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Computing and Information Technology Center

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By the Numbers

Classroom Support Services (CSS), continuing from last month:

* 59% of the projectors in supported classrooms are less than six months old.

* New projector lamp hour life is 2000 hours.

* Old projector lamp hour life is 1500 hours.

* Lamps require a two minute cool down period to avoid premature lamp failure.

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Questions, comments and corrections for this site: lynch@unt.edu
Site was last updated or revised : March 14, 2008

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Campus Computing News

CITC Projects Planned for 2008 or 2009

By Maurice Leatherbury, Ph.D.
Associate Vice President for Computing and Chief Technology Officer

The Computing and Information Technology Center has, at any one time, at least a hundred projects of various sizes on which it is working. Those projects may be as small as changing the layout of a screen in EIS and as large as implementing an imaging system that will integrate with EIS. Here's a list of some major projects that the CITC intends to work on over the next year-and-a-half or longer:

1. **Imaging** – UNT purchased the ImageNow software suite late last calendar year and is actively working to acquire hardware, install the software, configure the software to our requirements, and convert our old imaging system's files to ImageNow. By the end of August, the departments that were on the old system (Purchasing and Payment Services, Registrar, etc.) are planned to have been migrated to ImageNow. A major new feature of ImageNow will be the integration of images into EIS, so you'll be able to see a copy of an invoice, for example, right within a screen showing a purchase order, if you have the right permissions to do so.

2. **Migration from Novell GroupWise to Microsoft Outlook/Exchange**. I've written several times about this project, which is consuming almost all of the time of the CITC's messaging group right now. The migration is proceeding well, with about ½ of our e-mail users (c. 2,500) converted now. The migration should be completed by the middle of this June.

3. **Migration from Novell to Windows file and print services**. This migration will result in a different login for UNT computer users but not much else will be evident to our users. It will start within the next couple of months for some users and we estimate will take from four to 15 months to complete, but we don't have a firm schedule for the migration at this time.

4. **Migration of EIS' financial module to version 9.0**. Like the migration of the learning solutions module in EIS late last year to version 8.9, this migration will involve many of the CITC staff as well as many more functional users in the various financial areas on both the Denton and

Health Sciences Center campuses. Work on the migration is already under way and will accelerate as we get closer to the point at which we'll start using the new version. At this time, the actual cutover of the EIS software is scheduled to occur in March 2009.

5. **Upgrade to UNT's data communications infrastructure**. Hidden in closets across campus are over 800 switches and routers that run UNT's data communications services. Those hardware components are reaching end of life, having served us for five or more years, and we have a rolling upgrade plan to replace those switches and routers over the next five years (at which time we'll start over!) The upgrade project has begun and will result in continued stability of our data communications infrastructure as well as some increase in reliability and speed.

6. **Upgrade of classroom technology**. Classroom Support Services is well on the way to completing a major project to upgrade each "110" classroom's technology to better data projectors, computers, etc. They've finished over 150 of the 209 classrooms in UNT's inventory and will complete the upgrade by this summer.

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Project Management Practices at UNT

This is an edited version of an article that appeared in the February 2008 issue *of* The Enterprise*, a quarterly web-based publication containing EIS-specific information - Ed.*

By **John Hooper, Executive Director of Administrative Information Systems**

The many teams within the Computing and Information Technology Center and other information technology providers across the university do hundreds of projects each year in support of the mission of the university. Many of these projects are small but some are very large. Significant university resources, both human and financial, are committed to these projects. These efforts have a significant impact on the delivery of services to our constituents – students, faculty, staff, alumni, donors and the community.

Yet despite the importance of these projects and the resources of the university involved in their delivery, UNT has not had standards, consistent practices or policies for prioritization and execution of information technology (IT) projects. New requirements from the state's Department of Information Resources require that the university develop a project management practice. The elements of this practice will include:

1. Demand management – capturing requests for IT projects
2. Portfolio management – making decisions about which projects consume scarce UNT resources
3. Project management – measuring progress and delivery of IT projects

Over the next few months proposals will be coming forth through the Information Resources Council (IRC) to address these elements. The first of these proposals, titled "Information Technology Advisory Committees at UNT," addresses the overall governance structure for information technology resources. It outlines the role of a new council named the Information Technology Council that will replace the IRC. Additionally, the proposal details the design for a senior level Information Resources Steering Committee and the role of existing IRC planning groups. Based on the proposal, the roles and responsibilities of these groups will change in addition to their composition. The proposal may be reviewed in its entirety at:
 IT Advisory Committees at UNT (draft)

This proposal is currently under consideration by the IRC. Please provide your feedback to your representative on the IRC.

