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By the Numbers

Hours of overtime worked in November 2007

CITC's Administrative Information Systems group worked **over 1500 hours**, mostly in support of the of the [upgrade](#) to a new version of EIS including changes in the application software, database version, hardware, and storage.

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Questions, comments and corrections for this site: lynch@unt.edu

Site was last updated or revised : January 18, 2008

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Campus Computing News

UNT Selects an Imaging Vendor and Product

By [Maurice Leatherbury, Ph.D.](#)
Associate Vice President for Computing and Chief Technology Officer

In the waning days of 2007, UNT's imaging project steering committee, consisting of representatives from Chief of Staff, Student Development, Purchasing and Payment Services, Compliance Office, Budget Office, Legal Affairs, and International Studies selected Perceptive Software as the vendor and its product ImageNow (<http://www.imagenow.com/products>) to serve UNT's needs for a robust, scalable, and easy-to-use imaging system. Perceptive was one of four vendors who submitted acceptable responses to a Request for Proposal earlier in the year and after extensive study of the proposals and products offered, the steering committee chose ImageNow. The product is in use in several universities in the state, including SMU and the University of Texas at Arlington, and ImageNow met the stated requirements of the RFP.

The imaging project will consist of several stages:

1. Conversion of UNT's existing imaging system's files into ImageNow's format and database (those files are primarily invoice/purchasing documents and images associated with student admissions)
2. Implementing ImageNow in the aforementioned steering committee departments for their use in scanning, storing, and retrieving documents
3. Integrating ImageNow with EIS in the areas of purchasing and student records. The goal is to have document images associated with a purchase order or a student record (such as an invoice or a letter or recommendation) accessible with a simple click of a button on the appropriate EIS screen.
4. Develop workflow processes within ImageNow in some of the affected departments to make the processes of handling documents more efficient and effective.

The initial implementation of ImageNow will be assisted by the Perceptive Software corporation and is expected to last until approximately August of this year. Following that implementation, UNT's implementation and capabilities will be evaluated to determine how soon the system can be opened up to the whole campus for departmental uses in storing and retrieving images of documents.



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Vishing, the latest scam to hit the Denton area

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

There have been numerous reports recently of text messages being sent to people's cell phones, pagers, etc. on campus and in the Denton area. They purport to be from a local bank (Point Bank), but they could be from any bank or other financial institution. We have learned that the technical term for this action is called "vishing." According to [Wikipedia](#):

Vishing is the criminal practice of using [social engineering](#) and [Voice over IP](#) (VoIP) to gain access to private personal and financial information from the public for the purpose of financial reward. The term is a combination of "voice" and [phishing](#). Vishing exploits the public's trust in landline telephone services, which have traditionally terminated in physical locations which are known to the telephone company, and associated with a bill-payer. The victim is often unaware that VoIP allows for [caller ID spoofing](#), inexpensive, complex automated systems and anonymity for the bill-payer. Vishing is typically used to steal credit card numbers or other information used in [identity theft](#) schemes from individuals.

Vishing is very hard for legal authorities to monitor or trace. To protect themselves, consumers are advised to be highly suspicious when receiving messages directing them to call and provide credit card or bank numbers. Rather than provide any information, the consumer is advised to contact their bank or credit card company directly to verify the validity of the message.

Banks, including [Point Bank](#), and credit unions have been cautioning their patrons about this new threat. Recently, the American Airlines Credit Union posted this information on their [website](#):

Updated - January 14, 2008

A new form of attack called "vishing" has recently been attempted. In this type of "vishing" attack an automated voice leaves a message stating "due to fraud issues your [name of Financial Institution] account has been suspended". You are then provided with a telephone number to reactivate your account.

If you call into the fraudulent number, you will be prompted through an automated phone system and asked to input a 16 digit account number. It will then ask for your expiration date/month/year, followed by your PIN. It will then advise that your account has been reactivated. With one simple phone call, vishers gain access to your personal information.

Bottom line, be **very** suspicious of requests for personal information like account numbers

and PIN's, especially if they come in the form of automated voice messages. For a thorough, more technical discussion of vishing, see this IBM white-paper:
http://www.iss.net/documents/whitepapers/IBM_ISS_vishing_guide.pdf

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Computing Resources at UNT - Finding Your Way Around

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

Versions of this article are published each semester. -- Ed.

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

When all else fails ...

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

The Computing and Information Technology Center (CITC) Helpdesk is located in room 119 of the Information Sciences Building ([ISB](#)), directly beside the Science and Technology Library. Their hours are listed on the Helpdesk website: <http://www.unt.edu/helpdesk>. Besides stopping by or searching for answers on the website, you can call the Helpdesk at 940-565-2324 or send mail to helpdesk@unt.edu.

Speaking of the Helpdesk, *Benchmarks Online*, publishes a column each month called "Helpdesk FYI." This month's article is [Microsoft Outlook's Task System](#).

Following is a list of articles published this year. Perhaps one of these topics is something you've been wondering about:

- [View Options in Microsoft Outlook](#)
- [GroupWise Auto-Reply](#)
- [Staff and Faculty Resources on the Helpdesk Website](#)
- [The Basics of a Web Browser](#)
- [Activating Your EUID account](#)
- [GroupWise Spam Control Features](#)
- [Keyboard Shortcuts](#)

- [Publishing to People.unt.edu](#)
- [Accessing GroupWise off-campus](#)
- [EUID Passwords](#)
- [Remedy Web](#)
- [Eaglemail Filters: Using whitelists and blacklists](#)

New students are probably familiar with the *Tour of Student Computing Services at UNT*. There are lots of topics touched on that are of interest to non-students also. Check out the website: <http://www.unt.edu/helpdesk/studenttour/>

General Access Labs

The UNT General Access Computer Lab System is a collection of 14 computer labs spread across the UNT Denton campus, with one lab in Dallas. They have been set up to provide computing to the University community. The [GAL website](#) states:

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

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

A list of labs and their locations and operating hours is available from the [GAL website](#). The lab in ISB 110 is an *Adaptive Lab*. As the [website](#) states:

The University of North Texas Academic Computing Services General Access Lab is located in the Science and Technology Library in ISB 110. The mission of this lab is to provide general services to the UNT community with an emphasis on the special features that Academic Computing Services has to offer including helpdesk support and research assistance. Additionally the ACS lab is the designated adaptive lab on campus providing state-of-the-art adaptive equipment for those who need it. For more information about adaptive services on the UNT campus visit the Office of Disability Accommodation at <http://www.unt.edu/oda>.

