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Exchange 2010 Migration Completed

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

The migration from Microsoft Exchange 2007 to Exchange 2010 has been accomplished. The migration began in May and was finished in September.

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[High-Performance Computing Software: New and Improved!](#)



By [DaMiri Young](#), HPC Systems Engineer

Often the new AND improved claim is a harmful contradiction. After all, how can something be “new” and also be “improved”? Well in the obscure world of research computing, improved software usually is indeed new in functionality.

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[EDUCAUSE 2011 Online Program](#)



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The EDUCAUSE 2011 annual conference is being held in Philadelphia, Pennsylvania this year (October 18–21). Those who were unable to attend can still take advantage of the conference online.

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By the Numbers

CITC Metrics 2011 (Some Numbers Previously Unpublished)

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

The titles of two of our monthly columns have changed. From now on *IRC News* will be ***ITC News*** and *Short Courses* will be ***Training***.

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Campus Computing News

Exchange 2010 Migration Completed



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

The migration from Microsoft Exchange 2007 to Exchange 2010 has been accomplished. The migration began in May and was finished in September.

The Enterprise Messaging and Directory Services Group (EMDS) described what might be expected during the process on a page on their website titled [What to expect during the Exchange 2010 Migration](#).

According to Jason Gutierrez, Messaging Systems Team Lead, 11,309 user mailboxes and a total of 15,613 Exchange objects were migrated (Exchange objects include Users, Rooms, Resource boxes, contacts, security groups, etc.).

The campus breakdown:

UNT

- 10483 Exchange Objects
- 9124 User Mailboxes

Dallas

- 467 Exchange Objects
- 374 User Mailboxes

HSC

- 4663 Exchange Objects
- 1811 User Mailboxes



Improvements realized from the migration include:

- Doubled the size of the base quota to 1GB.

- Site resiliency between the GAB and DP datacenters which limits exposure to critical incidents and outages. We replicate data between the GAB (hot site), DP (warm site), and a reserve Lagged copy (cold site) to prevent dataloss and improved service uptime.
- Unified Messaging provides voice messages and attempts to translate the voice message into text for quick reference.
- Web access works across multiple browsers and platforms such as Firefox, Safari, and Internet Explorer on both Mac and PC.
- Numerous improvements to the architecture of Exchange 2010 allow for more users to exist on less hardware.
- The use of virtualized servers to save on hardware and electricity costs.
- Advances in technology that will allow us to implement retention schemes in Exchange without having to go to a third party solution.
- Integration with SharePoint so that people can access their SharePoint sites with in the Outlook client on PC, and the MS Document Connection on Mac.



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High-Performance Computing Software: New and Improved!

By [DaMiri Young](#), HPC Systems Engineer

Often the new AND improved claim is a harmful contradiction. After all, how can something be “new” and also be “improved”? Well in the obscure world of research computing, improved software usually is indeed new in functionality. As Dr. Scott Yockel detailed last month in his [HPC Research Update](#), research computing has undergone substantial growth in the past year. Along with this, a constant stream of hardware and software is actively being acquired and integrated. Since much of the hardware was covered in the said article, it won't be discussed here. Instead, I'll highlight a few of the new and improved scientific software packages now available on the Talon supercomputer:

Note: An asterisk (*) indicates that the software is available in Graphic Processing Unit (GPU) format

Package	Version
CudaSW *	2.0.3
Gromacs *	4.5.2
HFSS	13.0.2
Lammps *	08.01.10
Mathematica	8
Molcas	7.6
Orca	2.8.r2131
Quantum Espresso	4.2.1
R	2.13.1
Singular	3.1.0
Vasp	5.2.2

The HPC Services team continuously strives to support and enhance many types of research computing. Feel free to contact us with any inquiries on this article or how we can empower your research at: hpc-admin@unt.edu. Also, much information is available at: <http://citc.unt.edu/hpc/>.