Also under consideration is a policy document titled "Project Management Policy." The State policy titled Texas Administrative Code, chapter 216 requires that public institutions of higher education in Texas have a policy that communicates an institution-wide approach to project management practices. It also states that those institutions manage information technology practices in a manner that includes documented and repeatable methods that the university uses to apply knowledge, skills, tools, and techniques to satisfy project activity requirements. The proposed policy document is intended to satisfy the state's

requirement for such a policy. This proposed policy provides definitions relating to projects at UNT. It will provide a classification system to be used in determining the level of management that must approve a project and the project management rigor required for the execution of that project. This proposed policy may be reviewed at: Project Management Policy (draft)

Another draft document, the "UNT Project Management Handbook," describes the project management practices to be employed for IT projects at UNT, the project approval structure that defines responsibility for approving projects based on their size (as determined by the Project Classification procedure in the "Project Management Policy"), and the project management rigor required based on the classification of the project. This handbook is consistent with the Texas Project Delivery Framework promulgated by the Texas Department of Information Resources. Please pay particular attention to Appendix A which describes the Project Approval Structure and Appendix B which prescribes various levels of Project Management rigor depending on effort, complexity, etc. The approval structure will tie closely to the committees and roles described in the overall "Information Technology Advisory Committees Proposal." The draft handbook may be reviewed at: UNT Project Management Handbook (draft)

Both the "Project Management Policy" and the "UNT Project Management Handbook" are under review by the Standards and Policy Planning Group which is a standing committee of the IRC. This group is chaired by Tim Christian. **Please provide feedback to Tim.**

Although these efforts will not change the quality of the products delivered or the services provided by information technology providers at UNT, they will change some aspects of how those providers perform their responsibilities. In addition to meeting state requirements, these changes should provide for more effective execution of projects, more structured and appropriate approval and prioritization of projects consistent with their cost and impact on the university, more transparency about project prioritization and delivery, and more effective use of resources.

For this to be effective and at an appropriate level of structure that meets the goals of the project management practice without being overly burdensome, the university needs your feedback on these proposals.

THE **ENTERPRISE** Enterprise Information Systems Status Update	Check out the latest issue of *The Enterprise*

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JAWS 9.0 has arrived!

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

JAWS 9.0 has arrived and I have configured the network license for it on the ACS license server. All of the new features and caveats with JAWS 9.0 are exhaustively described at http://www.blazie.com/fs_products/software_jaws90fea.asp. JAWS 9.0 is certified to work with Windows Vista. Here at the university, I have tested JAWS 9.0 with Windows XP machines and it works just fine on newer model machines (3 years old or younger). Older XP machines may be equipped with older video cards and JAWS has 'issues' with these cards (however, if you install it on a machine and it dumps your video card drivers, just contact me and I will talk you out of the mess because I've figured a work-around!). So, here in the UNT community, please only install JAWS 9.0 on newer Windows XP and new Vista machines in order to utilize its full functionality.

The installation instructions for JAWS have not changed and here is a review of them below:

1. You must first set up the XP workstation to look for the correct location for the license server [note: you must contact the license server manager at ehinkle@unt.edu to get the name of the license server]: To force the workstation to look for the correct location for the JAWS license, add the environment variable **LSFORCEHOST=nameofserver.acs.unt.edu** as a system variable. [How to do this: Right-click **MY COMPUTER** and then click **PROPERTIES**; click the **ADVANCED** tab; Click **ENVIRONMENT VARIABLES**; click **NEW** to add a new system variable name and value : **name=LSFORCEHOST** and **value=nameoflicenseserver.acs.unt.edu**]