Computer Based Training

All current faculty, staff, and students at UNT are eligible to use the computer-based training (CBT) courses purchased and administered by the CITC. The CBT homepage is: <http://www.unt.edu/cbt/> Following are some *Benchmarks Online* articles that have been published in the recent past on the topic:

- [SkillPort Training Site Update](#)
- [Free and Legal: Copyright Advice and Training Online](#)

The October and November issues of *Benchmarks Online* contain the articles [The Gift that Keeps on Giving: Even More Outlook and Office 2007 Training Posted on the CBT Website](#) and [New Titles Added in SharePoint Server 2007, Publisher, Project, and Office 2007](#).

Online Learning/UNTeCampus

For students, a good starting place is found on the [student tour](#). Faculty will want to visit the Center for Distributed Learning [website](#) and/or the Center itself. Some *Benchmarks Online* articles that might be of interest to faculty are:

- [Getting WebCT Vista Help](#)
- [Web Conferencing Tool on the Horizon: Teach & Meet Live Online](#)
- [From Word to Web in a Snap](#)

Windows Vista/Office 2007

Everyone's wondering about Windows Vista and Office 2007 these days. The following *Benchmarks Online* articles have addressed various aspects of this topic:

- [Whither Windows? Windows Vista and Office 2007 - What is a poor student to do?](#)
- [Windows Vista Learning Resources](#)
- [Office 2007 Available to UNT Employees at a Reduced Price](#)
- [Get Revved Up for Office and Outlook 2007!](#)
- [Statistical Software and Windows Vista](#)
- [SPSS' Hotfix for Windows Vista](#)

As mentioned above, the October and November issues of *Benchmarks Online* contain the articles [The Gift that Keeps on Giving: Even More Outlook and Office 2007 Training Posted on the CBT Website](#) and [New Titles Added in SharePoint Server 2007, Publisher, Project, and Office 2007](#).

Other Items of Interest

- **Gartner Research** -- UNT students, faculty, and staff have access to Gartner Research at: <https://gartner.unt.edu/> CITC also sponsors direct access to Gartner researchers. For more information see [Getting Direct Access to Gartner Researchers](#).
- **Statistical and Research Support Services** -- "The mission of the Research and Statistical Support (RSS) group at the University of North Texas (UNT) is to facilitate access to current research tools and statistical methodologies and to promote these methods to the research,

instructional, and administrative communities at UNT; to encourage a collaborative research environment for researchers through the development and use of innovative computing technologies; to provide training and consultation in the appropriate use of statistical methodologies and computer software; and to facilitate access to data collection and data management technologies." [From the [Research and Statistical Support website](#)]. The RSS Group publishes a monthly column in *Benchmarks Online*. This month's column is: [Statistics: a Clarification](#).

- **[CITC Data Management Services](#) - Services include:**

1. **Exam Grading/Analysis:** NCS Forms 4521 & Self-Score 106273. Exams can be processed within 15 minutes while you wait, or you can drop off and have results e-mailed for your convenience. Analyses' include Detailed Item Analysis, Frequency Distribution, and General Test Analysis (indicates which question(s) missed most).

2. **Departmental Course Evaluation Processing:** Departmental evaluations processed using NCS scantrons. Reports are produced using customized SAS programs, and delivered electronically in Excel and text format.

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

4. **Scannable Form Design:** Customized survey or evaluation "bubble" forms created using any current form, or just a new idea! Our service includes scanning the completed forms into a data file, ready for analysis, quick and easy! For more information on this service: Joann.Luksich@unt.edu

- **[High-Performance Computing Initiative](#)** - "Academic Computing Services supports multiple clusters of 32 and 64-bit processor systems running Linux for compute-intensive scientific research. Cluster computing provides dedicated systems for concurrent processing of jobs in a batch environment."

- **Information Security** -- "The UNT Information Security Team's purpose is to provide support to University academic and administrative departments for the protection of UNT computing information resources from misuse, abuse, unauthorized access or unauthorized disclosure. Computing information resources include all equipment, facilities, software, data and procedures which are designed, built, operated and maintained to collect, record, process, store, retrieve, display and transmit information. The mission of the Information Security Team is to educate and assist administrators and users of the UNT computing community in assessing, implementing, and maintaining their information security needs." [From the [Information Security Website](#)].

InHouse, UNT's faculty/staff online newsletter, ran a series of articles on information security last year. You can review them here: [InHouse Series](#)

[on Information Security.](#)

Make sure and read the article [Vishing, the latest scam to hit the Denton area](#) in this issue of *Benchmarks Online* to find out about an identity theft scam that is targeting local citizens.

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EDUCAUSE Southwest Regional Conference

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

Like we said last [month](#), "time marches on and so does the scheduling of EDUCAUSE conferences." The Southwest Regional Conference is coming up next month in Houston. A recent e-mail from EDUCAUSE pointed out that:

- There's still time to save money on the [Southwest Regional Conference 2008](#), "Empowering Community Through Technology," February 20–22 in Houston—[register](#) before **January 23** for low early-bird rates.
- The hotel deadline is also quickly approaching—[reserve your room](#) before **January 28**.
- **Get Involved—Serve as a Session Convener:** Is there a particular session you're planning to attend? Serve as the session convener—it's easy and helps us make sure the session runs smoothly. **Find out [more](#)**.

