Benchmarks Online

Computing and Information Technology Center

Volume 10 - Number 3 * March 2007

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UNIVERSITY OF NORTH TEXAS

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

Site was last updated or revised : June 15, 2007

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Campus Computing News

UNT Moving from GroupWise to Exchange/Outlook

By Allen Bradley, Manager, Network Computing Services

The University of North Texas will take a giant leap forward this summer as we convert our legacy server and email systems from Novell to comparable Microsoft products. The most notable change will be the migration from Novell's GroupWise email to Microsoft's Exchange/Outlook. Other changes, like file and print services, will be mostly transparent to the end user.

Implementation Plan

To ensure a smooth transition, the CITC has engaged Dell Professional Services (DPS) to consult us in the design and implementation of Microsoft's Active Directory, Exchange email system and file and print services. In addition, I have assembled two groups which represent areas around the campus who will assist and participate in the smooth implementation of these new systems.

The first group is the Steering Committee. It is made up of 20 key technical managers from larger campus computing support teams, the CITC's Network Computing Services (the creators or your favorite animated Christmas cards) and a representative from the DCSMT, which represents all areas on campus. This committee will give their big picture view of migration requirements, keep up with its timing and direction, and will coordinate the migration with their users.

The second group is the Implementation Team. It is made up of 24 highly technical personnel from campus areas that support several hundred users. This team will work on a daily basis with my team and DPS during the envisioning, design and roll out phases of the project.

Timeline for Moving to Microsoft

Though we have been preparing for this migration for quite some time, we officially began February 26, 2007 when DPS came to UNT for their 15 week engagement. The CITC is dedicated to the successful migration and will convert ourselves sometime in May. This will allow the Implementation Team to gain the necessary experience and confidence to begin the campus-wide roll out that will be completed during the summer.

Check our MSMigration page for regular updates of our progress and details on how you can begin preparing for the Microsoft experience.

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Spring Break Hours

By Claudia Lynch, *Benchmarks Online* Editor

The University is officially closed March 25 through March 23. Following are the hours for Computing and Information Technology Center-managed facilities during the break.

- The **Helpdesk** plans to be open as follows:

  Sunday, March 18: 1 p.m. - Midnight
  Monday, March 19: 8 a.m. - Midnight
  Tuesday, March 20: 8 a.m. - Midnight
  Wednesday, March 21 - Friday, March 23: 8 a.m. - 8 p.m.
  Saturday, March 24: 9 a.m. - 5 p.m.
  Sunday, March 25: Resume normal hours.

- The **ACS General Access/Adaptive Lab** (ISB 110):

  Sunday March 18: **Closed**
  Monday-Friday, March 19-23: Open 9 a.m. - 7 p.m.
  Saturday, March 24: **Closed**
  Sunday, March 25: Resume normal hours.

Hours for Other Campus Facilities

General Access Labs

- WILLIS:

  Saturday, March 17: Close at 11:50 p.m.
  Sunday, March 18: **Closed**
  Monday, March 19 - Friday, March 23: 8 a.m. - 7:50 p.m.
  Saturday, March 24: **Closed**
  Monday, March 25: Open at 1 p.m., return to 24 hour schedule.

- SLIS:

  Friday, March 16: Close at 6 p.m.
  Saturday, March 17 - Friday, March 23 : **Closed**
  Saturday, March 24: Resume normal hours

- MUSIC:

  Friday, March 16: Close at 5 p.m.
  Saturday, March 17 - Sunday, March 25 : **Closed**

Monday, March 26: Resume normal hours

- PACS Computing Center (formerly SCS & SMHM):

  Friday, March 16: close at 6 p.m.
  Saturday, March 17 - Sunday, March 25: **Closed**
  Monday, March 26: Open 7 a.m., resume normal hours

- SOVA:

  Friday, March 16: close at 5 p.m.
  Saturday, March 17 - Sunday, March 25: **Closed**
  Monday, March 26: Resume normal hours

- COE:

  Friday, March 16: Close at 5 p.m.
  Saturday, March 17 - Sunday, March 25 : **Closed**
  Monday, March 26: Open at 7 a.m., resume normal hours

- COBA:

  - Friday, March 16: Close at 4 p.m.

  Saturday, March 17 - Sunday, March 25 : **Closed**
  Monday, March 26: Resume normal hours

- **CAS:**

  GAB 330

  Friday, March 16: Close at 5 p.m.
  Saturday, March 17 - Saturday, March 24: **Closed**
  Sunday, March 25: Open Noon, resume normal hours

  GAB 550

  Friday, March 16: Close at 5 p.m.
  March 17 - Sunday, March 25: **Closed**
  Monday, March 26: Open 8 a.m., resume normal hours

  Terrill 220

  Friday, March 16: Close at 5 p.m.
  March 17 - Sunday, March 25: **Closed**
  Monday, March 26: Open 8 a.m., resume normal hours

  Wooten 120

  Friday, March 16: Close at 5 p.m.
  March 17 - Sunday, March 25: **Closed**
  Monday, March 26: Open 8 a.m., resume normal hours

- **UNT Dallas Campus - 155A**

  - Monday, March 19 - Wednesday, March 21: 8 a.m. - 1 p.m.
    Thursday, March 22 - Friday, March 23: 8 a.m. - 6 p.m.
    Saturday, March 24: 8 a.m. - 5 p.m.
    Sunday, March 25: Resume normal hours.

- **Engineering General Access Lab (englab@unt.edu, Research Park, B129, 891-6733)**

  Saturday, March 17 - Sunday, March 25: **Closed**
  Monday, March 26: Resume normal hours

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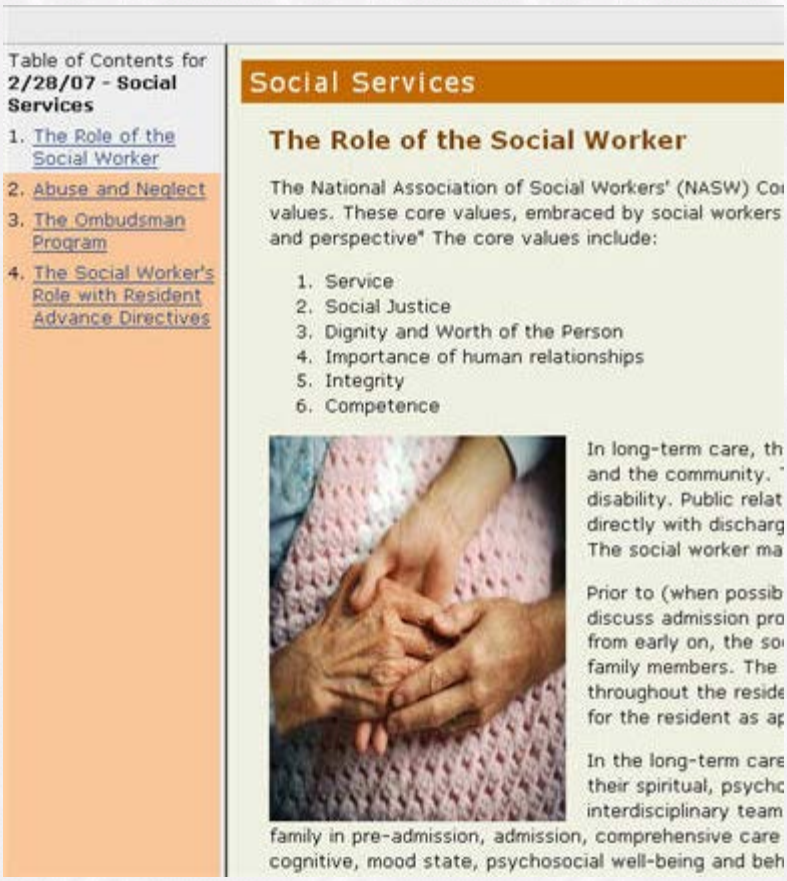
Course Genie
Course Authoring from Word

From Word to Web in a Snap

By Jane Himmel, Associate Director, Center for Distributed Learning

Have you thought about putting academic course material in WebCT Vista, but do not have the time to learn to use an HTML editor? Are you a trainer who would like to convert training manuals from Microsoft Word into web-ready interactive content without having to learn another program?

The University has purchased a site license for Horizon Wimba's Course Genie, a software tool that enables you to convert Word documents into a set of web pages (HTML) files - complete with navigation buttons and a table of contents. Clip art, tables, links to external websites, and links to files will convert neatly into a learning package ready for import into Vista 3.0. Course Genie offers additional export options for Moodle and standalone Web sites.