2. Insert JAWS application CD into the machine. Choose JAWS SETUP (NOT JAWS network setup!) from the menu:
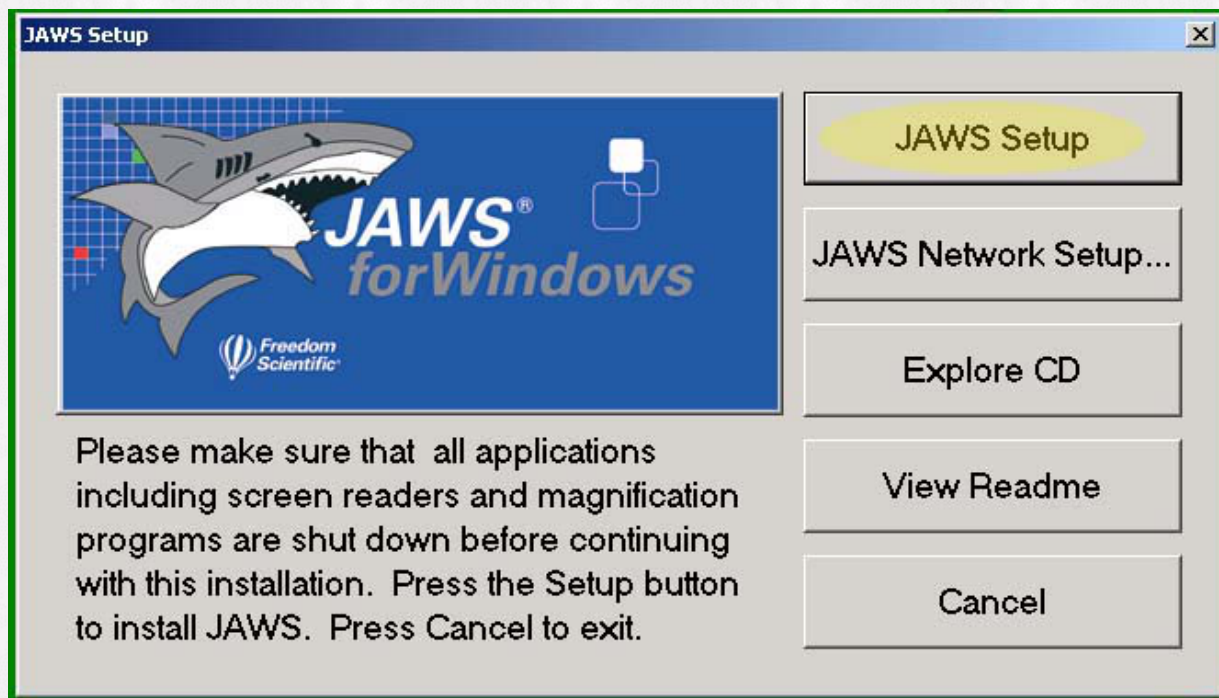
3. If prompted, Choose 'Continue without Speech' (no need to reboot).

4. To begin installation, press Enter.

5. For most installations, choosing 'Automatic/Typical' is appropriate (answer 'no' to any additional options or freebies it might ask you about – you just want the application).

6. JAWS will be installed / you may be prompted to reboot.

7. Open up JAWS on your machine and voilà! it starts and it works! :-) (or it removes your video card drivers - call me! x4808).

Network managers can come by my office in ISB 129 to pick up a JAWS 9.0 CD-ROM. Please contact me at ehinkle@unt.edu or **x4808** if you have any questions.

Originally published, March 2008 -- Please note that information published in *Benchmarks Online* is likely to degrade over time, especially links to various Websites. To make sure you have the most current information on a specific topic, it may be best to search the UNT Website - http://www.unt.edu . You can also search **Benchmarks Online** - http://www.unt.edu/benchmarks/archives/back.htm as well as consult the UNT Helpdesk - http://www.unt.edu/helpdesk/ Questions and comments should be directed to benchmarks@unt.edu

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Spring Break Hours

By Claudia Lynch, *Benchmarks Online* **Editor**

The University is officially closed Monday, March 17. Additionally, No Classes will be held March 17-23.* Following are the hours for Computing and Information Technology Center-managed facilities during the break.

- **Data Management Services** will be closed Monday, March 17-Friday, March 21. They will resume their normal hours on Monday, March 24.

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

  Normal schedule for Sunday, March 16 – Sunday, March 23.
  Monday, March 17-Friday, March 21: 8 a.m. - 8 p.m.
  Saturday, March 22: 9 a.m. - 5 p.m.

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

  Sunday, March 16: **Closed**
  Monday, March 17-Friday, March 21: 9 a.m. - 5 p.m.
  Saturday, March 22: **Closed**
  Sunday, March 23: Resume normal hours

Hours for Other Campus Facilities

General Access Labs

- WILLIS:

  Saturday, March 15: Close at 11:50 p.m.
  Sunday, March16: **Closed**
  Monday, March 17 - Friday, March 21: 8 a.m. - 7:50 p.m.
  Saturday, March 22: **Closed**
  Sunday, March 23: Open at 1 p.m., Resume 24hr schedule

- SLIS:

  Saturday, March 15 - Monday, March 17: **Closed**
  Tuesday, March 18 - Friday, March 21: 10 a.m. - 6 p.m.
  Saturday, March 22: **Closed**
  Sunday, March 23: Resume normal hours

- MUSIC:

  Saturday, March 15 - Sunday, March 23: **Closed**

Monday, March 24: Resume normal hours

- [PACS Computing Center](#) (Chilton Hall):

  Saturday, March 15 - Sunday, March 23: **Closed**
   Monday, March 24: Open 7 a.m., resume normal hours

- SOVA:

  Saturday, March 15 - Sunday, March 23: **Closed**
  Monday, March 24: Resume normal hours

- [COE](#):