EDUCAUSE 2008 Annual Conference

Click on the graphic below to find out details about the upcoming annual conference.



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New Year's Resolutions for UNT General Access Computer Lab Users

By [Dr. Elizabeth Hinkle-Turner](#), Student Computing Services Manager

A little while ago I came across this article I wrote in the year 2000 on the [top ten gripes of UNT General Access Computer Lab Managers](#). It was a great deal of fun strolling down memory lane and recalling the days of floppy disks with viruses and AOL Instant Messenger Yellow Men and Napster kitty-cats appearing mysteriously on lab machine desktops. While that article is more than just a little out-of-date, in the spirit of the season, I invite users to once again review lab policies and procedures and perhaps - just perhaps - make some of these resolutions about their computer lab use. Hey - it sure is easier than giving up donuts or french fries!

The following resolutions are updates from the 2000 Top Ten article.

Resolve not to attempt to install third-party software, plug-ins etc on the lab machines. Actually, the lab managers now have all sorts of software in use that prevents this kind of stuff from happening but those 'attempted user modifications' still occasionally slip through. Really - other customers are not interested in being the victims of spyware abuses because of some plug-in you just HAD to have on a lab machine. Likewise - they really aren't interested in having that photo of your dog centered on their lab machine home screen.

Resolve to follow all printing policies in the labs. If you are unaware of the printer policies of the general access computer labs, amazingly, [THIS article](#) - also from the year 2000 - remains relevant and timely today. Remember, if enough paper and toner is wasted and used up, it will end up costing the labs so much money that the wonderful FREE printing that is offered to students at this time will have to go away.

Note that a SUB-resolution to the one above is: **Resolve** to only print to a color printer if you absolutely HAVE to have a color document AND only print single-sided if you absolutely HAVE to in order to fulfill an assignment requirement.

Resolve to not come into the lab with a flash USB drive that has a virus on it. This should be self-explanatory.

Resolve to not have really loud conversations with other patrons in the lab because it disturbs everyone else.

Resolve to not use your cell phone in the lab. Also - turn off the ringer before entering the lab.

Resolve to not clog up the print queue. This happens sometimes when someone is printing a very large Powerpoint or PDF. Here is the scenario straight from my 2000 article and it hasn't changed: A patron tries to print a document and it won't print for some reason. Rather than asking his friendly lab staff about the problem, the patron sends the document to print

again. It still doesn't print so he sends it again..... All this does is jam the print queue (the "line" in which all documents wait to be printed on a specified machine) and make matters worse for everyone. By the way, these are the same people who punch the elevator button several times thinking that it will make the car come faster. Everyone just wait patiently - that PDF or Powerpoint WILL eventually come out of the printer!

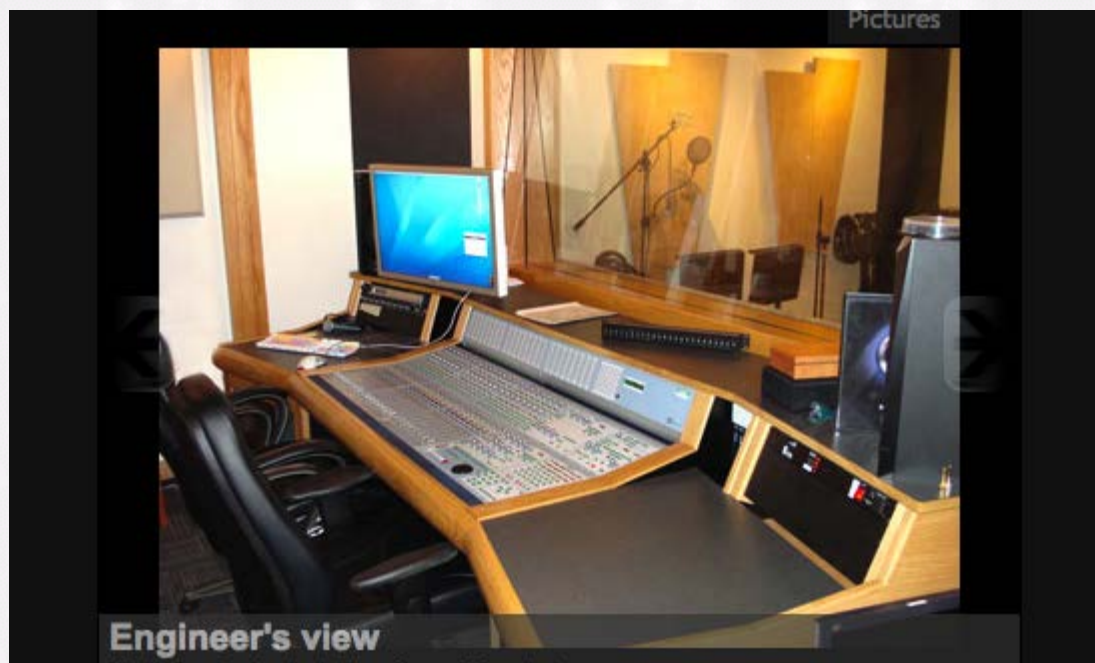
Note that a sub-resolution of this one is: **Resolve** NOT to print Powerpoint slides one to a page. Set the page to print multiple slides to a page.

Resolve not to waste General Access Computer Lab machine time playing games. This is actually not such a bad thing when it is slow but you will be loved by no one during October midterms when a long line of term paper customers are waiting while you play Yahoo Checkers.

Resolve to be very nice to the lab personnel. That should be self-evident. Remember The Golden Rule!

Resolve to save your work regularly. And furthermore, if you DON'T save regularly and your lab machine freezes and crashes and you lose all your work, don't yell at the lab personnel about it. The General Access Labs are *public* labs. With so many users on the machines, occasionally the poor computers do give up the ghost and Murphy's Law says that this will occur at around page 19 of your unsaved 20-page term paper that is due in a half hour. Save your work early and often.

