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## By the Numbers

**Call Tracking and IT Support:** UNT CITC [recently upgraded](#) its IT call tracking system from Remedy version 5 to BMC/Remedy ITSM version 7. **Number of:**

Requests generated in Remedy (over 10 years): **136,809**; Users Supported in ITSM 7 (including former students): **144,329**; IT Support staff using ITSM 7: **277**; UNT IT knowledge items in ITSM 7: **113** (and growing).

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Questions, comments and corrections for this site: [lynch@unt.edu](mailto:lynch@unt.edu)

Site was last updated or revised : May 17, 2008

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## Campus Computing News

### UNT, Microsoft partner to give students free access to top software development programs\*

The University of North Texas is partnering with Microsoft to provide free access to cutting-edge development software that could help UNT students become the next generation of software programmers.

Through its participation in DreamSpark, Microsoft's program that provides free development software to students, UNT's Computing and Information Technology Center is allowing students to download full professional versions of Visual Studio 2008, Expression Studio, Windows Server 2003 and XNA Game Studio 2.0.

Visual Studio 2008 is Microsoft's primary toolkit for developing programs in a Windows environment and includes the programming languages Visual C#, Visual C++, Visual J#, and Visual Basic. Programmers use Expression Studio – which comprises Expression Web, Expression Blend, Expression Design, and Expression Media – to design and create rich interactive Web pages in a variety of formats. XNA Game Studio 2.0 lets programmers create games for Windows and the Xbox 360.

The DreamSpark program also comes with a 12-month trial subscription to Creators Club, which is software that allows programmers to build and play their game ideas on Xbox 360 systems.

Online instructions for installing DreamSpark can be found at <http://www.unt.edu/ccadmin/dreamspark.htm>.

In order to download this software you will need your EUID, password, and a Windows Live ID account which you can create inside DreamSpark if you do not already have one. The DreamSpark website is <http://downloads.channel8.msdn.com/>.

\* This article is a combination of articles written internally within CITC, a UNT News Service release, and an article appearing in *InHouse*. - Ed.

Originally published, May 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](mailto:benchmarks@unt.edu)



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## IT Help is [Here](#)

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

As of Monday morning, May 12, 2008, a new resource is available for those needing help with Information Technology at UNT. The Academic Computing and User Services Division of the CITC has implemented a new version of the trouble ticketing system that has been in use for over 10 years, and has made some new features available to both IT customers and IT support staff.

The [Helpdesk Central page](#) has been replaced with a new "IT Help Center" site which will make it even easier for customers (anyone with an EUID and password) to submit a request for IT support. The [IT Help Center](#) is one-stop shopping for making requests for IT support.

The IT Help Center supports requests for general services available to employees and students and will also present service requests which are specific to Employee or Student roles at the University.

Another new IT support service is a new searchable knowledge base which includes all of the [CITC Helpdesk](#) FAQ information. This information base will be continually expanded and plans are to supplement it with an extensive collection of commercially provided answers on common topics such as Microsoft Office.\*





## Questions?

Search for Answers in  
our Knowledgebase

Helpdesk FAQs

## Problem Reporting

IT Help Center  
Report an Issue  
View your ticket  
View System Outages  
View Resolved  
Outages

## BMC Remedy Knowledge Management

[Home](#) [Browse](#) [Search](#)

## Quick Search

Search for:



Search by category

## Top Solutions

No records

## News Flashes

## Search Results

Score	Title	Category
100	<a href="#">EUID Password: Library Elec. Resources</a>	Computing Services/Accounts - Library EIR/Unable to Login
92	<a href="#">Changing your Password</a>	Consult, Computing Services/Other

For a number of years, the CITC and distributed support areas have been using a Helpdesk application from [BMC/Remedy](#) to track IT trouble tickets. The latest version of this system from BMC has been renamed ITSM which stands for *Information Technology Support Management*. Implementation of this new system has been underway at UNT for more than a year. At the [April 4 meeting](#) of [DCSMT](#) and a meeting with CITC managers on April 9, it was decided to move to the new system on May 12, 2008. Since that date, IT support requests have been entered into the new ITSM call tracking system. All of the self service scripts currently in use for reporting problems or requesting service currently found on the "[Helpdesk Central](#)" page have been redirected to similar items which will enter information into the new call tracking system via the IT Help Center.