  Friday, March 14: Close at 5 p.m.
  Saturday, March 15 - Sunday, March 23: **Closed**
  Monday, March 24: Open at 7 a.m., resume normal hours

- [COBA](#):

  Friday, March 14: Close at 4 p.m.
  Saturday, March 15 - Saturday, March 22: **Closed**
  Sunday, March 23: Resume normal hours

- [CAS](#):

  GAB 550

  Friday, March 14: Close at 5 p.m.
  Saturday, March 15 - Saturday, March 22: **Closed**
  Sunday, March 23: Resume normal hours

  Terrill 220

  Friday, March 14: Close at 5 p.m.
  Saturday, March 15 - Saturday, March 22: **Closed**
  Sunday, March 23: Resume normal hours

  Wooten 120

  Friday, March 14: Close at 5 p.m.
  Saturday, March 15 - Saturday, March 22: **Closed**
  Sunday, March 23: Resume normal hours

- **UNT [Dallas Campus](#) - 155A**

   Monday, March 17: **Closed**
   Tuesday, March 18 - Saturday, March 22: 9 a.m. - 5 p.m.
   Sunday, March 23: **Closed**
   Monday, March 24: Resume normal hours

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

6733)

Monday, March 17-Sunday, March 23: **Closed**
Monday, March 24: Resume normal hours

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* You might want to register [here](#) to receive an email or text page for a UNT and/or local
 school district closing, should they occur.

And don't forget ...

**Get your alerts fast
in case of inclement weather**

 **Update your Eagle Alert info by March 15 and,
if you're a student, win a laptop**

Stay informed!

Faculty/Staff Announcements

 announce.unt.edu

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TODAY'S CARTOON

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GLASBERGEN

"Sorry I'm late. I was on my way to your office when
I was accidentally intercepted by the spam filter!"

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

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Today's Cartoon

Benchmarks Online

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, Dr. Rich Herrington talks about "New Developments With R - version 2.6.2." 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 talks about "Understanding." Click on the Network Connection link above and you will understand why.

- **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 find out what the equation Trace + UNT Police = Killer Facebook App. is all about.**

- **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
takes you on a "Phishing " trip. Check it out!**

- **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 but there are still lots
of training opportunities. Also, 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 February 19, 2008 minutes are available this month. The IRC Membership list has been updated also.**

- **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 are featured here.

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Network Connection

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

Understanding

The Internet Corporation for Assigned Names and Numbers' (ICANN) agreement with the U.S. Department of Commerce is set to expire in 2009. According to a recent report, ICANN is reevaluating it's relationship with the U.S. Government. ICAAN was created in 1998 to bring private oversight to the operation of the Internet. However, since it's inception, it has operated under a Memorandum of Understanding (MOU), also known as the Joint Project Agreement
(JPA), with the U.S. Department of Commerce.

What's in a name?

The Domain Name System (DNS) is at the heart of the Internet's operation. As discussed in this column previously, the names and associated numeric addresses associated with all Internet-connected computers are a key organizing factor which allows this network of networks to intercommunicate. ICANN's main role in the operation of the Internet has been to oversee the operation of the Domain Name System through management of the Internet Assigned Numbers Authority (IANA), the organization responsible for "the global coordination of the DNS Root, IP addressing, and other Internet protocol resources." As has also been mentioned, the oversight of top-level domains has not been without interference by the U.S. Government.

Ten years ago, the Internet was still developing and the U.S. and the world were in the midst of a boom in Internet development (not the same boom heard from the bursting "dot-com" bubble that came a couple years later.) In transition from public to private operation of the Internet, it was in everyone's best interest that the Internet continue to operate and grow without constraints. So the MOU's statement of purpose stated, "Before making a transition to private sector DNS management, the DOC [*U.S. Department of Commerce*] requires assurances that the private sector has the capability and resources to assume the important responsibilities related to the technical management of the DNS." At a recent meeting with the Department of Commerce, ICANN's chairman stated, "We think that the conditions have now been sufficiently met that the JPA can conclude during the months up to September 2009. The vast majority of the community responses support this conclusion."

Concerns

The concerns of the Internet community regarding the transition to a fully private ICANN include:

1. Freedom from capture or dominance of ICANN by governments, intergovernmental organizations, or any other group of stakeholders, including private or corporate interests (including those with whom ICANN has contracts).

2. Effective and efficient operations of the IANA functions by ICANN.

3. Accountability of the ICANN model as a whole to its community, including affected parties.

4. Continued security and stability of the Internet's unique identifiers.

Considering recent news, all of these issues and particularly number 1 above should remain a concern.