Use Word to Create an Interactive Website

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- **It's Interactive**

  Add interactive exercises and vocabulary to help your students or training participants learn the material you present. Course Genie enables you to add the following types of interactive content while still working within the Word environment:

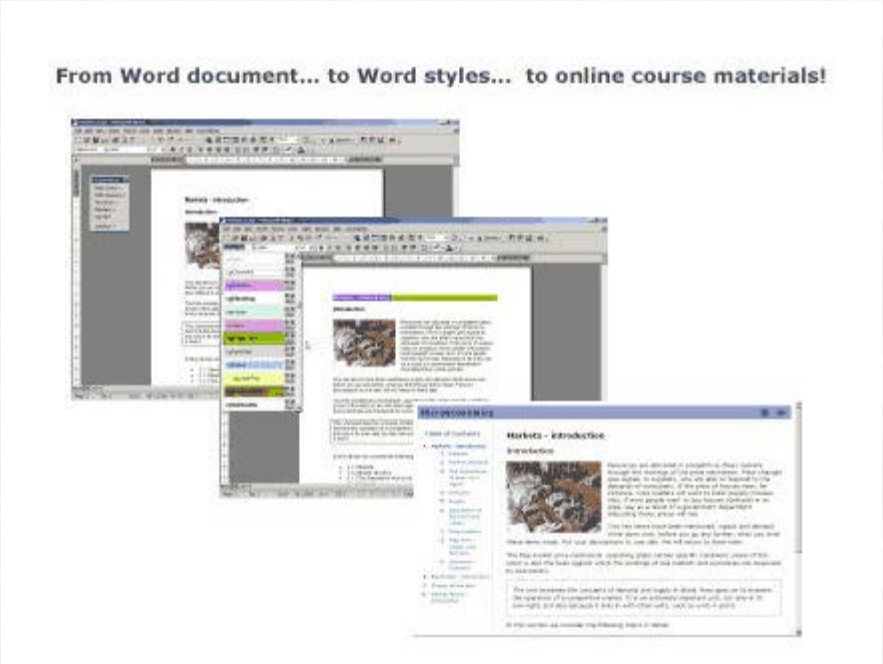
  - Self-test questions
  - Flashcards
  - Hyperlinks
  - Popups
  - Definitions
  - Windows Media, flash, and QuickTime movies
  - Streaming audio and video

- **It's Accessible**

  Course Genie output is fully accessible and complies with SENDA, W3C WAI and Section 508 guidelines. A built-in Accessibility Checker checks images and tables prior to course generation and walks you through the process of making necessary changes.

- **How It Works**

  Course Genie functions as a plug-in within Microsoft Word and adds special styles and dialog boxes to the Word environment - allowing you to quickly mark your document for generation into a clean HTML file. Users may then upload the produced output - saved as a zip file - into WebCT Vista. Vista unzips your file and voila - an easily readable Learning Module is generated and ready for placement into your course!



Find out More about Course Genie

Visit http://www.horizonwimba.com/products/coursegenie/ for a quick demonstration. Contact the Center for Distributed Learning or your Instructional Consultant at 940-369-7394 if you are interested in using this tool.

Course Genie is so easy to use that extensive training is not necessary. However, Horizon Wimba offers live training through their Desktop Lecture series. The webinars are free and if you're not able to attend, archived sessions are available. Visit http://www.horizonwimba.com/community/upcoming.php to view session availability or to listen to an archived lecture.

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New SkillPort Training Site Loaded and Catalogued

By Dr. Elizabeth Hinkle-Turner, Student Computing Services Manager

As we reported last November, UNT has entered into a new contract with SkillSoft Learning Technologies and as a result, our CBT offerings on the SkillPort website have greatly expanded. We will be leaving the old KnowledgeNet courseware online through May 2007 but the only place one needs to go for their online training is the SkillPort site. That is because KnowledgeNet was purchased by SkillSoft and now all of their training is available at our SkillPort site too. I guess that SkillSoft is kind of like the Borg in that way!

There is a variety of new training on the site including courses on the Windows Vista operating system and Office 2007. Several of the latest Windows server technologies are covered with even more training on Vista, all Windows server types, and Office 2007 scheduled for release by the fall. Additionally, we have a great many new courses in Human Resources and management-related areas as well as project management solutions.

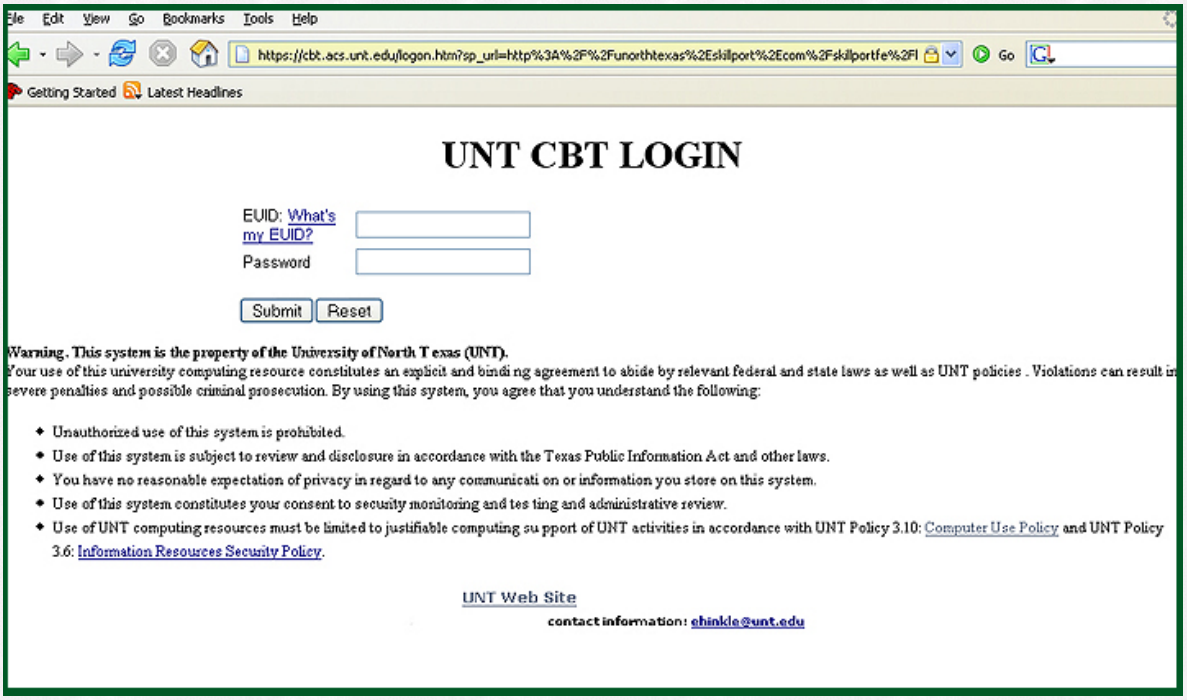
When loading the current UNT curricula catalog, I only loaded the very latest training they had in the applications and developer tools that we all use the most. However, if you are using something more specific to your college or area (like Lotus Notes, for example), please let me know and I will post it for you immediately.

Users of the SkillPort website will be happy to know that there are no new instructions for accessing the courseware. The site looks exactly the same; there are simply more courses to choose from. Everyone should remember two things if they are accessing the SkillPort website for the FIRST time:

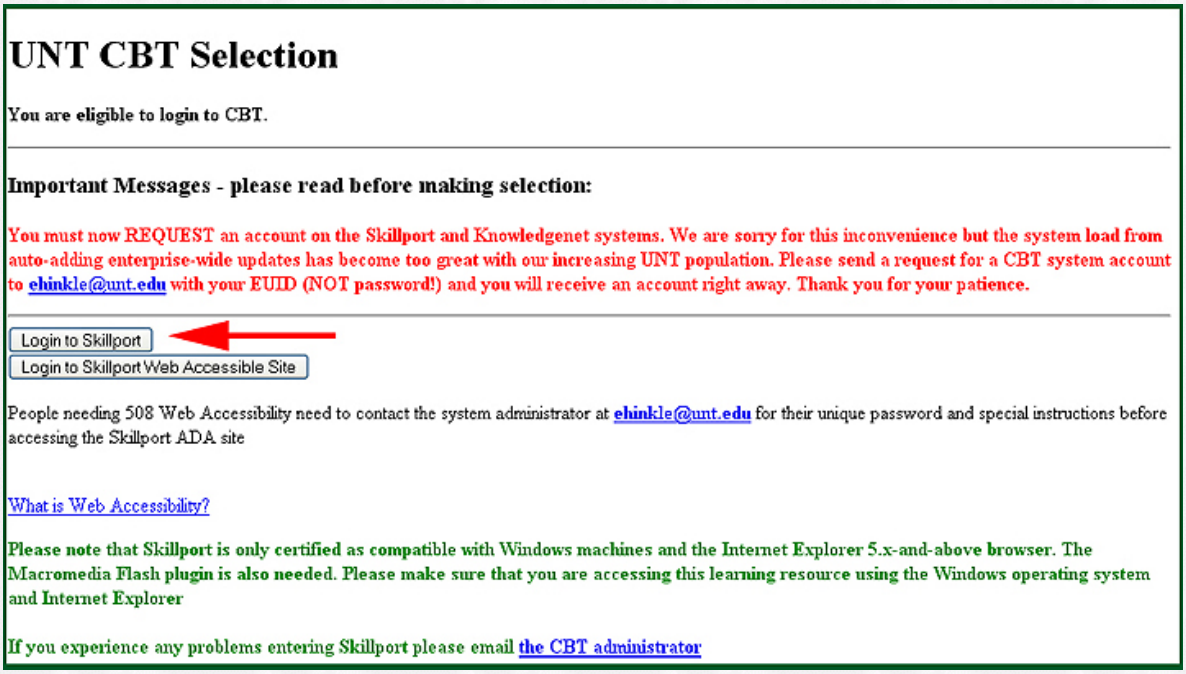
1. If you were hired/enrolled at UNT AFTER January 2006, you need to email me - ehinkle@unt.edu - to request a CBT account because we have stopped auto-loading new accounts into the online system (it was becoming too unwieldy to manage).