Help Wanted: HPC System Administrator

The IT Manager I is an integral part of the high-performance computing services team which provides support to the research community at the University via system administration of the university wide HPC clusters, consultation with professors and students, scientific programming support and compilation of scientific applications. Work is performed within the Academic Computing and User Services (ACUS) group using independent judgment and under the direction of the Manager of High Performance Computing and in coordination with other system administrators.

For more information see: <http://jobs.unt.edu/> click the button:

Administrative/Professional/Technical

and search for the **HPC System Administrator** position in **Computing & Info Tech Center**.

You can also find the job description here, again searching for **HPC System Administrator**:
<http://mopac.peopleadmin.com/rss/258.xml>



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EDUCAUSE 2011 Online Program

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

The EDUCAUSE 2011 annual conference is being held in Philadelphia, Pennsylvania this year (October 18–21). Those who were unable to attend can still take advantage of the conference online.

The online conference will be held from Wednesday, October 19, 7:45 a.m. ET to Friday, October 21, 12:00 p.m. ET (UTC -4); [convert to your time zone](#). Click on the banner below to find out more information and/or to register.



Bonus!

Click on the banner below for access to:



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Benchmarks Online Column Topic Changes

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

The titles of two of our monthly columns have changed. From now on *IRC News* will be **ITC News** and *Short Courses* will be **Training**. The Information Resources Council (IRC) became the Information Technology Council (ITC) back in 2008, although it has continued to be referred, unofficially, by both names. Since Academic Computing and User Services (ACUS) is no longer offering short courses on a regular basis, *Training* seemed to be a more descriptive name for that column. Please bear with us as we get the kinks worked out in terms of changes to back issues and the like.



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Network Connection

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

Two ends of the Same Spectrum

As the modern world mourns the [passing](#) of Steve Jobs, word comes that we've lost another pioneer of the computing and Internet age. [Dennis Ritchie](#), who was the author of the C programming language and contributor to the development of UNIX, also recently passed away. This juxtaposition has invited many an [article](#) contrasting the contributions of both men and some bemoaning of the fact that Dennis Ritchie won't receive the accolades accorded to Jobs.

Both men have been influential in my professional career and personal use of computing. As I write this article on my MacBook Air, still within arm's reach is my almost 20-year old copy of the Kernighan and Ritchie book, *The C Programming Language* (yes, that Ritchie!) UNIX is the technological basis for Mac OS X as well as Web OS on my Palm Pre and the Android OS that runs many people's smart phones. The web server on which you are reading this most likely runs Linux, which was derived from UNIX, and on which most of the programs (including the Apache web server) were written in the C programming language.



Ken Thompson and Dennis Ritchie (standing) at the PDP-11 in 1972; Steve Jobs in 1982

Technology Genealogy

To understand the significance of Ritchies' contributions to our current the Internet and our current communication technologies, perhaps a bit of technology genealogy is in order. In the 1970's Ritchie and Ken Thompson, working at [Bell Labs](#) develop UNIX and the C programming language. Researchers at the University of California, Berkeley created the [Berkeley Software distribution](#) also known as BSD UNIX, based on the original UNIX code base. BSD is the basis for the Next Computer's [NeXTSTEP](#) operating system produced by Steve Jobs' [NeXT Inc.](#) Mac OS X was based on the NeXTSTEP OS.

Also in the 1970's [Vint Cerf](#) was developing the protocols which still support the operation of Internet networking. UNIX became the operating system of choice for operating Internet-connected computers and the programs available on the Internet. In the 1990's [Tim Berners-Lee](#) created the world wide web on NeXT computer. Also in the 1990's [Linus Torvalds](#) creates a UNIX kernel that will run on PC hardware and in conjunction with many other open software developers, helps create the [Linux](#) operating system. In the late 1990's Apple Inc., back under the

leadership of Steve Jobs, releases the iMac -- the first successful personal computer designed to take advantage of the information and resources provided by Internet technology. To fast forward a bit, we then got iTunes, the iPod, the iPhone, etc.