Resolve that if a General Access Computer Lab has some sort of highly specialized equipment in it, you will become fully versed in how to use the equipment and all the policies and procedures around it before diving in and possibly mucking it up! The lab personnel will be happy to help you learn specialized equipment and software - because that is how they earn their paychecks and also because they are such nice people!



This recording studio is some highly specialized equipment in the College of Music General Access Computer Lab

AND FINALLY....**Resolve** to NEVER say, "This lab really sucks and nothing ever works" when ONE machine is out of order!

Happy New Year --- Feliz Año Nuevo

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Today's Cartoon

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"My my bluetooth bluetooth headset headset echoes echoes so so much much I I don't don't even even notice notice it it anymore anymore."

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

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Don't Forget Our Monthly Columns!

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

In addition to our feature articles, *Benchmarks Online* publishes monthly columns that are focused on specific aspects of computing here at UNT (and beyond, in some cases). Check out what is waiting for you this month:

- [By the Numbers](#) - Not really a column, but a new feature, giving you a glimpse behind the scenes of the volumes of data, spam, etc. processed, managed, and otherwise handled here at UNT.
- [RSS Matters](#) - "RSS Matters" is the monthly column written by the Research and Statistical Support [Group](#) in Academic Computing Services. Their articles focus on topics of a statistical and/or research methods nature. **This month, Patrick McLeod talks about "Starting off your New Year right with SPSS." Check it out!**
- [The Network Connection](#) - "The Network Connection" may well be the longest running column in computer publishing history. Certainly in University of North Texas computer [publishing history](#).

This month, Dr. Baczewski questions looks into the future of Internet connectivity. Click on the Network Connection link above to read "Going the Last Mile"

- [Link of the Month](#) - As it says on the top of the "Link of the Month" page, "each month we highlight an Internet, USENET Special Interest Group (SIG), or similar mailing list(s) or Website(s)." Lately we have been confining ourselves to featuring UNT specific sites. **Click on the link above and check out this month's feature, "University Union Information Center."**
- [Helpdesk FYI](#) - A new monthly feature from the CITC Helpdesk. Each month they will tackle a topic that has been of particular interest to callers/visitors to the Helpdesk. **This month Jonathan "Mac" Edwards talks about "Microsoft Outlook's Task System."**
- [Short Courses](#) - Every semester, Academic Computing Services (ACS) offers short courses on computer-related topics, many of them having to do with statistical research. This column keeps you up-to-date on what is being offered and when as well as other training opportunities.

The Short Course schedules are still being worked out, but if you have a group that needs a specific class, it may be possible

to arrange a special class just for them . Click on the Short Courses link above for more information.

- [IRC News](#) - As their Webpage [says](#), "the IRC is an advisory and oversight body created to foster communication and cooperation between and among UNT information resources providers and users." We publish the minutes of the IRC meetings each month, when they are available. **The *revised* minutes for November 20, 2007 and the minutes for December 18, 2007 are available this month.**
- [Staff Activities](#) - This column focuses on new employees, people who are no longer employed at the Computing and Information Technology Center, awards and recognitions and other items of interest featured here.

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Network Connection

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

Going the Last Mile

There's a catch phrase in the networking industry. It's the last mile. Simply stated, the last mile is the link that connects your computer, wherever that may be, to the high-speed data infrastructure that now crisscrosses the U.S. and most of the globe. It's that last mile which has been one of the greatest challenges in developing a high-speed networking presence in the U.S.

Technology past and present

In the early days of the Internet, the last mile consisted mostly of dialup connections via phone modems. To many of us, this connection is represented by that little bouncy modulated sound that the modem would make just before it finalized the connection and allowed you to exhale in relief. These days, the last mile is more likely to be a broadband connection such as cable modem, DSL, or even fiber-optic cable directly to your residence.

If you are lucky enough to have one of these broadband connections, your options still may be limited. Competition for the last mile has been fierce and not always fair. All players, whether they be cable companies or phone companies, have jostled to keep, as much as they can, their monopoly provided by their historic position as public utilities. But these days, you can get phone service over the Internet and receive TV programming over your phone service.

One other characteristic of the last mile is that it is fixed to one location. Your DSL does not leave the house with you when you go to work. Your cable modem isn't with you while you are awaiting your flight at the airport. For these situations, we've relied on either WiFi (wireless Internet) or cellular broadband technologies. WiFi service tends to have to come with a cup of coffee, and won't move with you if you are mobile.

Cellular broadband is only broadband compared to how slow data travels over a regular cellular connection. On the horizon, however, is another technology to traverse that last mile.

Technology of the future

[WiMAX](#), sounds like it should be some kind of WiFi on steroids and perhaps that's a good description, but not exactly a technical one. WiMAX measures its range in miles rather than feet. WiMAX may provide a respectable 10 Megabit per second upload and download speed at a range of several miles. It may provide that connectivity for your last mile at home and

travel with you as you roam the physical or virtual landscape.

Of course, the operative word is "may" since no one has actually implemented a commercial WiMAX service. That may change this coming April if Sprint is true to its announcement at the recent [Consumer Electronics Show](#) held in Las Vegas, Nevada. Sprint plans cards for laptops or modems for home desktops, so competition may actually start to heat up for the last mile. Sprint will test the product in several urban markets and perhaps then start to build out their infrastructure across the U.S.

Any new alternative to last mile connectivity can only lower costs by increasing competition. Sprint is not making any claims regarding their pricing except to imply that their rates will be competitive. One thing that may help the development of WiMAX is the impending switch to [exclusive HDTV broadcasts](#). This will finally free up a chunk of communication spectrum to be auctioned off by the U.S. government as a way to rescue the federal budget and save us all from social insecurity. A real benefit may be that some of the spectrum will be available to support the expansion of WiMAX service.

So look for a new option coming to support your last mile to the Internet. It will probably take a couple of years to get here, but it could dramatically change the penetration of high-speed Internet service in the U.S. Until then, we'll just have to keep trudging that mile along whatever road will take us.