2. You should make sure that your computer is running the correct browser and java version for the SkillPort courseware. To see instructions on how and where to run this test, read http://www.unt.edu/benchmarks/archives/2005/november05/skillport.htm.

To login to the CBT system go to https://cbt.acs.unt.edu/logon.htm. Log in with your EUID and password:



Click on the Login to SkillPort button (note: if for some reason, you do not have a pre-registered CBT account, you will get an error message after clicking this button. Just email me as instructed above, and I will make your account for you):



UNT CBT Selection

You are eligible to login to CBT.

Important Messages - please read before making selection:

You must now REQUEST an account on the Skillport and Knowledgenet systems. We are sorry for this inconvenience but the system load from auto-adding enterprise-wide updates has become too great with our increasing UNT population. Please send a request for a CBT system account to ehinkle@unt.edu with your EUID (NOT password!) and you will receive an account right away. Thank you for your patience.

Login to Skillport

Login to Skillport Web Accessible Site

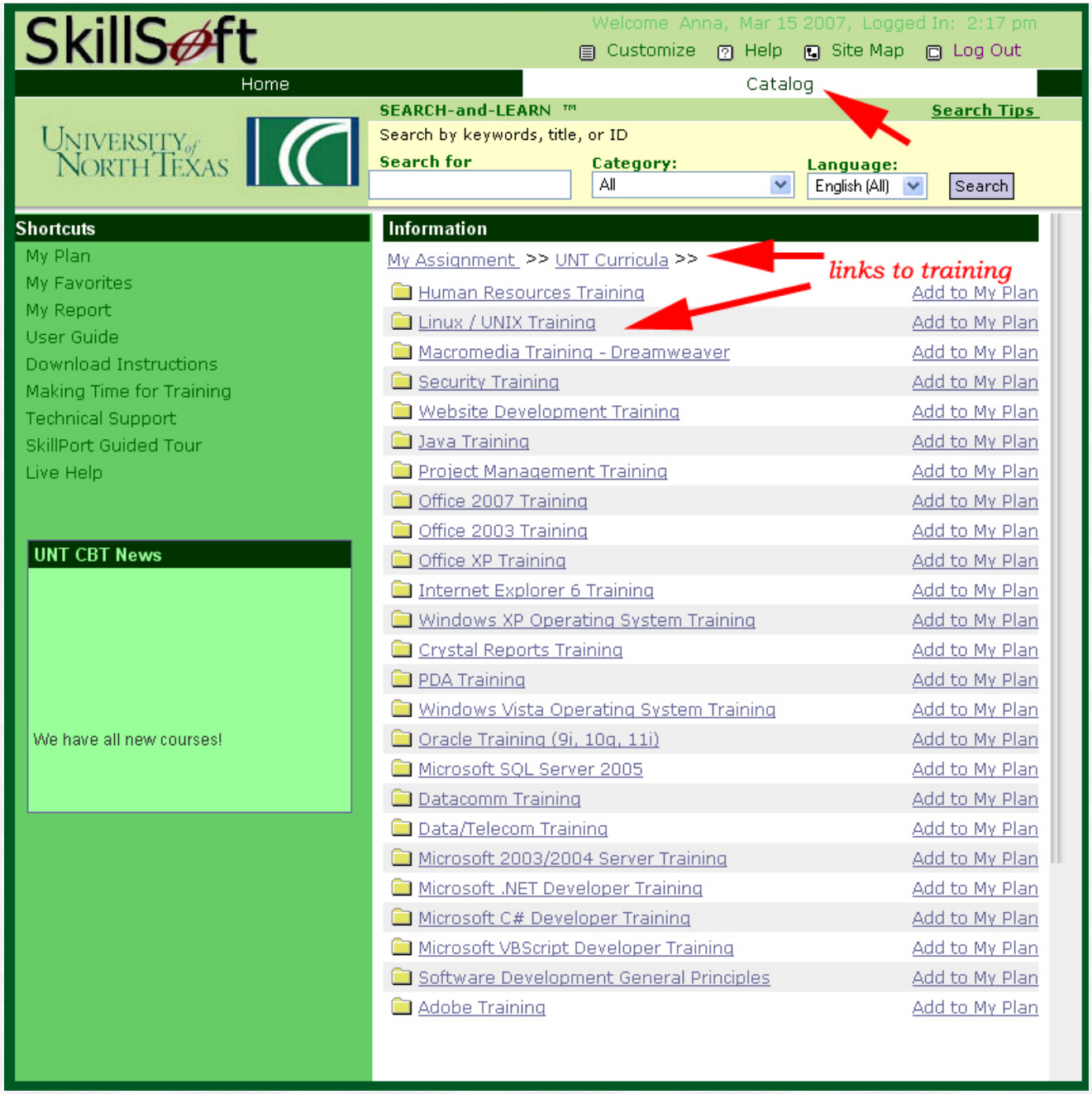
People needing 508 Web Accessibility need to contact the system administrator at ehinkle@unt.edu for their unique password and special instructions before accessing the Skillport ADA site

What is Web Accessibility?

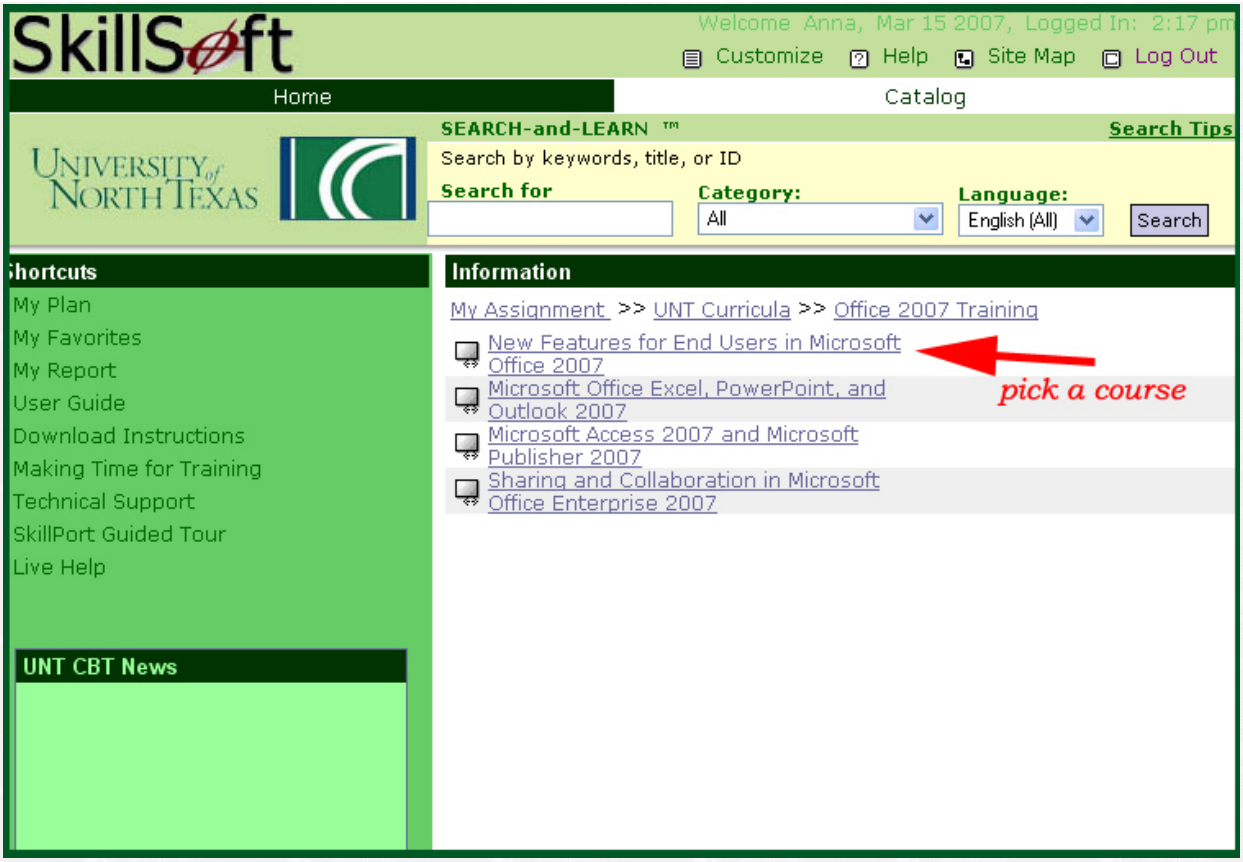
Please note that Skillport is only certified as compatible with Windows machines and the Internet Explorer 5.x-and-above browser. The Macromedia Flash plugin is also needed. Please make sure that you are accessing this learning resource using the Windows operating system and Internet Explorer

