stata 11 is available for purchase for Windows, OS-X or linux operating systems.
- **MATLAB** -- MATLAB is currently in its R2009B release for all supported platforms (Windows, OS-X and linux). MATLAB releases two versions each year (an R20xxA and an R20xxB), so our next version of MATLAB will be R2010A that we expect sometime in Spring 2010.
- **S-PLUS** -- Our other renamed statistical software is TIBCO Spotfire S+. Formerly simply known as S-PLUS, it's now part of TIBCO's family of data mining and visualization products. The currently supported version of S+ is 8.1 supported for Windows and linux.
- **LISREL** -- LISREL is software for structural equation modeling. It is currently in version 8.8 and is supported for Windows. LISREL is available as a network-licensed product on campus.

- **EIEWS** -- Finally, the econometric-focused software EViews is currently supported in version 6 for Windows. EViews is available as a network-licensed product on campus.

So long, farewell ...

On a closing note, Research and Statistical Support is bidding farewell to one of our team members this month. **Dr. Michael Clark** will be joining the University of Notre Dame staff as a statistical consultant later this fall. I think that I speak for Dr. Herrington and myself and everyone else in Academic Computing and User Services in saying that it's been a professional and personal pleasure to work with Dr. Clark these last few years. We all wish him the best in his new job!



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Short Courses

The fall Short Courses are over. Surf over to the [Short Courses](#) page to see the classes that were offered and will likely be offered in the future.

Special classes can always be arranged with the RSS staff. See "Customized Short Courses" below for further information. 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 ACS Short Courses, which are available to students, faculty and staff, staff and faculty members can take courses offered through the [Human Resources Department](#) (they have a new comprehensive training curriculum), and the [Center for Learning Enhancement, Assessment, and Redesign](#). Additionally, the [Center for Achievement and Lifelong Learning](#) offers a variety of courses, usually for a small fee.

EIS training is [available](#). Questions or comments relating to EIS training should be sent to EIStrn@unt.edu.

**** Special Class coming up on Web Form Design Using SharePoint and InfoPath ****

Date/Time: Friday, October 30, 9:30 am to noon

Location: GAB 550A, Main Campus UNT

Instructor: Susan Pierce, UNT CITC

Several people have asked that this class be offered again – here's your chance if you missed it in September. In this class, attendees will learn to design and publish a web-enabled "smart" form. A "smart" form includes branching sections, drop-down lists, and data validation. Forms will be designed using InfoPath, which is part of the Microsoft Office application suite, and forms will be published on UNTranet, a SharePoint system which serves as an intranet for UNT faculty and staff.

20 seats are available. To reserve a space in this class, go to this link and click on "New":

<https://untranet.unt.edu/SharePoint%20Training%20Registration> Log in just as you would when accessing webmail.unt.edu – e.g. "UNT\eid"

Microsoft E-Learning

Microsoft E-Learning courses are now available for **faculty and staff** via our UNT-Microsoft Campus Agreement. Please contact Claudia Lynch at lynch@unt.edu for instructions on accessing this training.

Microsoft Outlook Training and more

The Messaging Systems Group has all sorts of useful information on their website, including [training information](#).

Central Web Support

Consult Central Web Support for assistance in acquiring "Internet services and support." As described on their newly re-designed [website](#):

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

CLEAR (was Center for Distributed Learning)

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

The center also offers a "Brown Bag" series which meets for lunch the first Thursday of each month at Noon in Chilton 245. The purpose of this group is to bring faculty members together to share their experiences with distributed learning. One demonstration will be made at each meeting by a faculty member with experience in distributed learning. More information on these activities can be found at the [CLEAR Website](#).

UNT Mini-Courses

There are a variety of courses offered, for a fee, to UNT faculty, staff and students as well as the general public. For additional information surf over to <http://www.unt.edu/minicourses/>

Information Security Awareness

The UNT Information Security team has been offering Information Security Awareness [courses](#) to all UNT faculty and staff. Topics to be covered will include workstation security, sensitive data handling, copyright infringement issues, identity theft, email security, and more.

For more information, or if you would like to request a customized course to be taught for your department, contact Gabe Marshall at x4062, or at security@unt.edu.

Also, Information Security Training is [now available](#) through Blackboard Vista (formerly known as WebCT).

Alternate Forms of Training

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

See <http://www.gal.unt.edu/> for a list of labs and their locations. The Willis Library, for example, has a [list of Tutorials and Software Support](#).