While I don't claim my brief descriptions of technology lineage to be a definitive picture, they do illustrate that many people and inventions contribute to the technology we take for granted on a daily basis. Steve Jobs should be commended for driving the creativity and ingenuity that currently graces Apple's consumer products. However, equally important are men like Dennis Ritchie who simplified complex systems enabling greater progress in technological development than would have otherwise been possible. They are simply two ends of the same spectrum and without either of them, the technology we use on a daily basis would not shine quite as bright. We should honor them both as the pioneers they were.



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Laptops for Checkout

Did you know that you can check out laptops at both the Eagle Commons Library and Willis Library? From their website:

Checkout information

- Laptops can be checked out by UNT students, faculty and staff for Four (4) Hours with no renewals.
- Laptops can be removed from the Libraries.
- Laptops are available on a first-come first-served basis and holds may NOT be placed on them.
- Laptops must be returned to the desk where they were originally checked out. DO NOT RETURN A LAPTOP THROUGH THE OUTSIDE BOOK DROPS.
- If you are blocked from checking out books, you will not be able to checkout a laptop.
- All laptops must be returned to the appropriate desk 30 minutes before the Libraries closes.

More information at the link below. Check it out!

<http://www.library.unt.edu/circulation/reserve/laptops-for-checkout>



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Helpdesk FYI

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

Some ITSM 7.6 (Remedy) Helpful Tips and Shortcuts

- Creating Custom Search Filters: <http://web3.unt.edu/benchmarks/issues/2011/08/helpdesk-fyi>
- Using the Modify All Function: <http://web3.unt.edu/benchmarks/issues/2011/09/helpdesk-fyi>
- Setting a Refresh Interval -By default the Remedy Incident Console does not automatically update. To set a refresh interval do the following:

1. Open the Incident Console
2. Click on the **Preferences** option near the top right corner of the Incidents area.
3. Choose **Set Refresh Interval**.
4. Enter a value starting with 1 minute. Click **OK**.
5. Your Incident Console will now refresh every 1 minute. This information is not save upon log out so you will need to reenter your refresh interval after logging in.

- Using the **Assign to Me** fuction – You can easily assign a ticket to yourself using the Assign to me Function.

1. Open an existing ticket or a new ticket.
2. Click **Assign to Me** from the Quick Action menu on the left side of the screen.
3. If you are a member of multiple groups a **Select My Group** window will appear. Select the appropriate group and hit OK.

- Typing in the Assigned Group – Instead of searching through a long list of organizations, if you know the name of the Assigned Group you can type that name in the **Assigned Group** field. A contextual search will appear with appropriate selections. For example typing in Helpdesk will allow you to assign a ticket to *UNT Ticket Transfer/ CITC Helpdesk*.
- Finding who originally created the ticket – If you would like to know who originally created a ticket you received click on the **Date/System** tab from the Incident Console. Look for the **Original Submitter** field.

End users will create tickets using their EUIDs while support staff will generally use their Support Staff Accounts which are generally in the form of a single name (ex. edwards).

- Training – If you are interested in accessing the training for ITSM 7.6 instructions can be found at http://arsweb4.ars.unt.edu/helpdesk/itsm76_online_training.htm.