The old Remedy 5 is longer available as of Monday, May 19, 2008, but all tickets from that system will be available to IT support staff for browsing or reporting via an archive view on the new ITSM system. Information about the new ITSM system can be found at <http://itsm.unt.edu/>. More detailed information for IT support along with a link to the ITSM web console can be found by following the "[IT Support Staff Links](#)" link on that page. Questions about this new system can be directed to [Dr. Philip Baczewski](#), Director of Academic Computing and User Services.

\* This month's "Helpdesk FYI" [column](#) discusses specific features of the new IT Help Center website.

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## Information Security Training Now Available Through WebCT Vista

By [Gabe Marshall](#), CITC Information Security Analyst

Information security in the workplace can often seem perplexing, leading most employees to quickly dismiss its relevance to their job function. Others may understand the basics of information security, but they assume that security incidents do not occur often enough to spend their time learning how to prevent them.

The truth of the matter is that incidents occur quite often, and the vast majority of these incidents can be easily prevented if best practices and UNT policies are followed.

As an employee, you are responsible for safeguarding the data you interact with. Your network manager provides help with safeguarding the data, but there are still some things you need to know, especially if you work with sensitive data frequently.

Fortunately, CITC Information Security has recently released an information security short course for UNT faculty and staff, which can be accessed through WebCT Vista. The course entitled "Defensive Computing" was designed to quickly go over the important topics of security, and should take no longer than an hour to complete.

For information on signing up for this course individually or registering your department to take it, contact Gabe Marshall at [Gabe.Marshall@unt.edu](mailto:Gabe.Marshall@unt.edu) or dial ext: 4062.

Additional security training information can be found at our website, <http://security.unt.edu/training>

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## UNT Web sites and Web Applications Need to be Registered by May 31

By [Maurice Leatherbury](#), Associate Vice President and Chief Technology Officer

The World Wide Web is one of UNT's greatest resources for providing information and services to our university community and the world at large, but it also poses one of the university's largest information management challenges. That's especially true when it comes to maintaining the currency and accessibility of web-based information and ensuring web-based information is secure.

Consequently, we are pleased to announce an important collaboration between University Relations, Communications and Marketing and the Computing and Information Technology Center to improve the quality and security of web sites and web-related services throughout the university -- a web registration system that will allow URCM and CITC to audit web sites and make recommendations to the members of our community who are responsible for site design, implementation and maintenance.

All web sites and web applications that comprise UNT's web presence will now be registered through a central site registration system located at <https://web3.unt.edu/siteregistration>. Site registrations will be updated annually and new web sites or redesigned web sites will be registered and approved before they are made public.

The web registration process, required for all university web sites and web applications, takes only a few minutes and collects basic information, including the site's URL, contact information for responsible parties, audience(s) served, and the identification of web forms and the types of information the forms are designed to collect.

Furthermore, [as is stated](#) on [Announce.unt.edu](http://Announce.unt.edu) in the Administration section:

For more information on the university's graphic branding; web accessibility, quality of content and search engine visibility issues; and the approval of new and redesigned web sites, contact Kenn Moffitt, Director of Online Communications and Creative Services by phone at x3476 or send e-mail to [Moffitt@unt.edu](mailto:Moffitt@unt.edu).

The web registration process, required for all university web sites and web applications, takes only a few minutes and collects basic information, including the site's URL, contact information for responsible parties, audience(s) served, and the identification of web forms and the types of information the forms are designed to collect.

Please ensure that all web sites and web applications within your school, college or division are registered no later than May 31, 2008.



The central registry will permit the URCM and CITC to leverage the divisions expertise and available technologies to ensure:

- **Security Compliance** - Forms and web applications that collect data must be compliant with federal and state laws and university policies to ensure that constituent information is protected. Web sites and forms will be reviewed for compliance and will be scanned by CITC to validate that proper security practices are in place.
- **Branding and Identity** - Web sites must follow the guidelines of the university's Institutional Brand Identity Policy, which ensures the appropriate use of the university's graphic identity. Sites will be checked periodically by URCM for compliance.
- **Accessibility** - Federal and state laws and regulations and the university's Web Accessibility Policy ensures that visitors requiring special accommodations are able to utilize web sites and web services. Sites and applications will be scanned periodically by URCM to ensure guidelines are being followed and site technologies are providing equal or equivalent access to information and resources.
- **Quality of Site Content** - Hundreds of thousands of information pages are available on UNT's many web sites, offering a variety of information to web visitors. URCM will periodically audit sites to identify outdated content, broken links, misspellings, etc., and inform responsible parties of concerns.
- **Search Engine Visibility** - Search engines are widely utilized by the university's constituents to locate information and services. The registration of all web sites will ensure ready access to information and identify outdated web sites.