If you experience any problems entering Skillport please email the CBT administrator

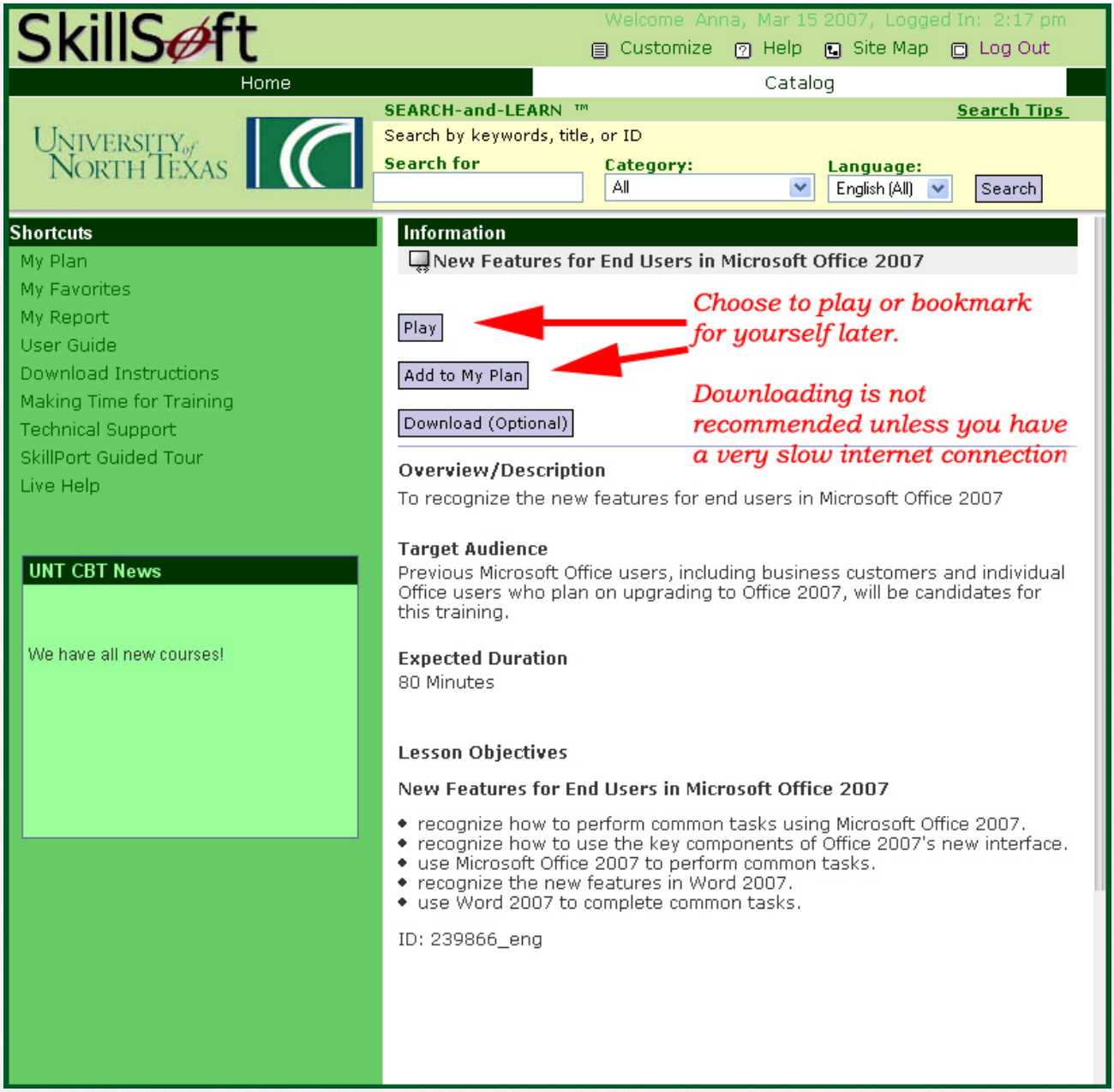
Click on the Catalog header of the SkillPort homepage to access the UNT Curricula and click on the UNT curricula link to see all of the course catalog headings:



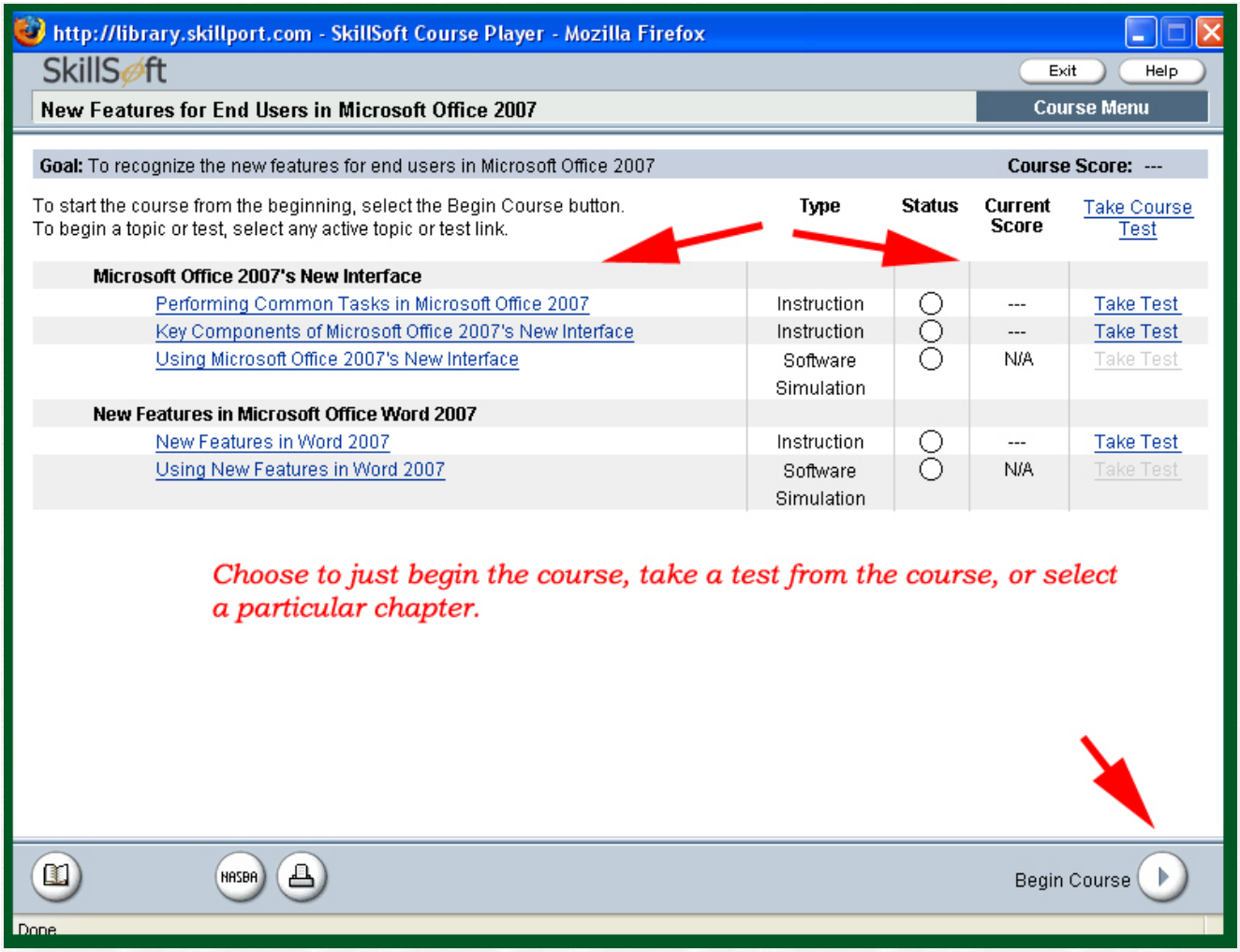
Pick a course you would like to play once you get down to the course listings:



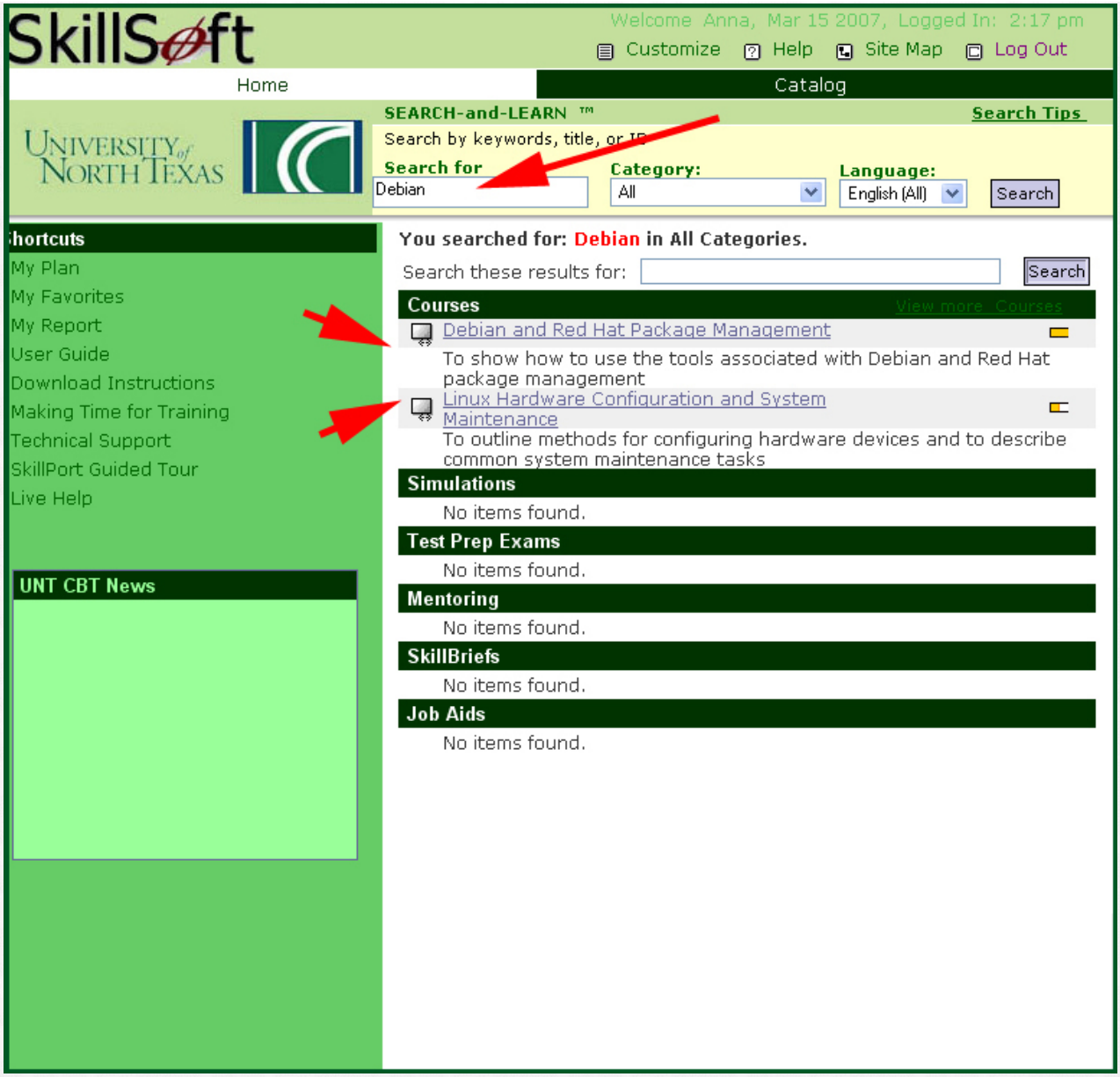
Choose to play the course or bookmark it for later training. It is not recommended that you download the course unless you have a very slow internet connection; the courses run much better from the website:



Once the course loads, you have several options: take a test to see how much you already know, play the entire course from the beginning, or select a particular chapter:



Another easy way to find training on a topic quickly is to simply search the site for your particular learning issue. SkillPort will return links to sections of all its courseware in order of relevance to your needs (I use this all the time to 'spot train' on a narrow issue):



Our SkillPort offerings include training that can be used for your current job or for staff development. Simulations and mock tests for a variety of certifications are also available to you. Just in case you want to browse the several hundred titles I have already pre-loaded into the system for easy access, you can view this 44-page-and-growing-PDF here.

For any questions about SkillPort or other online training, please email ehinkle@unt.edu.

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InHouse Series on Information Security

By Claudia Lynch, *Benchmarks Online* Editor

InHouse, UNT's faculty/staff online newsletter, began running a series of articles on information security March 7. The articles so far are:

- Everyone is responsible for preventing security breaches
- Three tips to help prevent internet attacks and data theft

Charlotte Russell, CITC Director of Administration and Compliance and Dr. Maurice Leatherbury, Associate Vice President for Computing and UNT's Chief Technology Officer, were interviewed for the articles. The Information Security website is listed as a valuable resource for keeping up-to-date on various information security issues and practices. Check *InHouse* frequently for more articles in this series.

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DST Changes and EIS: What Happened?*

By Brian Richman, EIS Technical Services Team

The fateful day arrived. Technicians and programmers all over the country were up all night and for some, at least, it was a very stressful time. For some people, databases failed, applications crashed and transactions were rejected. Much sleep was lost and ulcers grew to monster proportions.

For the UNT EIS system however, the “big event” appears to have been a bit of an anti-climax! Even the cnn.com web site had removed all mention of the DST change from the technology section of its web site by the middle of the day of the change over (Sunday 3/11/07) and most TV stations were more concerned about telling us all not to be late for work on Monday.

Of course, we can’t recover the hours of missed sleep and we can’t charge anyone for the weeks of work we all put into making it a non-event by patching and upgrading the server software (and in some cases even the firmware that runs the equipment itself), but the fact remains that we at least appear to have got passed it all with remarkably little impact.

Did you remember to ... ?

This is however, not the case everywhere and for all computer users. Did you remember to download the updates to your handheld PDA? Did you notice that the set top boxes installed by some cable and TV service providers were not exactly certain just what the time was for a while on Sunday?

From an initial scan of the media, it looks like most of the problems with the change over to DST are confined to people who failed to keep their PC’s updated with the latest software versions. Even here on campus, we still had a very small number of PC’s that despite being (mostly) up to date still had old versions of some software installed on them that needed to be removed before everything functioned properly.

Dealing with complex systems

This raises the prospect of dealing with complex systems management as the interrelated ‘web’ of software that is today’s personal computing environment is nowhere as simple as it was, even as recently as five years ago. Today we see ever more software that relies on other software simply to load, let alone run properly! It’s not just restricted to the operating system that runs your PC either. Simple programs can download java modules from the world wide web, that are used to run yet other programs that make use of applications that store data in databases on yet more servers out there on the web and so it goes on.

Even as recently as five years ago, UNT relied on a centralized, mainframe computer to handle its core business data processing requirements. The I.T. scene today could not be more different and our EIS set up reflects that change very well indeed. The UNT EIS

system is a very distributed network of computers. EIS is your PC (or Mac or Linux workstation or whatever you use to view it), it is the web front end processor, it is the application server, it is the database server, and although I am talking in the singular, there are duplicates and clusters of more than one particular machine for each of these features of the system.

We must also not overlook the network. If you are on campus, the network will be provided by UNT, but that is not always the case. In fact we at UNT are renowned for having one of the largest “non-traditional” student bodies (i.e. commuters and off-campus students) in the State of Texas.

So why is an understanding of this modern complex interaction important when it comes to something as apparently simple as Daylight Saving Time?

The answer is that even if we get the EIS servers working 100% correctly, the UNT network 100% working correctly, and you have updated your PC everything 100% correctly, all this hard work can fall down if in the end, there is one small and potentially minor overlooked element that is not updated or left out of some maintenance schedule or other especially if that component is outside of the UNT campus environment.