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Link of the Month

Each month we highlight an online mailing list or website. Frequently the link is associated with UNT.

University Union Information Center

The University Union Information Center is a handy place to know about if you have questions/needs that go beyond the scope of the [CITC Helpdesk](#). As the Union Information Center [website](#) states:

Questions? Need directions? Don't know who to talk to for information? Call us at (940) 565-3805. We are located on level 3 in the Union.

Lost and Found

One of the services provided by the Union Information Center is a lost and found service. *InHouse* recently published an article on this service titled "Fun Fact: Lost and Found the place to go for missing stuff." Click [here](#) to check it out.

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Helpdesk FYI

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

Microsoft Outlook's Task System

With the Spring 2008 semester now upon us, UNT is busy once again. In the new semester rush it can be easy to forget important events or deadlines, but Outlook's Task system can certainly help you remember. The task system can also be used to send tasks to your staff or coworkers to remind them of these same deadlines or events.

The easiest way to create a personal task is in the To-Do Bar that we discussed in a previous *Benchmarks Online* [article](#). Once your To-Do Bar is open, simply click on the date that you wish to schedule an appointment. As an example I will click on January 17th. The Calendar window will appear. I will type in "Weekly Staff Meeting" at 2 pm. Now I double click on this appointment to bring up the Appointment Dialog Box.



In the Appointment Window I can add more details to the appointment, set location, importance, and appointment length. I can also set the recurrence. If you would like to invite others to join the meeting, simply select Invite Others, and chose the names from the address book of those you wish to invite.



To directly assign tasks go to File>New > Task. The Task Window should now appear. In this window you can select the start and end date, priority, and recurrence. In addition you can choose to include a reminder.



There are many options in Outlook's Task Management system to help you stay organized. I hope this brief overview has encouraged you to explore them.

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IRC News



Minutes provided by Sue Ellen Richey,
Recording Secretary*

November 20, 2007 (Revised 12/17)

VOTING MEMBERS PRESENT: PHILIP TURNER, CHAIR, PATRICK PLUSCHT, TIM CHRISTIAN, ELIZABETH HINKLE-TURNER, JOHN HOOPER, JUDITH ADKISON, BRUCE HUNTER, JIM BYFORD (for SCOTT WINDHAM), GARY MATTHEWS, UWE ROSSBACH, YUNFEI DU, NOREEN GOGGIN **NON-VOTING MEMBERS PRESENT:** MAURICE LEATHERBURY, PHILIP BACZEWSKI, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT:** ROBERT NIMOCKS, LOU ANN BRADLEY, DON GROSE, JOHN PRICE, WILL SENN, RAY BANKS, ABRAHAM JOHN, CENGIZ CAPAN, JON NELSON, DONNA KEENER, RAMU MUTHIAH, FRANCES MAY **GUESTS PRESENT:** KEITHA ROBERTSON

The minutes of the October 16th meeting were approved with one correction:

Paul Hons attended the meeting as proxy for Judith Adkison.

Distributed Computing Support Management Team**

Philip Baczewski reported for the Distributed Computing Support Management Team that DCSMT met on November 9. Bahram Paiani presented an overview of issues which lead to the unscheduled replacement of the top-level mail routers with devices from IronPort. He explained that there had been a dramatic spike in e-mail connection attempts which the old mailhost servers could not handle without significant delays in mail delivery. The IronPort devices had been operating in parallel for several weeks with no problems. Placing them in production increased the efficiency in mail handling but changed the method in which spam messages are identified and quarantined.

Also at that meeting, Keith Cullum of Dell Inc. introduced John Forshay as our new Dell account representative for UNT. Keith has accepted a promotion at Dell and John will take over the role that Keith played. In addition, Mark McClung from Dell was in attendance and will be the primary marketing resource for Dell server technologies. John mentioned that our inside sales contact has also change and promised to relay complete information for redistribution to distributed support managers.

Distributed support managers were urged to review the test implementation of the ITSM 7 system slated to replace Remedy. The next meeting is scheduled for December 7 and will feature updates on the MS Exchange migration and the MS Active Directory implementation.

Dr. Turner asked if a notice would be going out explaining where to look for mail that is labeled as SPAM, so that people can know how to check it out. Philip replied that Bahram

reportedly said that he could send weekly notifications, but didn't really feel it was necessary since these new units are much more efficient at weeding out only SPAM. Discussion followed regarding the rules of the new IronPort system, during which Judith Adkison reported that some faculty are reporting problems receiving mail from valid sources. Also Dr. Turner reported that several times while he was away from campus he found that he could not connect to GroupWise remotely because the site he was accessing from had been blocked. Uwe Rossbach commented that he wanted to be sure that faculty did not miss mail-host items and government notifications.

Learning Enhancement Planning Group

Patrick Pluscht reported for the Learning Enhancement Planning Group that the transfer of courses from Vista to new Vista 4.2 continues to go well. They completed migrating the 1100 sections that were offered this Fall, as of end of October. Now they're going back and picking up any exceptions, courses that were offered in Spring but not in Fall that faculty would like to have offered again next Spring, as well as any new courses. On November 12 they released to the Learning Enhancement Planning Group the usability testing results of the learning management systems alternatives they are looking at, for their review. On December 5 they will see if they have enough evidence to narrow the selection.

Patrick presented the enrollment data for Fall 2007, which showed 37,530 semester credit hours through internet courses (which does not include video conference courses). There were 12,710 enrollments representing 9,739 students; and those are the ones that are 50% or more. There was no way to capture data for those that are less than 50%. He also reported that they are in the implementation phase of Apple iTunes U. Once in place, they will begin to present training for faculty, during the Spring semester, and roll out some of the services. In the meantime there is a lot to be done to with organizing the site as to how to use it for instructional and promotional University relations-type matters.