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IRC News

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

November 16, 2010

Members present: Joe Adamo (CITC/AIS), Philip Baczewski (CITC & DCSMT), Michael Baggett (COVA), Jim Byford (CENG), Tim Christian (CAS), Matt Cooper (GSC), Yunfei Du (SLIS), Katy Gallahan (President's Office), Jane Himmel (LEPG), Elizabeth Hinkle-Turner (SCPG), John Hooper (CITC/AIS/EIS), Scott Jackson (Libraries), Kasey Close (GALMAC), William Moen (Academic Admn.), Jon Nelson (COM), Patty Palumbo (Admn. Affairs HRS), Patrick Pluscht (CLEAR), Ruthanne Thomas (RED), Will Senn (Decision Support), Kiseol Yang (SMHM) **Members absent:** Joel Arredondo (SGA), Cengiz Capan (COB), Will Clark (UNT System Ctr.), Jim Curry (Classroom Support), Renee Drabier (IRT-HSC), Bruce Hunter (CAS/IAS), Abraham John (Student Development), Troy Johnson (Enrollment Management), Michael Monticino (CAS ITC Chair), Ramu Muthiah (CPACS), Charlotte Russell (CITC/AC), Joey Saxon (Finance Admn.), Scott Warren (Faculty Senate) **Guest(s) Present:** Paul Hons (for Judith Atkinson COE), Peter Sneeihan (Decision Support), Renee Sims (for Joey Saxon(Finance Admn.))

The minutes of the previous UNT ITC meeting, [September 21st, 2010](#) were approved with corrections.

Student Digital Communications Strategy Committee

Tim Christian opened the meeting for Dean Monticino and introduced Elizabeth Hinkle-Turner to discuss her "Student Digital Communications Strategy Committee Report". Elizabeth Hinkle-Turner requested answers for her business needs from IT, and submitted a chart which represents the general leaning of message types and discussed some items from the chart. Elizabeth Hinkle-Turner requested the members email their suggestions to achieve digital communications a success (eliminating email ambiguity, the enhancement of the existing communication resources for device technologies), and secondly making Eagle Connect more attractive (she noted Eagle Connect offers Office in the Clouds online, Skydrive offers 25 gigs of storage space; discussed the attributes of the Recommended Digital Communication Tools from the chart, some of which business units, and another group working on Advising Communications, Chaired by Mike McKay, are wanting to have greater proliferation of some of the EIS tools, one specifically noted is CRM that allows a 360 degree view of how the student is communicating and requires an action. CommGen a tool for postal mail and email communication which stores an archive of the letter that is sent, and also business units are wanting a phone call tool like Eagle Alert but she feels will dilute the effectiveness of Eagle Alert, also making links to Eaglenet more prominent. Elizabeth Hinkle-Turner has not received a response to an email she sent outlining these requests to IT people. Elizabeth Hinkle-Turner requested the members email if they find typos in her report. Joe Adamo suggested create a project list to CITC. Tim Christian suggested giving the newer chart to the Associate Deans and IT Shared Services; John Hooper agreed. Joe Adamo stated the units need to create a consensus of three prioritized solutions to use for a project to present to CITC. Tim Christian suggested only accept cases that are likely to be successful. Paul Hons stated to streamline the current system based on the chart, prioritize the list, outcomes need to be assessed, and include plans for future communications (ex: iPad, text, etc...). Tim Christian summarized the discussion for everyone by stating the following

1st objective – analysis, streamlining, communication plan, student outcome

2nd objective – cost efficiency

3rd objective – prioritize top three items from the list

4th objective – send the priorities to Christine to post online for members to review and for John to offer advice for the best path for sending to Shared Services for consideration

Lecture Capture System

Tim Christian introduced Jane Himmel to discuss voting results for the Lecture Capture System recommendation. Jane Himmel stated the results voted in favor of moving forward with a pilot on LCS and has begun working with Jim Curry to roll it out for Spring and to design a larger pilot for summer and fall; the second recommendation for ITC is to consider long-term funding for Lecture Capture on campus if the outcome of the pilot shows benefit to students and faculty, and CLEAR is willing to pay for hosting and support. Tim stated to move forward with the pilot project, requested an estimate of the cost of production, and asked for funding ideas suggesting Student Fees. Phillip Baczewski offered to learn who decides allocation of Technology Use Fees for Tim Christian.