According to the New York Times and The Registry, an English travel agency selling Cuban travel packages to Europeans (totally legal for them) had its ".com" Internet sites revoked as a result of an action by of The Office of Foreign Assets Control ("OFAC") an arm of the U.S. Department of the Treasury. According to their web site, "The Office of Foreign Assets Control ("OFAC") of the US Department of the Treasury administers and enforces economic and trade sanctions based on US foreign policy and national security goals against targeted foreign countries, terrorists, international narcotics traffickers, and those engaged in activities related to the proliferation of weapons of mass destruction." The web sites in question were placed on OFAC's Specially Designated Nationals List. A Specially Designated National refers to "individuals and companies owned or controlled by, or acting for or on behalf of, targeted countries." The sites names put on the list included www.aboutcuba.com, www.bonjourcuba.com, and www.ciaocuba.com.

According the New York Times, Enom.com, the company that provided the DNS registration for the web sites, shut off their operation and thus effectively shut down the English company's sales. According to ICANN the ".com" and other domains are "operated under contract with ICANN" -- that is maintain the names and addresses associated with a particular top-level domain (TLD). Enom is listed as one of the "companies accredited as registrars by ICANN". ICANN has Domain Name Dispute Resolution Policies, but I don't see an entry for what to do if your domain name is shut down because the U.S. Government does not approve of the subject of your page.

If you do a Google search on "Cuba" you find about 147 million results. I guess it's not information about Cuba that's the problem -- just ask the CIA for that. I guess it's not travel information that's the problem, since lonely planet is still in operation. But, the U.S. Government can apparently arbitrarily shut down your domain registration based on what appears to be a purely political interest. We are to understand that ICANN currently has freedom from dominance by governments? We are to understand that the U.S. is building trust in an independently run Internet? I don't think I understand.

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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.

Trace + [POLICE logo] = Killer facebook App.

Lost and Found at UNT has re-located to Facebook. At least virtually. As was reported by *InHouse* on March 11, "the UNT Police Department, in cooperation with Trace, the world's leading online database of lost and stolen valuables, has launched the nation's first student-oriented crime prevention application in Facebook, the hugely popular social networking web site." The *North Texas Daily* also covered this story on March 12,

As the introductory page from Trace says, "Tell your friend, campus police and all of FaceBook if your stuff disappears." There is also a way to use MyThings.com to save important item information *before* your things are stolen. Parents might be particularly interested in this aspect of the service. Furthermore, as the *InHouse* article states, "by searching Trace.com, the public can both report and avoid unknowingly purchasing stolen property, making it more difficult for criminals to move stolen items, and help local law enforcement deter crime. Furthermore, by creating secure, anonymous online inventories of belongings, UNT students can proactively protect property."

You can go here to add the application to your Facebook profile and if you don't have an account, you can set one up.

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Helpdesk FYI

By Jonathan "Mac" Edwards, Assistant Manager of the CITC Helpdesk

Phishing

Recently UNT has seen a rash of Phishing email messages. A Phishing Email is described as "an attempt to criminally and fraudulently acquire sensitive information, such as usernames, passwords and credit card details, by masquerading as a trustworthy entity in an electronic communication."[1]

Generally these messages request that you verify your account by following a link, and then entering sensitive data such as your username, password, social security number, and date of birth. Unfortunately these links lead to a website hosted by the scammer, and once you submit your information you have given away everything needed to access your account. These websites can be convincing, and look exactly like a company's actual website.

Fortunately it is very easy to protect yourself from such scams. As a rule the Helpdesk will not email users requesting sensitive information such as their date of birth, social security number, and password. This holds true for most businesses. If you receive an email requesting you respond with, or fill out a form with, sensitive information it should be regarded as a Phishing attempt. If you would like to verify the validity of such an email, contact the company in question at their publicly listed (not one listed in the email) support desk phone number.

Sometimes even the most astute can fall prey to these scams. This can quickly lead to a compromised account. If you fear your UNT account has been compromised you first should change your password, and secret question to avoid any further misuse of your account. You should then report the incident. Information for reporting a security violation can be found at http://security.unt.edu/incidentreporting. Students who feel they may be the victim of a Phishing scam can report the incident to the CITC Helpdesk at helpdesk@unt.edu .

The Security Team (http://security.unt.edu) has posted the following information regarding Phishing scams on their website:

> **UNT system administrators and staff will never ask for your UNT password. Immediately change your password and discard the old one. The senders of the fake email are collecting valid credentials to use for access to UNT services, especially email through which spam can be sent. Report the incident to your supervisor and system administrator, so any additional containment or handling can be coordinated.**

- **References**

[1]http://en.wikipedia.org/wiki/Phishing

Recently appearing in *Benchmarks Online*:

- [Vishing, the latest scam to hit the Denton area](#)
- [Managing Your Spam](#)

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IRC News

**Minutes provided by Sue Ellen Richey,
 Recording Secretary***

February 19, 2008

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

The minutes of the January 15, 2008 meeting were approved as distributed.