In the coming months, both URCM and CITC will be taking an in-depth look at web issues across the institution with the purpose of identifying additional steps that can be taken to improve the quality of UNT's web presence.

Meanwhile, we thank you for ensuring that the web sites in your school, college or division are registered by the required date. Your cooperation contributes to an overall web presence that favorably and competitively positions our university in the higher education marketplace and beyond.

For information on security compliance, visit the Information Security website located at <http://www.unt.edu/security> . Or, send email to [security@unt.edu](mailto:security@unt.edu) .

For more information on the university's graphic branding; web accessibility, quality of content and search engine visibility issues; and the approval of new and redesigned web sites, contact Kenn Moffitt, Director of Online Communications and Creative Services by phone at x3476 or send e-mail to [Moffitt@unt.edu](mailto:Moffitt@unt.edu) .

## Questions?

*InHouse* recently published an article, "Questions answered about web site registration due May 31," that answers some frequently asked questions on this topic such as:

- **I've never had to register a web site before, why now?**
- **After registering a web site, what can I expect?**
- **Which web sites need to be registered?**
- **Who has to actually register the web site?**
- **Do faculty have to register their own web sites?**

For answers to these questions and more click [here](#) to see the article.

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## Summer Hours

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

The spring semester has ended and [SUM, 3WK1, 8WK1](#) classes\* began on Monday, May 12. Following are the hours for Computing and Information Technology Center-managed facilities during this time period and, in some cases, the summer. The [Helpdesk](#) plans, at this point, to be open their normal hours, including on May 26 and July 4. The University is [officially closed](#) for Memorial Day, May 26 and Independence Day, July 4.

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

### May 12 - August 8:

Sunday: 1 p.m. – 9:45 p.m.

Monday – Thursday: 8 a.m. – 9:45 p.m.

Friday: 8 a.m.– 8:45 p.m.

Saturday: 10 a.m. – 8:45 p.m.

### Exceptions:

Monday, May 26: 8 a.m. – 5:45 p.m. (Memorial Day)

Friday, July 4: **Closed**

Friday August 8: 8 a.m. – 5 p.m.

Saturday, August 9: 10 a.m.– 5 p.m.

## Hours for Other Campus Facilities

### General Access Labs

- [WILLIS](#):

Open normal 24 hour schedule except:

#### May 11-May 29

Sunday: Open 1 p.m. - 9:50 p.m.

Monday-Thursday: Open 7:30 a.m. - 9:50 p.m.

Friday: Open 7:30 a.m. - 8:50 p.m.

Saturday: Open 9 a.m. – 8:50 p.m.

#### May 30-June 1

Friday, May 30: **Closed**

Saturday, May 31: Open 9 a.m. – 5:50 p.m.

Sunday, June 1: Open 1 p.m. – 24hrs

- [SLIS:](#)

**May 12 - August 8:**

Monday - Thursday: 10 a.m. 10 p.m.

Friday: 10 a.m. - 6 p.m.

Saturday: 10 a.m. - 6 p.m.

Sunday : Noon - 8 p.m.

**Exceptions:**

Monday, May 26: **Closed**

Friday, July 4: **Closed**

- [MUSIC:](#)

**May 12 - August 8:**

Monday - Thursday: 8 a.m. 9 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: 10 a.m. - 5 p.m.

Sunday : 1 p.m. - 8 p.m.

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

**May 12 - August 8:**

Sunday: Noon - 10 p.m.

Monday - Thursday: 8 a.m. - 10 p.m.

Friday - Saturday: 8 a.m. - 6 p.m.

August 9-August 24: **Closed**

Monday, August 25: Resume normal hours

- SOVA:

Hours currently unavailable.

- [COE:](#)

Open normal hours except:

Saturday, May 24: **Closed**

Monday, May 26: **Closed**

Friday & Saturday, July 4 & 5: **Closed**

August 9-August 24: **Closed**

- [COBA:](#)

Open normal hours.