There will be scheduled downtime for both Vista as well as Vista 4.2 in order to physically move the servers, beginning at 6:00 am on December 18 and ending by 10:00 pm on December 21. Any attempts to access the service during scheduled maintenance windows will result in redirection to a notification page set up by Distributed Learning Support.

Communications Planning Group

Tim Christian reported for the Communications Planning Group that the committee discussed the virtual side of networking, like VPN. The VPN project is something that Datacomm has been working on for some time. Joe Adamo said that they hope to have something to put into production by mid to late Spring. C.R., Chevli said they want to propose a maintenance window when they can conduct regular system maintenance, and he will soon present that proposal to DCSMT. Also, Joe Adamo announced that the firewall in Richardson will soon be brought to the UNT campus, doesn't expect that this architectural change will not bring about any downtime. Some dorms are using Apogee ISP, a third-party internet provider, in lieu of UNT's service, with more dorms changing over in the near future. There were some concerns raised regarding UNT's existing wireless network, which was put in place as a secondary lower-priority network not to be used as for primary productivity by faculty, staff or students. There was some discussion about reviewing that criterion to move to making it a more fully productive solution. Datacomm will take the comments under consideration.

Elizabeth Hinkle-Turner commented that RESNET is second in line if Apogee is not available to take a call; and they are expanding some of their other services, also. The

RESNET administrators don't just administer the dorm services; they also handle the gaming areas, etc.

There was some discussion regarding the establishment of a schedule for computer system maintenance, and importance of coordinating that with network managers and critical system administrators. Tim assured everyone that C.R. Chevli would present the proposal to DCSMT first and then take it to other appropriate groups for approval before putting it into effect.

EIS Planning Group

John Hooper reported for the EIS Planning Group that the upgrade of the Learning Solutions module is scheduled for the Thanksgiving weekend. In addition, they are putting in the new database operating system and upgrading the system hardware. They have been doing quite a bit of testing including load testing, and a mock "Go-Live" test, and believe they are ready for this upgrade. If all goes well throughout the weekend, and after final checks on Sunday, they will move into production mode by Monday morning. If there are serious problems, they can always revert back to the old system; it will still be there. They plan to trade in one of the old 6800 machines, but keep the others for backup machines, or testing machines.

John Hooper assured everyone that there had been no changes made to DARWIN; it is its own system, and runs separately.

Standards & Policy Planning Group

Tim Christian reported for the Standards & Policy Planning Group that Andrew Harris and Bonita Hairston have now received the revised Computer Use Policy and the Electronic Mail Usage and Retention Policy, which were approved by the IRC at its last meeting.

Student Computing Planning Group

Elizabeth Hinkle-Turner reported for the Student Computing Planning Group that due to some hardware issues, an ad hoc committee has been formed and charged to look into the possibility of out-sourcing Eagle Mail. A technical portion of this committee has met to discuss the technical issues. They are looking at the viability of Eagle Mail along with options from Google, Microsoft and Yahoo Zimbra, considering security and functionality of each option. They have solicited task force members from various groups on campus, such as Registrar, Finance, Student Government, etc. They have developed a list of technical questions and hope to have a meeting of the entire task force before the Christmas break and bring in some representatives from various companies in January and February and have a decision made by the end of February, 2008.

Tim Christian mentioned an article in Gartner about educational institutions adopting the free packages offered. He also asked if Elizabeth's committee had considered telling students they have to have an email account, and leave it up to them to get one from whatever source they choose. Philip Baczewski noted that UNT now gives students the choice of providing their personal email address versus signing up for Eagle Mail.

Emergency Notification System

Maurice Leatherbury reported that new Emergency Notification System has been tested; that was really an unplanned test. He reported that they had live delivery of 17,000 messages and 24,000 answering machines in 36 minutes, resulting in 86% successfully deliveries, if

you consider answering machines. The remaining percentage was a result of bad phone numbers, or unregistered numbers. Tim Christian questioned the use of the Emergency Notification System for an accident on I-35, and Maurice replied that the decision to use the system was made by the University President.

Maurice Leatherbury also reported that 64 people in CITC have been using Microsoft Outlook successfully. The rest of the CITC staff will be migrated to Outlook next week.

December 18, 2007

VOTING MEMBERS PRESENT: PHILIP TURNER, CHAIR, PATRICK PLUSCHT, TIM CHRISTIAN, ELIZABETH HINKLE-TURNER, JOHN HOOPER, BRUCE HUNTER, JIM BYFORD (for SCOTT WINDHAM), GARY MATTHEWS, YUNFEI DU, FRANCES MAY, NOREEN GOGGIN, JOE ADAMO (for LOU ANN BRADLEY), WILL SENN, BEN BIGBY (for JON NELSON) **NON-VOTING MEMBERS PRESENT:** MAURICE LEATHERBURY, PHILIP BACZEWSKI, SEAN-MIKEL FLOWERS, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT:** UWE ROSSBACH, JUDITH ADKISON, ROBERT NIMOCKS, DON GROSE, JOHN PRICE, RAY BANKS, ABRAHAM JOHN, CENGIZ CAPAN, DONNA KEENER, RAMU MUTHIAH **GUESTS PRESENT:** CHARLOTTE RUSSELL

Distributed Computing Support Management Team**

Philip Baczewski reported for the Distributed Computing Support Management Team that they met on December 7. Jason Gutierrez presented an update on the status of the GroupWise to Microsoft Exchange and Outlook migration. He stated that about 200 e-mail post offices are in operation on Exchange, with most of the CITC already migrated to Exchange. HSC and Dallas Campus addresses are not yet in the Outlook address book, but work is underway to make those available. No busy searches are possible between GroupWise and Exchange; however, it is possible to send appointments between systems. Several tech support offices are ready to migrate, but no department-wide migrations are formally scheduled yet. Blackberry services are not yet installed, but they may have a 90-day transition period allowable in our Blackberry server license. GWIM will be up and running until Microsoft OCS is ready. Yoke Teo distributed a report on the status of the Active Directory implementation. All but a small number of faculty and staff are provisioned in AD. Administrative groups have been created and distributed areas have been granted full OU control. The System Management Server is fully deployed. Distributed managers were also provided with instructions on joining their systems to the UNT Active Directory. Additional information was provided regarding migration of Netware servers to Windows file and print services.