Distributed Computing Support Management Team**

Philip Baczewski reported for the Distributed Computing Support Management Team that DCSMT has met three times since the last meeting of the IRC. On January 18, 2008, Charlotte Russell presented information regarding Payment Card Industry (PCI) compliance standards and noted that on-campus vendors who accept payment via credit cards are required to be certified by Trust Keeper, a third-party company with which UNT has a contract to provide such certification. Representatives from UNT Student Accounting were on hand to answer any questions from the distributed managers. Also at that meeting, Charlotte Russell discussed progress implementing reporting for online system access removal upon termination or change in employment.   Philip Baczewski reported that CITC EIS staff have relayed that Internet Explorer 7 is now certified for all of the PeopleSoft applications that form parts of the EIS system. This may remove the last barrier for general adoption of IE7 on campus. Jason Myre reported that GroupWise to Exchange migrations have been scheduled and are underway and that Exchange accounts had been already created for most campus users defined in Active Directory.

DCSMT next met on February 1, 2008. Maurice Leatherbury related that there were still problems being observed with incompatible file formats being exchanged between Office 2007 and Office 2003 users. He urged DCSMT to coordinate software versions to avoid such problems. Philip Baczewski agreed to draft a statement to this effect and present it to the appropriate authority. Patrick McLeod (CITC Research and Statistical Support Consultant) reported that CITC RSS is currently supporting 9 different versions of SPSS. SPSS will only support the current and one prior version of their software. Therefore, as of the end of the Spring semester, CITC RSS will change its support policy to match that of SPSS and only support SPSS versions 15 and 16 for Windows and versions 13 and 16 for

Mac OS.

At the February 15, 2008 meeting of DCSMT, representatives from facilities were on hand to discuss planned electrical maintenance to a number of UNT buildings. DCSMT was consulted to help minimize the impact of the maintenance on IT resources. The maintenance will require the shut off of power to buildings between 10:00 p.m. and 6:00 a.m. Maintenance for the ISB, GAB, and Chilton Hall is scheduled for the spring break week, since those buildings support critical parts of the campus network infrastructure. The maintenance is planned to start on February 26 and extend through April 3. DCSMT members again discussed the Microsoft Office support strategy in preparation for a presentation at the February IRC meeting. Chris Strauss demonstrated features in the new ITSM call tracking system that will allow searching of all prior tickets made in Remedy and also the feature to post a notice of a campus-wide service outage.

The DCSMT's next meeting is scheduled for March 7.

Transition from Microsoft Office 2003 to Office 2007

Philip Baczewski distributed a document originating from DCSMT outlining the plan to transition from Microsoft Office 2003 to Office 2007. He reported that a number of large units have already moved to Office 2007, and that things have been going smoothly, for the most part. The only department that requested to stay with Office 2003 was College of Business because of a particular curricular need. Philip asked for an IRC recommendation that Office 2007/2008 be adopted as the campus standard by Fall of 2008. Lou Ann Bradley moved for such a recommendation; Elizabeth Hinkle Turner seconded. Before voting could take place, a motion was needed to suspend the usual rules of order, allowing a vote on the first reading. Tim Christian made a motion to suspend the rules in this case, and it was seconded. The motion to suspend the rules was passed. Then the council approved DCSMT's recommendation.

December IRC minutes approved

Tim Christian pointed out that the council had not approved the December IRC minutes, due to lack of a quorum at the January meeting. Don Grose moved that the December minutes be approved as distributed; Lou Ann Bradley seconded and the minutes were approved.

Learning Enhancement Planning Group

Michelle Farley reported for the Learning Enhancement Planning Group that the LMS Evaluation Committee met on January 30 and distributed the meeting notes. It was noted that these notes are also available at http://web3.unt.edu/lmseval/. The notes include project updates, team research, testing and reports, and a report on the Vista 4.2 problems encountered in the first weeks of the semester. The committee agreed that all four systems should remain in the running at this point.

Since the committee meeting, the project coordinator has met with Purchasing and submitted the content for a formal RFP which, when posted, will be available for 30 days on the state bid board. It's possible that other vendors who feel they meet the requirements of the RFP could submit a proposal, but it would not require repeating any of the review work already completed.

Executive briefing on iTunes U

In other news, Apple is hosting an executive briefing on iTunes U for President Bataille and other senior administrators on March 5, 2008. This does not represent a launch of UNT's iTunes U which is being worked on as a collaborative effort between University Relations Communications and Marketing, Central Web Support and the Center for Distributed Learning. When a launch date is available, it will be announced to this group.