**Exceptions:**

Monday, May 26: **Closed**

Friday, July 4: **Closed**

- [CAS:](#)

**GAB 330**



**May 12 - 29:**

Monday - Thursday: 8 a.m. - 10 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: Noon - 8 p.m.

Sunday: Noon - 10 p.m.

**Special Closings:**

Memorial Day: May 26

Semester Break: May 30 - June 1

**June 2 - August 8:**

Monday - Thursday: 8 a.m. - Midnight

Friday: 8 a.m. - 5 p.m.

Saturday: Noon - 8 p.m.

Sunday: Noon - Midnight

**Special Closings:**

Independence Day: July 4

Semester Break: August 9 - 24

**GAB 550 - Closed**

**Terrill 220**

**May 12 - 29: Closed**

**June 2 - August 8:**

Monday - Thursday: 8 a.m. - 8 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: **Closed**

Sunday: **Closed**

**Special Closings:**

Independence Day: July 4

Semester Break: August 9 - 24

**Wooten 120**

**May 12 - 29:**

Monday - Thursday: 8 a.m. - 6 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: **Closed**

Sunday: **Closed**

**Special Closings:**

Memorial Day: May 26

**June 2 - August 8:**

Monday - Thursday: 8 a.m. - 10 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: **Closed**

**Sunday: Closed**

**Special Closings:**

Independence Day: July 4

Semester Break: August 9 - 24

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

Open normal hours.

- **[Engineering](#) General Access Lab ([englab@unt.edu](mailto:englab@unt.edu), Research Park, B129, 891-6733)**

**May 12 - 30: Closed**

**June 2 - August 8:**

Monday - Thursday: 8 a.m. - 10 p.m.

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\* Terminology and schedules for classes offered in the summer has changed in recent years:

SUMmer=Entire Summer Session, 3WK1 = 3-week 1, 8WK1=8-week 1, 5WK1= 5-week 1, 10WK1= 10-week, 5WK2= 5-week 2. All summer sessions will be over by August 8 [this year](#).

- Summer Session 3W1: formerly May Minimester
- Summer Session 5W1: formerly Summer I
- Summer Session 5W2: formerly Summer II.

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## Bits -n- Bytes

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

From time to time we get information that doesn't quite warrant an article and/or isn't quite suited for article format. Here are some items from our current collection:

- **The Microsoft Student Partner Program** is recruiting for the 08-09 school year, deadline May 31 - Sound interesting? Read [this](#).
- **Do you need to configure a Debian PXE server to automate installs?** If so, then you're in luck! Details [here](#).
- **Are you a staff or faculty member who owns a cell phone?** Click [here](#) to find out all about "Discounts for UNT employee personal cell phones."

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maincontent

## Today's Cartoon

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**"I'm dating a werewolf.  
I met him on Monster.com!"**

From "Today's Cartoon by Randy Glasbergen", posted with special permission. For many more cartoons, please visit [www.glasbergen.com](http://www.glasbergen.com).

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## Don't Forget Our Monthly Columns!

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

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

- [By the Numbers](#) - Not really a column, but a new feature, giving you a glimpse behind the scenes of the volumes of data, spam, etc. processed, managed, and otherwise handled here at UNT.
- [RSS Matters](#) - "RSS Matters" is the monthly column written by the Research and Statistical Support [Group](#) in Academic Computing Services. Their articles focus on topics of a statistical and/or research methods nature. **This month, Patrick McLeod continues discussing "Mapping And Data Representation In Stata" in his article "Mapping And Data Representation In Stata: Part 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 declares "Long Live the Browser." Click on the Network Connection link above for details.**

- [Link of the Month](#) - As it says on the top of the "Link of the Month" page, "Each month we highlight an online mailing list or website. Frequently the link is associated with UNT." **This month the new IT Help Center is featured. Click on the link above and get the scoop.**
- [Helpdesk FYI](#) - A new monthly feature from the CITC Helpdesk. Each month they will tackle a topic that has been of particular interest to callers/visitors to the Helpdesk. **This month Jonathan "Mac" Edwards talks about specific features available at the new "IT Help Center." Are you noticing a pattern? 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 still being planned for the summer 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. **No IRC minutes were available for publication this month.**
- [Staff Activities](#) - This column focuses on new employees, people who are no longer employed at the Computing and Information Technology Center, awards and recognitions and other items of interest are featured here.