What this tells us is that no matter how carefully we look, we can nearly always find an interaction in the software that we didn’t expect and that in this more complex multi-user, multi-server, multi-supplier world, the need for best practice in what we do is even more important than ever before.

Another challenge on the horizon

EIS and UNT are OK with the spring change into DST, but in early November, another challenge waits for us when the current time will fall back one hour. We will have to ensure our servers are able to handle that event too. Does anyone want to join me for a “Back to CST” party? You can all help me watch as we worry over duplicate invoice postings (“it went through twice, once when we went through that time the first time and then again after we went back an hour”) at least then, I won’t feel quite so alone at 2 a.m. one Sunday morning, watching the clocks change on the University's business systems.

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* This is a follow-up to an article that appeared in the January issue of *Benchmarks Online*.

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GAB Data Center Upgraded Successfully

By Cathy Gonzalez, EIS Training, Communication, and Administration Manager, CITC

An electrical shutdown of the General Academic Building (GAB) on the UNT Denton campus occurred the weekend of February 24-25, 2007. The primary reason for the electrical shutdown was the installation of a generator that will provide power to the computing data center in the GAB in the case of extended loss of city power. The GAB data center houses the largest number of computing resources that are critical to institutional administrative and academic functions.

The entire project was a huge effort by the UNT Computing and Information Technology Center (CITC) and UNT Facilities along with many other institutional groups working together to accomplish this one goal. The project took over a year of planning. Consulting groups had to bid on the project and submit detailed plans. More then 20 staff from Facilities and 60 CITC staff assisted in the planning and/or participated in the weekend project. The project was lead by Steve Vocelka, Computer Operations Manager, CITC. Tremendous support and assistance by UNT Facilities staff lead by Glen Haubold, Associate Director of Facilities Maintenance, was critical in the project's success.

Cooperative efforts between computing teams ensured an orderly shutdown and restart of critical systems housed in the GAB data center. These systems included EIS, WebCT services, and Research systems. Users of these systems were given timely notice of unavailability and contingency planning for needed services accommodated when possible, particularly for Academic departments dependent on the GAB for computing services.

The following is a recap of what was completed over the weekend of February 24-25:

- 300-watt generator installation
- new transfer switch installation
- UPS 400 amp breaker to a 600 amp service upgrade
- thousands of feet of electrical cable installed
- breaker sets for the Liebert for generator support and quad connections for large floor fans installed
- breaker panels rewired to correct phase issues
- additional circuit breaker panels added that provide 114 new circuit capabilities
- two A/C units rewired

The successful shutdown and powering up of the computing facilities also afforded CITC to

simulate a disaster recovery process. This project has helped CITC analyze certain issues that occur during a disaster in regards to staffing, equipment locations, and how UNT accesses various components of its computing infrastructure. The findings of the analysis are being used to update CITC's Disaster Recovery procedures regarding the dependencies that were learned from this exercise.

Work still continues on completion of this critical project. Although the generator is installed (sitting on the pad), the GAB still does not have emergency generator power. A whole myriad of tests must be completed to ensure all components are working correctly. Kohler (the manufacturer) will "commission" the generator and turn it over to UNT Facilities after those tests are completed. Load testing of the generator will be conducted during this phase. The testing should be completed and emergency power available by mid March 2007.

Pictures documenting the weekend efforts - like the one below - are available at the Facilities website.

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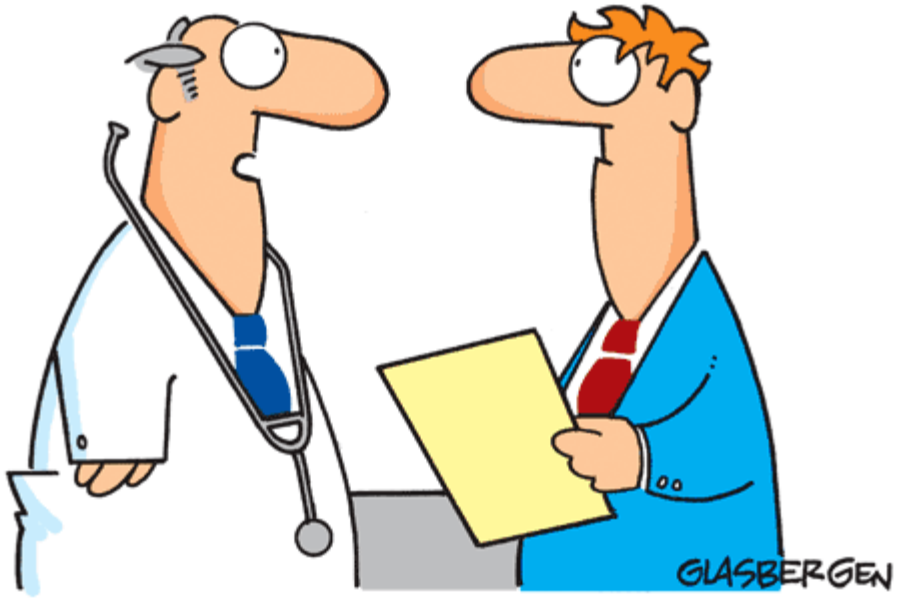

"More and more patients are going to the Internet for medical advice. To keep my practice going, I changed my name to Dr. Google."

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

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By Dr. Philip Baczewski, Director of Academic Computing and User Services

Growing up Virtual

BBC News recently heralded that "virtual pals soar in importance." The BBC article quotes a report by the Center for the Digital Future at the Annenberg School of the University of Southern California. That *2007 Digital Future Report* is based on observation of a "representative sample" of Internet users and non-users over a six year period. The BBC article quotes the report as saying that "43 percent of Internet users who are members of online communities say that they 'feel as strongly' about their virtual community as they do about their real-world communities." However, that "soaring" figure may be tempered by the report summary's later statement that "42.8 percent of Internet users agree that going online has increased the number of people they regularly stay in contact with -- marginally less than the 46.6 percent who voiced the same response four years ago."

There's no doubt that more people are going online as Internet access becomes increasingly available. However, not all that is virtual is necessarily new. Virtual communities grew up around mailing lists and news groups in the early days of the Internet, and although we don't have the statistics to prove it, it's likely based on anecdotal observation that a number of strong relationships have developed out of those virtual communities. That includes a number of marriages that resulted from Internet-initiated relationships. Of course, not all virtually-based relationships are friendly. A British man was jailed resulting from what was characterized as "Web rage" after he physically attacked another man with whom he'd exchanged insults in an online chat room.

Another item in the *Digital Future Report* is that "a slightly lower percentage of respondents age 16 or older say that the Internet has become important to political campaigns; 59.5 percent agree or strongly agree that the Internet has become important for political campaigns -- down from 64 percent in 2005." As the 2008 presidential election approaches, its seems that the candidates are not discounting the importance of the virtual world.

In early February, a campaign office for John Edwards was opened within Second Life, the online game that lets you inhabit a virtual world. It didn't take long for the virtual world to imitate the real. Recently, it was reported that the virtual headquarters was subject to virtual vandalism attributed to Republican gamers (the spirit of Dick Nixon apparently lives on online.)

Not to be outdone, Barack Obama has reportedly established his own accounts on Facebook, Flickr, and YouTube. It's obvious that some candidates are better at using the technology than others. If you search for Barack Obama on YouTube, you see videos like, *Barack Obama, My Plans for 2008* and *Meet Barack Obama*. If you search for John Edwards, you find *Tomorrow Begins Today*, but also a parody video entitled *John Edwards Feeling Pretty* (getting his hair fixed), and a video of the now infamous Ann Coulter comment. If you

search for John McCain on YouTube, you find titles like *John McCain Vs. John McCain* and *Sleepy Senator John McCain* (during the State of the Union address). Clearly the McCain is less effective in getting their message heard in the virtual world of YouTube.

An interesting pattern in the *2007 Digital Future Report* is that, in many categories, the importance of the Internet is rated slightly lower than in the past, even though more people in the sample have home Internet access. This seems to indicate that the Internet is becoming integrated into every day life and is not as frequently seen as some kind of savior technology. It's not. The same teachers in your school are the teachers on the Internet. Politicians are still politicians even if they are on the Internet. A friend is still a friend, even on the Internet. The difference is that your scope of potential friends has greatly increased, and there are fewer places to avoid the politicians.

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

The First-Year Experience (FYE), according to their website, "is designed with the new student in mind and carries the experience of orientation throughout the critical first year of college. FYE provides connections to resources and people throughout campus, helping new students with the personal, intellectual, and cultural transition to the North Texas community."

FYE newsletters are now available online. Check out the March 2007 newsletter. It has tips about being safe on Spring Break, SGA Elections, and many other important topics.