Blackboard Learning Management System Upgrade

Jane Himmel announced that an upgrade to the Blackboard Learning Management System from Vista 8 to Learn 9.1 will take place over the next two years. Members of CLEAR and CITC's Distributed Learning Support (DLS) unit will meet with Blackboard representatives in early December, 2010 to discuss enhancements and to learn more about a product called Blackboard Mobile Learn.

Other Learning Management Systems

Jane Himmel also shared that a CAS department has been considering hosting a few of its courses on Pearson Education LMS but stated that problems with accessibility compatibility with Windows 7 may be problematic for students. Jane Himmel will continue gathering information from the department to determine why the change is being considered. She also mentioned that another option is to use Pearson's Passport plug-in for Blackboard Learn. Bill Moen suggested potentially doing another learning management system evaluation project to identify why people are looking at different options before moving to Blackboard Learn 9. It was agreed that such a project would be too time-consuming to repeat frequently, but that gathering feedback from faculty and students on satisfaction with the learning management system would be advisable.

IT Shared Services

John Hooper updated members stating IT Shared Services has developed a Shared Service Catalog, there are 25 services provided by UNT, and are developing a cost for the services, and looking at service consolidation, what is the model for IT cost recovery and what is the formula for allocating cost with HSC and UNT; under current discussion is an IT governance model that covers all the shared services, and determine priority in resources allocations, changed the IT reporting structure, recruiting a CIO, and developing a business service center.

ITC on SharePoint

Tim Christian stated ITC is moving forward with migrating from the public site to the private SharePoint site, and it was agreed by the members for calendar appointment of the meetings that are schedule. Tim Christian stated it is time to verify membership of representatives and will be sending out memos to the Dean's and Chairs to select their members.

Future meetings

The next UNT ITC meeting is scheduled for January 18th, 2011 in GAB 210M; will call for Agenda items two weeks before the meetings and request reports to be read before the meeting.

Patrick Pluscht will send an invitation Technology Showcase on November 29th, 2010 at 2:00 p.m. with a cookout of free lunch.

Unified messaging migration

Joe Adamo stated the migration to unified messaging is progressing well. He is meeting with HSC to set up test mailboxes, and his goal is to have system offices (900 on UNT campus) converted by the next quarter. Joe Adamo also stated a meeting with the vendor has been arranged to diagnose issues with wireless connectivity.

Meeting adjourned 4:00 p.m.

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

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



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RSS Matters

Research and Statistical Support

University of North Texas

Under New Ownership

Link to the last RSS article here: [Go Forth and Propagate: Book Recommendations for Learning and Teaching Bayesian Statistics -- Ed.](#)

By [Patrick McLeod](#), ACUS Host Systems Administrator

Academic Computing and User Services has some exciting news to share with the UNT community regarding SPSS Statistics software. Since this is the first year that we renewed our annual contract for SPSS Statistics with IBM after SPSS' organization and business operations have all been brought in-line with IBM's organization and business operations, we were able to add new functionality to our SPSS Statistics suite under the IBM SPSS Statistics Premium Campus Edition option while also lowering the cost of our license.

Our SPSS Statistics license now covers the following functionality (link provided will take you to the IBM SPSS product page for that particular product):

PRODUCTS SUPPORTED ON WINDOWS, MAC, AND: LINUX

IBM SPSS Statistics Base: <http://www-01.ibm.com/software/analytics/spss/products/statistics/base/>

IBM SPSS Advanced Statistics: <http://www-01.ibm.com/software/analytics/spss/products/statistics/advanced-statistics/>

IBM SPSS Regression: <http://www-01.ibm.com/software/analytics/spss/products/statistics/regression/>

IBM® SPSS® Custom Tables: <http://www-01.ibm.com/software/analytics/spss/products/statistics/custom-tables/>

IBM® SPSS® Data Preparation: <http://www-01.ibm.com/software/analytics/spss/products/statistics/data-preparation/>