Originally published, May 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](mailto:benchmarks@unt.edu)

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## Network Connection

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

### Long Live the Browser

Recently, Neil McAllister writing in [InfoWorld Magazine](#) posed the question, "[Is the Browser Doomed?](#)" He posits that small standalone web applications, such as those built using [Adobe Air](#), will supplant web pages with their more stylized and focused functionality. These kinds of applications access the same web services, but present information in a more compact and directed manner. They remove the overhead of the browser user and presentation interface. But would the proliferation of such standalone applications really represent an improvement on the concept of a single web browser?

To answer that question, we need to step into the [wayback machine](#) and return to the beginnings of the Internet. Before the web browser became synonymous with the Internet, there were numerous client applications which communicated with specialized servers across the Internet. Each client and server used their own special protocol, or message language, to format and exchange information over the Internet. Among these were Usenet news readers, Internet Relay Chat (IRC) clients, CU-SeeMe (video conferencing), WAIS, FTP, Gopher, Archie, Veronica, and a myriad more. Using the Internet meant that you had to have a collection of applications to perform the many tasks that could be accomplished, but it wasn't always easy or efficient.

The [Gopher](#) protocol was an early attempt to organize these many tasks in a single framework so that information and services could be presented in an organized fashion. Gopher still relied on other applications to do tasks like display images or initiate interactive sessions with remote services (like library card catalog systems.) Then along came an idea called the [World Wide Web](#). The power of the Web lay in the concept of [hypertext](#), which allowed the combination of text along with images and other media (like video and sound) within one display window. The Web protocol specified a way to present text and media within one display framework.

It took some software development to actually make the Web concept work for most people, and the result was [Mosaic](#), a program developed at the National Center for Supercomputing Applications. It didn't take a supercomputer to run Mosaic, but since the WWW project began as a way to share scientific data and information over the Internet, it was natural for a supercomputing center to take the cause of developing a Web client. The earliest version available to most non-scientific folks was written for the Macintosh operating system. Since then, almost every browser in use today, including Firefox and Internet Explorer, is based on that early Mosaic code. And the rest, as they say, is literally [history](#).

The success of the browser has been precisely because of all the things you can access from one window. The fact that hypertext allows other resources to be seamlessly accessed within



one application window is now such an intrinsic way of using Internet resources that we have come to take it for granted. So, when light-weight applications use web technology, it seems like a new and innovative idea. If you were around and on the Internet when it happened, you realize that the concept of hypertext within a single web browser was such a powerful idea that it changed the development of the Internet and revolutionized the way people received information and pursued commerce.

I think it's a bit premature to doom the browser. On the other hand, we are seeing some embedded uses of web technology working their way into the desktop mix. Several years ago, in version 10.4 (code-named Tiger) of Mac OS X, Apple introduced a feature called "[Dashboard](#)" as part of its desktop OS. The Dashboard serves up widgets, which as Apple [says](#), are "simply a web page that is displayed in the Dashboard rather than in a browser, such as Safari." The nice thing about widgets is that they have the pop-up dashboard to provide a framework for organization and management. They are still light-weight applications which provide a summary or quick access point to information, but also usually embed a link to a full-fledged browser page with more extensive information.

It should be remembered that at one time Sun's [Java](#) was heralded as the replacement for the browser. Since Java applications were supposed to "run anywhere", Internet applications written in Java were thought to be candidates to replace the traditional browser interface. The initial poor performance of Java Virtual Machines required to run Java programs and extensive changes to Java operability between versions, among other [things](#), inhibited its development as a common way to deliver Internet applications. The bottom line was that browsers were more accessible and dependable for most people.

The other thing to remember is that despite various [squabbles](#) over the past years, it is the open standards of the Internet and the World Wide Web that have ensured the success of the browser as the entree to online information, applications, and commerce. The protocols used for Internet communication are open to all and not, despite some [efforts](#), proprietary to any one company. That means that anyone with the resources, which these days may be as little as a desktop computer and Internet connection, can share information with anyone in the world. And anyone in the world can access that information as long as they have access to a browser and an Internet connection. That's a model doomed to success.