New Accessibility Standards

Maurice Leatherbury announced that there are new accessibility standards that the state has drafted. They are in review and they are extensive. It will be a new statute and puts the burden on the purchasing institution. The old version saw that the DIR certified that the products we bought were Section 508 compliant, but now it's up to us to make sure we are compliant. Higher education is objecting to this.

Communications Planning Group

There was no report from the Communications Planning Group.

EIS Planning Group

Dorothy Flores reported for the EIS Planning Group that the Finance upgrade will begin shortly. They will have started the technical planning and the project plan will be finished by the end of the week and will begin user evaluations next month, in anticipation of a "Go live" in March of 2009.

Standards & Policy Planning Group

Tim Christian reported for the Standards & Policy Planning Group that there has been no news about the email retention policy or the computer use policy revision. He stated that the committee will review Maurice's proposed restructure of the IRC.

Student Computing Planning Group

Elizabeth Hinkle-Turner stated that there was no report from the Student Computing Planning Group, but stated that they are still looking at student email outsourcing and hope to have a recommendation soon.

Desktop Replacement Planning Committee

Maurice Leatherbury reported that the Desktop Replacement Planning Committee met on February 14th for discussion, with no conclusions reached. Hard data about how many pc's there are is needed, as well as a method of determining which ones are "primary machines." The group has drafted a survey to send to colleges and vice presidents to get feedback on machines that are 3 or 4 years old. Donna Asher will present the survey to the Deans on Feb. 20th. When the data from the survey has been gathered, the committee will meet again.

Draft proposal for the restructuring of Information Technology Advisory Committees

Maurice Leatherbury distributed copies of the draft proposal for the restructuring of Information Technology Advisory Committees for a first reading, and asked for comments.

Some discussion followed during which Maurice noted that there really is no standard format or pattern for the structuring of such committees at other universities in Texas. Maurice stated that an IT Project Management Policy has been drafted in response to a state mandate. One feature of that policy is that different sized projects get reviewed and approved by different groups in the university, and depending on the dollar amount, some get reviewed and approved by the IT Steering Committee. The IRC Planning Groups will take on added responsibilities if this restructuring proposal gets approved. There will be further discussion of this proposal at the March 11th meeting.

There being no further business, the meeting was adjourned at 2:40 p.m.

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* For a list of IRC Regular and Ex-officio Members click here (updated 3/14/08).

**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: SPSS: Yesterday, Today and Tomorrow - Ed.

New Developments With R - version 2.6.2

By Dr Rich Herrington, ACS Research and Statistical Support Services Consultant

R version 2.6.2 was released on February 8th, 2008. A description of changes for Microsoft Windows platform versions can be found here. The latest versions of the base R installation for the Win32 platform can be found here. RSS is hosting a local copy of a specially configured R 2.6.2 installation file for the Win32 platform platform here. The original location for the **"RAndFriendsSetup2062V20beta13.exe"** installation file can be found here.

Thomas Baier and Erich Neuwirth are the authors of the R-(D)COM project which integrate R and Excel functionality on the Windows Platform. This preconfigured R installation installs:

    i) the R-(D)COM server

    ii) the R Commander GUI interface

    iii) the Tinn-R Script Editor and IDE, and several other indispensible libraries as well.

A draft copy of an introductory textbook that illustrates the uses of Excel and R in teaching introductory statistics can also be found on R-(D)COM download area website. A "Task Views" overview of the packages that can be downloaded and installed into the R environment can be found on the CRAN website. A few of my favorites include: "relaimpo" (relative importance in regression models); "bootStepAIC" (bootstrapping AIC model selection for stepwise procedures); "mitools" (missing value imputation tools); "animation" (animation tools in R for demonstrating statistical concepts); "bayesm" (bayesian modeling in marketing and micro-economics). In the coming months, we'll be exploring some of the new developments that have occurred with the R project. Until then, enjoy your Spring Break!

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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 see what sort of classes will likely be offered this summer 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 Achievement and Lifelong Learning offers a variety of courses, usually for a small fee.

EIS training is available. Questions or comments relating to EIS training should be sent to the EISTRN GroupWise account.