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

Gartner Research Services

Way back in 2006 we announced [Gartner Core Research Services Now Available to the UNT Community](#). Our subscription for Gartner services has always included **all** UNT faculty, students, and staff. All you need to do to access the subscription is to log into the UNT Gartner portal page at <https://gartner.unt.edu/>. Gartner is now offering "Webinar Wednesdays." To view all the offerings see: <http://my.gartner.com/portal/server.pt?tbb=webinarcalendar> You can also listen to Gartner podcasts here: http://www.gartner.com/it/products/podcasting/asset_137461_2616.jsp.

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. For example, under [Conferences, Briefings, and Events](#) is a "Microsoft Training Series" described as "free training classes ... delivered by Microsoft and hosted by DIR as part of the Technology Today Series (TTS)."



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The UNT logo features the letters 'UNT' in a bold, white, sans-serif font, centered within a circular graphic. The graphic consists of concentric circles and a grid pattern, all in shades of green, creating a modern, digital aesthetic.

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Staff Activities

Transitions

New Employees:

- **Harrison Wood**, Security Intern, Information Security (part-time).
- **Kam Jebing**, Programmer Analyst, Constituent Relationship Management (AIS).
- **Sandra Hollar**, Administrative Coordinator, Administration and Compliance.
- **Lauren Buchanan**, IT Manager, Finance & Admin. Systems (AIS).
- **Ravindra Korrapati**, Student Assistant, Computing & IT Planning and Administration (part-time).
- **Maggie Plauche**, Business Analyst, Student Admin. Business Analyst Team (AIS).
- **Allan Anderson**, It Specialist, Information Security.

No longer working in the Computing and Information Technology Center:

- **Jacob Brown**, Data Warehousing & Reporting Infrastructure. -- [Position transferred](#) to the Budget Office.
- **Kala Chevli**, Data Warehousing & Reporting Infrastructure. -- [Position transferred](#) to the Budget Office.
- **Shane Pierce**, Data Warehousing & Reporting Infrastructure. -- [Position transferred](#) to the Budget Office.
- **Nikhil C. Rachakonda**, Student Assistant, Computing & IT Planning and Administration (part-time).
- **Mark Sonnabaum**, Assistant System Administrator, Central Web Support.

Changes, Awards, Recognition, Publications, etc.

Dr. Elizabeth Hinkle-Turner, Assistant Director - Academic Computing and User Services, has received another [ASCAP Music Award](#), and her video piece, *A Stitch in Time* (2000), will be presented at the Sounds from the Weave [installation](#) at Rutgers University November 3, 10, 17, and 24, 2009 - The Stedman Art Gallery. Her piece was chosen out of over 100 entries for this [event](#).

Hinkle-Turner's article "Ardour et al., or Free and Easy Laptop Pro Audio: An Essay Perspective from a desperate working mother composer" was [recently published](#) in *eContact!*, the online journal of the Canadian Electroacoustic Community ([CEC](#)).

Service to UNT

The following people were recognized in the [October 6 InHouse](#) for their years of service to the University. Congratulations and thanks to:

25 years of service

Jennifer Lafleur, Assistant Director, Administration and Compliance

20 years of service

Phillip Brooks, Production Control Supervisor, EIS Application Infrastructure Mgmt. (AIS).

10 years of service

Thomas Delozier, IT specialist, OS & Dir. Services (ESTS).

Fun Fact Winners

Continuing the CITC tradition, we have some more "Fun Fact Winner." Congratulations to **Juergen Stegmair**, Programmer Analyst, Oracle Database Administration Team who was a winner in the [September 14 InHouse](#) prize giveaway. **Mary Ann Neuroth**, Programmer Analyst, Finance & Administration, Budgets & Business Intelligence (AIS) was a winner in the [September 28 InHouse](#) prize giveaway.



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Remember, Denver in November: EDUCAUSE 2009

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

The EDUCAUSE 2009 annual conference is in Denver, Colorado this year and, as [mentioned before](#), all indications are that it is going to be great. This year there is also a possibility of attending the conference online. According to the October issue of *EDUCAUSE Online*, you can "Register now for [EDUCAUSE 2009 Online](#), where you can gather and learn as a team from the comfort of your own institution. One package price will provide EDUCAUSE 2009 general sessions and selected featured sessions streamed; discussion sessions with experts; session recordings from the face-to-face event, a \$300 value, which will be mailed after the conference; and EDUCAUSE Central Online, a virtual community hub. Explore the [program](#) and [register now](#)."



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Today's Cartoon



"Now the award for Best Supporting Actor in a YouTube Video based on a Twitter, Facebook comment or blog. And the nominees are..."

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