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Helpdesk FYI

By Richard Sanzone, CITC Helpdesk Manager

EUID Passwords

EUID "Enterprise" passwords expire after 120 days. You can receive an email notification prior to your password expiring by logging into the Account Management System (AMS) at http://ams.unt.edu and enabling the "Password Expiration Notice" option.

There are two ways to reset your password:

1. The first method is the Password Reset process linked on the AMS http://ams.unt.edu site. The Password Reset process does not require you to provide your existing password but it does require you to verify your identity by providing some biographical information and answering your "secret question".

2. The second -- and easiest -- way to reset your password is by logging in to AMS and selecting "Change Password". The Change Password process does not require you to go through the identity verification steps that the Reset Password process does because you have to successfully login to initiate the Change Password process.

It is suggested that you go through the Change Password process prior to your password expiring to avoid having to go through the more lengthy Reset Password process.

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Minutes provided by Sue Ellen Richey, Recording Secretary*

January 16, 2007**

VOTING MEMBERS PRESENT: PHILIP TURNER, CHAIR, JUDITH ADKISON, PATRICK PLUSCHT, TIM CHRISTIAN, LOU ANN BRADLEY, ELIZABETH HINKLE-TURNER, JOHN HOOPER, MARGARET AMBUEHL, SCOTT WINDHAM, GINNY ANDERSON, SARA WILSON MCKAY, JIM CURRY, CENGIZ CAPAN, JENNIFER LAFLEUR (for GUILLERMO OYARCE), STEVEN KING, ERIN MURRELL (for CHRISTY CRUTSINGER) **NON-VOTING MEMBERS PRESENT**: CHARLIE ANDREWS, JOE ADAMO, MAURICE LEATHERBURY, PHILIP BACZEWSKI, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT**: BRUCE HUNTER, DON GROSE, UWE ROSSBACH, JON NELSON, ROBERT NIMOCKS, RAY BANKS, BOBBY CARTER, ABRAHAM JOHN, RAMU MUTHIAH, JOHN PRICE **GUESTS PRESENT**: JIM BYFORD, CHARLOTTE RUSSELL, ALAN STUCKY, NANCY FOOTER

Lou Ann Bradley moved for approval of the minutes of the December 19, 2006, meeting; Cengiz Capan seconded the motion and the minutes were approved as distributed.

Distributed Computing Support Management Team***

Philip Baczewski reported that the Distributed Computing Support Management Team has not met since the last IRC meeting; therefore, there was no report. That committee will meet next on January 19th.

Learning Enhancement Planning Group

Patrick Pluscht reported for the Learning Enhancement Planning Group that there will be a demonstration of the Horizon Wimba product at the next DCSMT meeting. He commented that end-user support will come directly from Horizon Wimba after it is installed; Network Managers will do the installation, however. Patrick said that he would share the WebCT usage statistics after the 12th class day. In response to a question from Cengiz Capan, Patrick explained that the Horizon Wimba product is available now within Vista, although they are still planning the implementation of the part that controls the administration of the product. There is a non-disclosure agreement that may need to be signed in order to implement an LDAP authentication scheme for presenters; Patrick has consulted the University Attorneys about this. There was a suggestion that Patrick demo the product to the IRC after the demo to the DCSMT.

Communications Planning Group

Lou Ann Bradley reported that the Communications Planning Group met, at which time the

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group addressed the issue of VPN. Rich Anderson reported to the committee stating that VPN access is going to be critical once the migration is made to Microsoft so this needs to be a component of the migration plan. Joe Adamo further explained that the basic reason this has to be done is that Novell is currently being used for remote access into the system. When the move is made to Microsoft the Windows network ports will be turned off at the portal because they are the most vulnerable to hackers, so to facilitate access to drives and servers on campus, it will be necessary to provide a VPN which will give secure access. Once that is in place, Joe added, then they will implement additional rules on the firewall to protect the campus. Currently, there is no CITC funding to purchase the hardware and software needed for VPN this year, but the plan is to implement this next year so they plan to apply for funding in the next fiscal year. In response to a question from Cengiz Capan, Joe Adamo confirmed that the VPN will be available to faculty on their desktops.

AIS Planning Group

John Hooper reported for the AIS Planning Group that they are in the midst of registration, which is a time when the load on the EIS system is the heaviest. He reported having had a glitch with Web servers, but that everything is working well now. Current projects are: conversion from Oracle V. 09 to 10g; conversion to Solaris 10; and a new SAN. They are approaching a hardware refreshment since the original equipment is coming to the end of life. In addition, graduate prospecting and recruiting is going on and service vendors are here to help with the upgrade implementations. John stated that on the application side, they are starting to work on the upgrade to Campus Solutions 8.9.

Cengiz Capan asked if there could be a worksheet screen implemented whereby students could find out how much their registration would cost prior to actually enrolling in classes. John Hooper replied that he would check and see. Patrick Pluscht added that it would also be helpful for students to be able to see what books are required for a course they plan to enroll in and how much the books would cost, as a part of that worksheet.

Standards & Policy Planning Group

Tim Christian reported that the Standards & Policy Planning Group is still looking at the Computer Use Policy.

Student Computing Planning Group

Elizabeth Hinkle-Turner reported for the Student Computing Planning Group that they have not met but are waiting for Ruckus to make a presentation to the Student Government Association.

IT Peer Review

Maurice Leatherbury reported that an IT Peer Review group will begin meetings with CITC Directors on Friday, January 19th, with open meetings planned for the afternoon from 2:00-3:30 pm in ISB 201. He urged IRC members to attend this open meeting. No CITC staff will be present for the open meetings so that attendees can speak freely. Maurice asked Elizabeth Hinkle-Turner to invite student members of the Student Computing Planning Group to attend if possible. Maurice reported that he had sent out a campus-wide invitation on GroupWise. In response to a question from Cengiz Capan, Maurice stated that the Review group will be looking at everything that pertains to IT. The group has already looked at the UNT Web site; Maurice has made a presentation to the team leader and has

sent the group a document about IT on campus. Dr. Turner will also be talking with the review group; some network managers will meet with them; however, most of the morning will be spent with CITC Directors individually. The group will also meet with Phil Diebel for a while.

QEP Faculty forum

Dr. Turner invited IRC members to attend the first QEP Faculty forum, which will be held from 2:00-4:00 pm on February 2, in ISB 201.

University Attorney's office

The Chair introduced Nancy Footer and Alan Stucky, who were invited to speak with the IRC about Contracts and their processing through the University Attorney's office. There followed a question and answer session, summarized as follows:

Q: Dr. Turner asked if there is a procedure manual or something that would tell people who to submit a legal question to?

A: Ms. Footer answered that they are setting up a website listing the members of the office staff and telling their area of expertise. As of today, however, if a contract has to do with research or construction, you could contact Alan Stucky. To find out the status of any contract, contact Darin Haerle, who maintains a database and knows where things are in the process. Michelle Williams handles computer security and breaches, and works on issues pertaining to the Teach Act. Ms. Footer said that people can call or email her if they do not know who else to turn to.

Q: Can an acknowledgement of an inquiry be expected from someone in the Legal office?

A: Ms. Footer answered that their staff has discussed this and said they would like to acknowledge all requests within 72 hours but that won't always happen. There simply aren't enough staff to meet the demand for legal work. She stated that their staff works hard and long and smart, but the demand for legal work continues to go up, with 1800 contracts being handled by their office last year. She reiterated that one should expect acknowledgment, yes; but not in the time frame one might expect it. If someone sends email to Darin Haerle, she will be more likely to respond. For those who submit a contract with a purchase requisition, it may soon be possible to check the status of a contract through the ePro system.

Q: Is there a possibility that some small dollar items might be exempt from legal review?

A: Ms. Footer replied that they have begun to explore this possibility; however, they are under Board of Regents restrictions and at this point must review everything. They have re-introduced this suggestion to UNT's new President, but they will have to be careful where they draw the line.

Dr. Turner offered IRC support for making the suggestion to exempt some low dollar items.

Ms. Footer continued that as they look at exempting some contracts, and decentralizing signature authority, a process will have to be created by which people in the organization own their own deals. She warned that companies today will be looking

at contracts they sign with UNT to see if they have had legal review. When Legal has responsibility for a contract, we are very careful about reviewing it. She added that it would be helpful if PPS developed a legal office that could handle standard and low-dollar contracts, so she encouraged IRC's support for that.

Q: Does the UNT Legal Office have positions on legal concepts?

A: Ms. Footer stated that they hope to post some positions on the website eventually. She asked if the IRC members thought they would be used? She stated that they don't have enough staff to do outreach and training, so they keep answering the same questions over and over again.

Cengiz Capan stated that a website with frequently asked questions would be useful, as well as publication of information regarding the status of contracts.