IBM® SPSS® Missing Values: <http://www-01.ibm.com/software/analytics/spss/products/statistics/missing-values/>

IBM® SPSS® Forecasting: <http://www-01.ibm.com/software/analytics/spss/products/statistics/forecasting/>

IBM® SPSS® Decision Trees: <http://www-01.ibm.com/software/analytics/spss/products/statistics/decision-trees/>

IBM® SPSS® Direct Marketing: <http://www-01.ibm.com/software/analytics/spss/products/statistics/direct-marketing/>

IBM® SPSS® Complex Samples: <http://www-01.ibm.com/software/analytics/spss/products/statistics/complex-samples/>

IBM® SPSS® Conjoint: <http://www-01.ibm.com/software/analytics/spss/products/statistics/conjoint/>

IBM® SPSS® Neural Networks: <http://www-01.ibm.com/software/analytics/spss/products/statistics/neural-networks/>

IBM® SPSS® Bootstrapping: <http://www-01.ibm.com/software/analytics/spss/products/statistics/bootstrapping/>

IBM® SPSS® Categories: <http://www-01.ibm.com/software/analytics/spss/products/statistics/categories/>

IBM® SPSS® Exact Tests: <http://www-01.ibm.com/software/analytics/spss/products/statistics/exact-tests/>

PRODUCTS ONLY SUPPORTED ON WINDOWS

IBM® SPSS® Visualization Designer: <http://www-01.ibm.com/software/analytics/spss/products/statistics/vizdesigner/>

IBM® SPSS® SamplePower: <http://www-01.ibm.com/software/analytics/spss/products/statistics/samplepower/>

IBM® SPSS® AMOS: <http://www-01.ibm.com/software/analytics/spss/products/statistics/amos/>

Each of the links provided above not only gives you an overview of the product, but also provides you with a link to check the System Requirements. ACUS strongly encourages all users to verify that their system meets system requirements for these products before you attempt to install these or other products.

Are you qualified?

Our license covers both authorized use (individual installations) and concurrent use (installations depending upon our license server for authentication) for IBM SPSS products. For computers with a dedicated wired connection to the UNT network, we offer both concurrent use and authorized use IBM SPSS products. For large scale deployments such as computer labs or networked faculty machines with a common image, we recommend the concurrent use option. Under the authorized use option, qualified members of the UNT community can install copies of IBM SPSS products on their UNT computers as well as installing one copy on their home computers or personal laptops without cost. Qualified members of the UNT community are 100% FTE benefits-eligible faculty and staff who are engaged in academic instruction utilizing IBM SPSS products and/or academic non-commercial research utilizing IBM SPSS products. Please note that these license terms do not include administrative non-academic use of IBM SPSS products nor do they include graduate students, unless the graduate student in question is a 100% FTE benefits-eligible employee of the University engaged in instruction or non-commercial research.

Happy computing!



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Training

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

This monthly column is getting a new title as soon as we can get the bugs worked out. As stated in [Benchmarks Online Column Topic Changes](#), "Training" is a more descriptive title now that short courses are not offered on a regular basis. -- Ed.

Instructor-led courses are currently offered only by special request. Please contact an [RSS member](#) or [Claudia Lynch](#) if you are interested in taking such a class or wish to have someone offer a class for your students. **SPSS and SAS courses are now offered *online only***. RSS staff will be still be available for consultation on those topics, however. Another class available online is [Introduction to R](#).

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

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

Microsoft E-Learning

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

Microsoft Outlook Tutorials and much more

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

Central Web Support

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

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



CLEAR

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

"Brown Bag Seminars" are back! Faculty meet for lunch once a month during the Fall and Spring sessions in Chilton 245 from Noon-1 p.m. The purpose of this group is to bring faculty members together to share their experiences with distributed learning. One demonstration will be made at each meeting by a faculty member with experience in distributed learning. **The next meeting is on November 16.** More information on these activities can be found at the [CLEAR Website](#).