EDUCAUSE Webinar: Spring Online Focus Session

Come out to Discovery Park (AKA Research Park) during Spring Break (3/18 & 3/19) for a live webinar

When:

Tuesday, March 18, 2008 10:00 AM to 2:15 PM
Wednesday, March 19, 2008 10:00 AM to 2:00 PM

Where:
Research Park Library Learning Center (in B112) - Across from Jazzman's Café

Webinar Sessions Scheduled for Tuesday:

- Making Learning Real: Turning Sim City into "Sim Science"!
- Using Computer-Simulated Case-Based Scenarios to Improve

Learning
- The New Virtual Field Trip: A Perspective from NC State's Entomology Bug World
- Using Wikipedia to Re-envision the Term Paper

Webinar Sessions scheduled for Wednesday:

- Authentic Learning in History and Social Sciences: How "Real" Can We Make the Classroom Experience?
- Integrating Community History, Technology, and Service Learning: The Digital Durham Project
- Digital Documentaries Using Primary Access
- Authentic Critical Reflection: Critique It in Second Life

Agenda: http://www.educause.edu/Program/15029

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/

Information Security Awareness

- Thursday, March 20 2-3:30 p.m. ESSC Room 152

The UNT Information Security team is currently offering Information Security Awareness courses to all UNT faculty and staff. Topics to be covered will include workstation security, sensitive data handling, copyright infringement issues, identity theft, email security, and more. For more information, or if you would like to request a customized course to be taught for your department, contact Gabe Marshall at x4062, or at security@unt.edu.

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 this month, and in the recent past:

- More Windows Vista and Microsoft 2007 Server Courseware Added

- 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

State of Texas Department of Information Resources

Another possible source of training for staff and, perhaps, faculty members is the Texas Department of Information Resources. A look at their Education and Training website reveals some interesting possibilities. For example, under Conferences, Briefings, and Events is a "Microsoft Training Series" described as "free training classes ... delivered by Microsoft and hosted by DIR as part of the Technology Today Series (TTS)."

Please Note: **The University of North Texas will never ask for personal information by e-mail. If you receive an e-mail purporting to be from the University that asks for personal information or account passwords, do not respond. If there is any question regarding the authenticity of an email, please contact UNT Information Security at (940) 369-7800.**

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Transitions

New Employees:

- **Michael Nelson**, Distributed Computing and Imaging Services Student Assistant (part-time).

- **Thomas Delozier**, Computer Systems Manager, Directory Services.

- **Bailee Ashford**, Data Communications Assistant (part-time).

- **John Rhodes**, Data Communications Assistant (part-time).

Changes, Awards, Recognition, Publications, etc.

- **Dr. Elizabeth Hinkle-Turner**, Student Computing Services Manager, had her video "Finish Line" featured at the Creative Women Unite festival in Houston on March 8.

- **Patrick McLeod**, Research and Statistical Support Services Consultant, will be published in *International Interactions*, a peer reviewed journal in international relations. The citation is as follows:

    Gurses, Mehmet, Nicolas Rost and Patrick McLeod (2008). "Mediating Civil War Settlements and the Duration of Peace." International Interactions (volume and issue pending)

McLeod also gave a talk on fire information sharing and a presentation on using fire-related GIS data in a web appliance for information sharing in Reno, Nevada earlier this month.

Service to UNT

The following people were recently recognized for their service to UNT in *InHouse*:

20 years of service

- **Virginia Joy Brooks**, Programmer Analyst, Student Services Data Systems (AIS).

- **Nancy Kay Fisher**, Computing Team Manager, EIS Technical Services.

- **Catherine S. Hardy**, Computer Systems Manger, Academic Computing and User Services.

- **Robert Franklin Jones**, Assistant Director, AIS Tools & User Services.

- **Daniel Bowdre Strange**, Computing Team Manager, Student Financials Systems Development.

15 years of service

- **Matthew Blair Copeland**, Communications Manager, Data Communications.

- **Daniel S. Kidd Jr.**, Computer Systems Manager, Microcomputer Maintenance Shop.

- **Christopher E. Strauss**, Computer Systems Manager, Call Tracking Administration (ACS).

10 years of service

- **Daren W. Dugan**, Systems Manager, Directory Services, Enterprise Systems Technical Services.

- **Pamela Gaye Naughtin**, Programmer, Student Records Data Systems (AIS).

- **Carl Michael Shirley**, Programmer Analyst, Student Records Data Systems (AIS).

- **Sandra L. Walsh**, Programmer Analyst, Payroll/Human Resources Systems (AIS).

Five years of service

- **Joseph Adamo**, Director, Communications Services.

- **Sanden L. Cottongame**, Systems Manager, EIS Tools, Applications, Reporting, and Portal.

- **Rhonda Holmes**, Administrative Services Officer, Administration and Planning.

- **Ronda J. Johnson**, Computer Support Specialist, Classroom Support Services.

- **Patrick Michael McLeod**, Research and Statistical Support Services Consultant (ACS).

- **Robert A. Novak**, Systems Manager, Project Management.

- **Hanish Rameshbhai Sharma**, Programmer, Payroll/Human Resources (AIS).

Congratulations to ...

- **Craig Terrell,** Computer Systems Manager, Directory Services, and his wife Amy on the birth of their son Ian Christopher Terrell on February 20.

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