Ms. Footer continued that they are concerned about privacy and security of information, but they are willing to explore this when they have enough staff to address it. She believes having this information on a website would be as much of a help to their office as to those who submit contracts for review. She added that if there are things that would be useful on a website, please let her know.

Q: Joe Adamo asked if there is some sort of "standard" contract that could be used.

A: Alan Stucky replied that they have explored that and have found that the vendor, or the other side, is slower than UNT when they've sent a standard UNT contract that has to be reviewed by a vendor before signing. There are some things that lend themselves to form contracts and the UT system has some contracts they've formed up that can be used, so they will address this when they have more staff.

Maurice Leatherbury asked how the IRC could help support Legal get additional staff support. Nancy Footer replied that IRC could just say so to the President. They believe UNT is prepared to support additional resources, so they would appreciate support for that from the IRC.

Q: Since faculty research is a high priority at the UNT legal office, could software and database contracts that are tied to certain classes possibly be given a high priority also?

A: Mr. Stucky replied that students come ahead of everything in their office. Further, they don't always pick up on items that have a deadline when they come through PPS; but they do flag contracts that have deadlines.

Q: If there is a way some IT staff could help with setting up an automated process to show status of contracts, would you be open to that?

A: Ms. Footer replied that they would be open to that. Dr. Turner added that he would meet with Ms. Footer to see how this committee could help.

Q: If there is a deadline for getting a contract through the system, how much lead time should be allowed?

A: There is no easy answer to that question. The Legal Office was close to narrowing in on that but now they have lost a staff member, so she suggested that everyone give as much lead time as they can. To expect anything to get finished in two to three

weeks is unreasonable at this time; on the other hand, more than two or three months is also unreasonable.

There being no further business, the meeting was adjourned at 4:00 pm.

---

* For a list of IRC Regular and Ex-officio Members click here.

**Corrected and approved 2/20/07

***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

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You can link to the last RSS article here: The Calculation of Statistical Power Using the Percentile Bootstrap and Robust Estimation- Ed.

Statistical Software and Windows Vista [updated 3/16/07]

By Patrick McLeod, Research Consultant, Academic Computing and User Services, CITC

Danger, Will Robinson, Danger!

or ... "Why you should hold off on upgrading to Windows Vista if you're running any major statistical software"

If you have any ACS supported statistical software installed on either UNT machines or personal machines you use exclusively at home that are running Windows XP/2000/ME (SPSS, SAS, EViews 5.1, NVivo 7 and/or LISREL), it is urgent that you do not upgrade to Windows Vista at the present time.

The current ACS supported versions of all the above software packages are not supported by their manufacturers on Windows Vista. In addition, SPSS, SAS and QSR (manufacturer of NVivo 7) have explicit plans on support for Windows Vista in upcoming software releases (SPSS 15.0.2, SAS 9.2 and Service Pack 4 for NVivo 7). Here are the relevant links and information:

SPSS: http://support.spss.com/tech/default.asp : SPSS is currently planning on releasing patch SPSS 15.0.2, tentatively scheduled for the end of April 2007, to bring SPSS version 15 up to compatibility with Windows Vista;

SAS: http://support.sas.com/techsup/pcn/vista.html : The next major release of SAS, SAS 9.2, will be supported for Microsoft Vista. The current version of SAS, SAS 9.1.3, is not supported on Windows Vista;

S-PLUS: http://www.insightful.com/support/Splusplatform.htm : Insightful supports

S-PLUS 7.0 on Windows Vista;

Stata: http://www.stata.com/news/vista.html : Stata supports Stata 9 on Windows Vista;

EViews: http://www.eviews.com/eviews6/eviews6/sysreq6.html : EViews 6 is supported on Windows Vista (the current ACS-supported version of EViews is 5.1);

LISREL: http://www.ssicentral.com/lisrel/WebHelp/index.htm : LISREL for Windows is not supported on Windows Vista at this time;

NVivo: http://www.qsr.com.au/support/faq/faq_details.asp?faq_id=NV7-42 : With the application of Service Pack 4, NVivo 7 will be compatible with Windows Vista.

The only current ACS supported statistical software that is certified by the manufacturer for support on Microsoft Vista is Stata 9 and S-PLUS 7.0. While EViews 6 supports Windows Vista, the current ACS-supported version of EViews is 5.1.

ACS will not support issues arising from the installation and operation of software that manufacturers do not support on Windows Vista.

If you have any other questions about ACS-supported statistical software and Microsoft Windows Vista, please feel free to contact me by email or by phone - 940-369-8487.

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Short Courses

By Claudia Lynch, *Benchmarks Online* Editor

Short courses are over for the semester. Surf over to the Short Courses page to register to see the sorts of courses that will probably be offered this summer.

Due to staff changes, courses offered in the past under the "Wide Area Network & Information Systems Courses" subheading such as "Getting Started with Dreamweaver" and "Moving from FrontPage to Dreamweaver" will not be taught – at this point – this spring. We hope to be able to offer courses like these soon. In the meantime, please consult the computer based training offerings that are available: http://www.unt.edu/cbt/cbt_contents.html

Customized Short Courses

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

Especially for Faculty and Staff Members

In addition to the ACS Short Courses, which are available to students, faculty and staff, staff and faculty members can take courses offered through the Human Resources Department, and the Center for Distributed Learning. Additionally, the Center for Continuing Education and Conference Management offers a variety of courses to both UNT and the general community, usually for a small fee.

EIS Training

Questions or comments relating to EIS training should be sent to the EISTRN GroupWise account. Upcoming EIS training events may be found at the links below:

- Learning to Use EIS
- EIS Timekeeper Training Schedule:
- EIS ePro Training Calendar
- Ongoing training is available on WebCT

GroupWise Training

Online

Information about GroupWise training can be found at the GroupWise Support site. A list of GroupWise 7.0 "Tutorial Topics" can be found here: http://ncs.unt.edu/gw/howto/index.htm See "What's New in GroupWise 7" here: http://ncs.unt.edu/gw/howto/info/whatsnew/index.htm also.

GroupWise 7.0 Seminars

If would like to have a Basic GroupWise seminar for your area, please contact Jason Gutierrez, Network Computing Services, jasong@unt.edu.

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.

Center for Teaching, Learning, and Assessment

The Center for Teaching, Learning and Assessment describes itself as offering "a range of services to faculty and Teaching Fellows and Assistants to facilitate teaching and the measurement of learning at the class, department, and college level."

Technical Training

Technical Training for campus network managers is available, from time to time, through the Network Computing Services (NCS) division of the Computing and Information Technology Center. Check the NCS site to see if and when they are offering any training.

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/

Center for Media Production (CMP)

According to their website:

> **CMP Certified Software Training**
>
> Affordable software training is available at the Center for Media Production on the UNT-Denton campus. Upon completion, participants will receive a certificate as "CMP Certified" in that particular course. In

addition, UNT students may record this activity on their Eagle Transcript (through the Student Activities office) and UNT Faculty and Staff can receive training credit on their HR training record.

All training classes provide 12 hours of instruction over 4 class meeting days and conclude with the certification exam. Training is hands-on, and class sizes are small.

E-mail inquiries to cmptraining@unt.edu

Recently, courses have been offered in Adobe Creative Suite (CS2) software, including InDesign and Illustrator (at both Introductory and Advanced levels). Dreamweaver introductory courses are also being offered.

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers. The Library has a Computer Training Resources webpage with lots of resources listed. The Training website also has all sorts of information about alternate forms of training. Computer Based Training (CBT) is one of the alternatives offered.

For further information on CBT at UNT, see the CBT website. Note, also, the articles in last months issue of *Benchmarks Online*, "'One CBT to Rule Them All': SkillSoft Acquires Thomson NETg" and "No-Hassle CBT: Library Online Tech Book Resources".

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New Employees:

- **Scott Yockel**, Computer Systems Manager, Academic Computing and User Services.

Awards, Recognition, Publications, etc.

Soaring Eagles

The following people were recognized at the President's Staff Lunch on March 1. Their names appeared in the March *Human Resources Newsletter*:

- **Jenny Brooks**, Programmer/Analyst, Student Services Data Systems.
- **Silvester Montalvo**, Telecommunications Specialist.
- **Steve Salsman**, Telecommunications Specialist.
- **Dave Walden**, Telecommunications Specialist.

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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:

- **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 raises a red flag about "Statistical Software and Windows Vista."**

- **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 helps you stay on the cutting edge of technology in his article "Growing up Virtual." Read all about it!

- **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. **This month's focus is on the The First-Year Experience website. Click on the link above and check it out.**

- **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 Richard Sanzone tells you all about "EUID Passwords."**

- **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. **Short Courses are over for the semester. Other training opportunities still exist. Check it out!**

- **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 minutes for January 16, 2007 are available this month.**

Online

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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