Elizabeth Hinkle-Turner provided a report from the DCSMT working group on software metering. Softrack was selected as the solution for metering when copy execution limits need to be enforced. A central server for metering statistical applications can work in conjunction with distributed Softrack servers used to restrict applications within a department or college. A number of managers expressed a need to implement Softrack to replace Zenworks functionality, feedback which had not been previously received.

Elizabeth agreed to again receive requirements information from managers and recalculate the level of Softrack licensing needed.

Philip further reported that DCSMT briefly discussed problems using Excel 2007 to directly open reports generated by Cognos on the UNT EIS system. Managers agreed that a workaround was to save a file to disk and then open the file in Excel. Because of the proximity of the holidays, DCSMT will not meet on Dec. 21 but will next meet on Jan. 4, 2008.

Learning Enhancement Planning Group

Patrick Pluscht reported for the Learning Enhancement Planning Group and gave an update

on the learning management system evaluation, stating that participation throughout the Fall has been good, with 20-25 attendees for each meeting with the committee. A public lms evaluation website has been launched and is now available if anyone would like to read reports and notes. The url is web3.unt.edu/lmseval. This Fall three teams completed research and/or testing on all four of the systems that are candidates; those were “end-user,” “ease of use testing,” “user technical requirements and integration of third-party tools.” Blackboard Vista is first in terms of ease of use, as a result of the testing, but these results are likely due to the familiarity the end users had of the system. In terms of user technical requirements, Blackboard Vista came in last because of specific requirements for JAVA throughout the system. Angel registered within the top two spots in all of the three teams’ evaluations. No clear leader has emerged at this point and the committee was reluctant to rule out any of the systems, and would like to continue the evaluation on all four in the Spring. At that time the focus will be on accessibility, including testing with ODA students; on quality of product support, which will be gathered from individual vendors and customers of those vendors, on system stability, and analysis of cost of implementation and long-term maintenance.

In addition, a subcommittee of the CDL Steering Committee has met to evaluate the learning enhancement grant proposals; there were 31 proposals this year. The committee recommended 20 for full funding, 3 for partial funding, and 8 for no funding. The recommendations are awaiting Provost approval. Patrick also reported that there has been some informal training in podcasting with Journalism faculty in a wonderful Apple lab. A technical meeting is coming up on January 10th where there will be 3 representatives of the content production area, the design interface and the back-end or central web support piece.

EIS Planning Group

There was no report from the Communications Planning Group.

EIS Planning Group

John Hooper reported for the EIS Planning Group that they completed the Learning Solutions Upgrade over Thanksgiving. He is very pleased with how it went. A week later they tried to move the new finance system to the new storage system, but that didn’t work so they are still looking at that.

Standards & Policy Planning Group

There was no report from the Standards & Policy Planning Group.

Student Computing Planning Group

Elizabeth Hinkle Turner reported for the Student Computing Planning Group and distributed a report of the Student Email Task Force Meeting, which was a result of an inquiry into outsourcing Student email, storage and web page services. There seemed to be in general favor of looking into outsourcing these services, with a primary goal of giving students a system they can utilize effectively to get the information they want and need from the university community. Students had a favorable impression of the Eagle Alert system, and thought it was a good model for any new Student Email service. They are looking at Microsoft, Google and Yahoo Zimbra and will have another meeting in late January.

Maurice Leatherbury reported that CITC is ready to have departments migrate to Microsoft Exchange. They have not run into any problems, and the Blackberry server is up and

running. Network Managers are coordinating with Jason Myre regarding the timing of their migration.

Maurice also noted that one of the recommendations of the Peer Review group was to look at restructuring an advisory group for IT on campus. He has talked with Andrew Harris and the Provost about this and agreed to re-form the Information Resources Steering Committee to help set priorities for IT. They have also agreed to look at restructuring this council, so they will be discussing that over the next several months. It is still unclear where IT will report; no decision has been made about that.

Maurice reported that CITC has been looking at email archiving products for months. The company that provides UNT with backup systems also provides an archiving software that would be beneficial in UNT's attempt to be compliant in that area, and would enable the archiving to be done centrally. The company is offering the software at a deep discount if purchased before 2008, so Maurice asked for the Council's input about purchasing it now. Discussion followed.

Before closing the meeting, the Chair asked for approval of the minutes of the IRC's November meeting. Tim Christian moved for approval of the minutes as distributed. John Hooper seconded the motion and the minutes were approved.

There being no further business, the meeting was adjourned at 3:00 p.m.

* For a list of IRC Regular and Ex-officio Members click [here](#).

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

IRC Meeting Schedule

The [IRC](#) generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. From time to time there are planned exceptions to this schedule. The schedule can be found [here](#). All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

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Research and Statistical Support University of North Texas

RSS Matters

Link to the last RSS article here: [Moderators and Mediators - Ed.](#)

Starting off your New Year right with SPSS

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

Happy 2008 to all of our loyal *Benchmarks Online* readership! A new year brings with it lots of things: New job opportunities, new adventures with family and friends and, of course, new versions of your favorite statistical software! Well, perhaps that last item is only a cause for celebration here in Academic Computing Services, but whether you are a casual user or a power user of SPSS, I would like to take this time and column space to hopefully steer you towards celebration and away from the consternation when installing the latest version of SPSS on a machine with other versions, particularly version 12.

SPSS 16

One of the new versions of statistical software available to the UNT community in this early new year is SPSS 16 for Windows and SPSS 16 for Mac (Intel processors and Power PC processors alike). Sorry, students: Under our license agreement with SPSS, Inc., SPSS is only available free of charge to full time, benefits eligible faculty and staff. Students can purchase either the Student Version of SPSS 16 or the Grad Pack Version of SPSS 16 in the Union Bookstore.