Ed2go

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

CALL has partnered up to provide online learning on a variety of topics. From standardized test preparation to database programming to training for libraries and their staff, there's a variety of areas from which to choose in online learning.

The online minicourses, provided in conjunction with Ed2go, are standardized 12-lesson modules released over a six week period. (Courses are active for eight weeks to provide some flexibility). Each module features a quiz. Lessons are instructor-led and course participants and instructor communicate through a course discussion board. Lessons can be downloaded and saved. At the end of the course there is a final quiz. A passing grade opens a window that allows students to print out a course completion certificate.

All courses are \$89, and UNT faculty, staff and students may receive a \$10 discount.

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

Information Security Awareness

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

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

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

Alternate Forms of Training

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

See <http://www.gal.unt.edu/> for a list of labs and their locations. The Willis Library, for example, has a [list of Tutorials and Software Support](#). The Library Instructional Unit also offers workshops and training, including "tech skills" training. Visit their websites for more information: <http://www.library.unt.edu/library-instruction>

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

Gartner Research Services

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

State of Texas Department of Information Resources

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

New Horizons Computer Learning Centers

New 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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Transitions

New Employees:

- **Abhishek Sharma**, CSS Tech, Classroom Support Services (part-time).
- **Sagarika Adepu**, Project Management Assistant (part-time).
- **Andrew Miller**, AIS Web Developer (part-time).
- **Wesley Mackay**, Computer Operations assistant (part-time).
- **Rhianon Price**, IT Specialist, Imaging Services.
- **Eric Shockey**, Telecom Student Employee (part-time).
- **Zach Lewis**, Business Services Support/Student Development assistant (part-time).
- **Mary Maxwell**, Business Services Support/Student Development assistant (part-time).
- **Timothy Farmer**, Business Services Support/Student Development assistant (part-time).
- **Robert Chapman**, CSS Tech, Classroom Support Services (part-time).
- **Sean Bell**, CSS Tech, Classroom Support Services (part-time).

No longer working in the Computing and Information Technology Center:

- **Kevin Cox**, IT Programmer Analyst, EIS Application Infrastructure Management (AIS). Transferred to another department on campus.
- **Glenn Thorpe**, GSEC, Incident Response & Forensic Analyst. Thorpe, who many know in connection with McAfee support, has left the University to pursue a career at McAfee itself.

Changes, Awards, Recognition, Publications, etc.

Service to UNT

Congratulations to the following employees for their years of service to UNT. They were [recently recognized](#) in *InHouse*.

20 Years of Service

- **Pahtsapong Tanaawibuonpoan**, Programmer Analyst, HRIS.

15 Years of Service

- **Matthew Duncan**, IT Programmer Analyst, Enterprise Systems Technical Services.
- **Richard Herrington**, IT Manager, Research & Statistical Support Services (ACUS).

5 years of Service

- **Kok Chuan Koh**, IT Programmer Analyst, Constituent Relationship Management (CRM).

Soaring Eagles

The following people were recognized as Soaring Eagles in the October/November 2011 [issue](#) of *HR Connections*, the Human Resources Newsletter.

 <i>Sanden Cottongame</i>	 <i>Tom Delozier</i>	 <i>Jacob Flores</i>
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Star Performers

The following people were recognized as Star Performers in the October/November 2011 [issue](#) of *HR Connections*, the Human Resources Newsletter.

 <i>Kory Booth</i>	 <i>Tom Delozier</i>	 <i>Kam Jebing</i>	 <i>Kok Chuan Koh</i>
 <i>Marci Mason</i>	 <i>Jay Maxwell</i>	 <i>Marsha Parr</i>	 <i>Margaret Plauche</i>
 <i>Troy Price</i>	 <i>Richard Sanzone</i>	 <i>Curry Brown Searle</i>	 <i>Scott Seymour</i>
 <i>Yoke Teo</i>			



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Today's Cartoon



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