As many of our SPSS power users will know, SPSS added a license management component to their software as of SPSS version 13. The Sentinel License Manager is a separate piece of software that is installed when you install SPSS. When installed with the site license option, Sentinel will check the authorization code you supply during the license authorization process against a list of legitimate authorization codes via a live internet connection. Once your authorization code is validated, then Sentinel initializes your SPSS installation as good through the end of that authorization code's time period. Our authorization codes are renewed on an annual basis, so each individual version of SPSS will need to be re-authorized through the License Authorization Wizard as the old code expires and a new code is issued. This is only true of the site license option installations; SPSS instances installed under the network option validate their installations against a Sentinel license server hosted locally on UNT's network. These network licenses are dependent on that license server

hosting a valid license for that particular version of SPSS.

Keeping your SPSS local installation running smoothly

There are two things which will greatly assist you in keeping your SPSS local installation running smoothly in 2008 and beyond: Keeping your version current and uninstalling SPSS 12 before installing new versions of SPSS. SPSS, Inc. has a two version support policy in place at this time. What this means is that SPSS only supports the current version and the next most current version of their software. In our case, SPSS is only offering current support for SPSS 15 and SPSS 16 for Windows and SPSS 13 and SPSS 16 for Mac. All older versions of SPSS (14, 13 and 12) are considered aged out and we have to make a special request to our account manager in order to obtain new authorization codes for these pieces of software, authorization codes that are usually just long enough to not disrupt academic activity in order for us to assist in moving you up to a currently supported version. It is my goal to get the entire UNT SPSS community moved up to version 16 for site license option installations by the end of this Spring 2008 semester. I hope to be able to report some similar timeline to you later this Spring for SPSS 16 installed under the network license option.

We have seen several instances of license authorization issues when running concurrent installations of SPSS 12 and newer versions of SPSS. These do not seem to be a consistent problem, but the issues to occur often enough that we advise anyone still running SPSS 12 to uninstall it before installing SPSS 16. There seems to be something about the manner in which the Sentinel license manager authorizes new installations of SPSS that sometimes gets “crossed” with SPSS 12.

In conclusion, to get your statistical computing year off on the right foot, keep your locally installed versions of SPSS current and remember to uninstall SPSS 12 before installing SPSS 16! Happy computing!

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Short Courses

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



2/1/08 - Short courses are now scheduled. Classes in SPSS, SAS, Stata, R & S-Plus and New Technologies for Survey Research will be offered in February. See <http://www.unt.edu/training/shortcrs.htm> for details.

Short Courses are still being planned for this semester. Surf over to the [Short Courses](#) page to see what sorts of classes may be offered. If you have a group that needs a specific class, it may be possible to arrange a special class just for them. See "Customized Short Courses" below for further information.

Customized Short Courses

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

Especially for Faculty and Staff Members

In addition to the ACS Short Courses, which are available to students, faculty and staff, staff and faculty members can take courses offered through the [Human Resources Department](#), and the [Center for Distributed Learning](#). Additionally, the [Center for Continuing Education and Conference Management](#) 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 the EISTRN GroupWise account.

Moving from GroupWise to Microsoft Outlook Training

Although the project has been [delayed](#), a useful source for finding resources for preparing the campus community for this transition can be found [here](#).

Central Web Support

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

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.

In addition the Central Web Support office provides training to faculty and staff for web development. Training courses that are offered include Dreamweaver, Fireworks, Integrating Dreamweaver and Fireworks, ColdFusion, Zope and SQL.

In an effort to provide the services that the UNT Web Development [requires] our staff will continually add additional courses to fit the needs of our faculty, staff and students.

Center for Distributed Learning

The Center for Distributed Learning 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 [Center for Distributed Learning 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/>

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.

For further information on CBT at UNT, see the CBT [website](#). Note, also, some *Benchmarks Online* articles that have been published in the recent past:

- [SkillPort Training Site Update](#)
- [Free and Legal: Copyright Advice and Training Online](#)
- [The Gift that Keeps on Giving: Even More Outlook and Office 2007 Training Posted on the CBT Website](#)
- [New Titles Added in SharePoint Server 2007, Publisher, Project, and Office 2007](#)

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Staff Activities

Transitions

New Employees:

- **Rashad Robinson**, Student Computer Operator (part-time).
- **Lakshmiraray (Laks) Chekuri**, ACS GAL Consultant (part-time).
- **Siwaporn (Pae) Chaicharoen**, ACS GAL Consultant (part-time).
- **Jaclyn McRae**, ACS GAL Consultant (part-time).
- **Trent Ryan**, ACS GAL Consultant (part-time).

No longer working in the Computing and Information Technology Center:

- **Ram Nageshwaran**, Student Computer Operator (part-time).
- **Sailaja Bhagavatula**, ACS GAL Consultant (part-time).
- **Jakkrit Wajavuth**, ACS GAL Consultant (part-time).

Changes, Awards, Recognition, Publications, etc.

Service Recognition Awards

As was reported in [InHouse](#), the Service Recognition Awards program honored more than 400 employees at a reception on December 13 in the University Union. The list of honorees from CITC follows. Thank you for your dedication to UNT and CITC.

Employees honored for 20 years of service

- Crews, Jana
- Duchemin, John
- Saringer Jr., Robert

Employees honored for 15 years of experience

- Aswalap, Supaluk



- Belcher, Jr., William
- Kennedy, Virginia
- Linke, Luanne
- Patterson, Janice
- Tanaawibuonpoan, Pahtsapong
- Wright, Michael

Employees honored for 10 years of service

- Bradley, Allen
- Brown, Richard
- Herrington, Richard
- Richards, Virginia
- Terrell, John

Employees honored for five years of service

- Botha, Monika
- Ozuna, Jr., Pablo
- Peacock, Cristin
- Richman, Brian
- Salsman, Steve
- Teo, Yoke

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