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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.



As the article "[IT Help is Here](#)" in this issue of *Benchmarks Online* states, a new resource is available for those needing help with Information Technology at UNT. One of the many handy features is a knowledgebase that can be searched for answers to your questions. This knowledgebase will be continually expanded and there are plans to supplement it with an extensive collection of commercially provided answers on common topics such as Microsoft Office. Check it out:

<http://web3.unt.edu/helpdesk/service/>

This month's "Helpdesk FYI" [column](#) discusses specific features of the new IT Help Center.

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## Helpdesk FYI

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

### IT Help Center

With the release of [our new call tracking system](#), ITSM 7, we have also published our new Webpage the **IT Help Center**. You can access the IT Help Center at <http://helpdesk.unt.edu/service>. The Help Center will act as a portal allowing Students, Faculty, and Staff to access the public interface to the ITSM7 program, and easily report IT related problems.

### Support Requests

When you arrive at the IT Help Center you will be presented with a login prompt. If you do not know your EUID or password there is the option to “request support without logging in.” Upon logging in, you will be presented with a catalog of services items that pertains to the role(s) of your login account. All login account can see the General Services. Employee Service items are available to employees who login with their EUID. Student Service items are available to students who login with their EUID. Support Service items are available to ITSM support staff members who login using their ITSM account.

Let's look at an example of a service item. After logging into the IT Help Center, click on “Blackboard Vista Support Request.” This will open the eCampus Problem Reporting Form. You will be prompted to enter information relating to the problem you are experiencing. Remember to include as much information as possible when filling out the form so that support staff can more accurately diagnose the problem. Upon completing the form you will receive an overview of your answers for verification. Click okay to submit. You will receive a verification email letting you know your ticket number.

### Problem Reporting Menu

The problem reporting menu contains some new options. To view the status of your ticket, click on the view your ticket link. The system outages page has been changed also, and is now displayed as a calendar. Click on the appropriate link to view either current or past system outages. The calendars have toggle boxes allowing you to chose how much information is displayed on your calendar.

### Knowledgebase



The knowledgebase will now act as a repository for the Helpdesk's support documents. To access the Knowledgebase click on the "Search for Answers in our Knowledgebase" link located under the **Questions** menu. More information will be included on the Knowledgebase in our next *Benchmarks Online* article.

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## IRC News



Minutes provided by Sue Ellen Richey,  
Recording Secretary\*

**No IRC minutes were available for publication this month.**

\* 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: [Mapping And Data Representation In Stata: Part 1](#) - Ed.

## Mapping And Data Representation In Stata: Part 2

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

In April's RSS Matters column, we discussed the basics of mapping data into a graph in Stata. Now that we have all the pieces in place, in Part 2 we will use Stata and the Stata packages discussed in Part 1 to produce a choropleth map of the United States (the Lower 48 plus Alaska and Hawaii) showing the murder rate in 2003 by state.

The first step in this process is to unzip the Shapefile or MapInfo file that you are using to render the map as a graph in Stata. For this example, we are using the United States states and territories Shapefile downloaded from the National Weather Services' website. Once this file has been unzipped to my Mac desktop, I issue the following command:

```
shp2dta using /Users/patrick/Desktop/s_01au07/s_01au07, database(usdb) coordinates(uscoord)
genid(id)
```

The Stata package shp2dta renders the Shapefile as a Stata data file. In this case, the Stata data file is named *usdb* and the very important state ID variable *id* is generated based on the state coordinates from the *uscoord* file.

From this point on in the process, producing your map in Stata is a matter of working with Stata datasets (doing some data editing and using the *merge* command) and producing the graph you want using Stata's powerful suite of graphing commands.

```
use "/Users/patrick/data/state_rates_2003"
```

Now that you have your source data (the data that you want to map) and your Stata data file from the Shapefile for the map, there are two data management steps to be aware of before we move forward with more Stata code: Making sure the *id* variable from the map file has the correct states in it and that it matches up to your state names in your source data. When you download the file from the National Weather Service website, unzip it and enter it into Stata using the shp2dta command, you will notice that this file renders all 50 states, the District of Columbia and all U.S. territories (American Samoa, Guam, Midway, Puerto Rico and the U.S. Virgin Islands).

Most of the time when you are dealing with social science data that is explicitly state-based, you

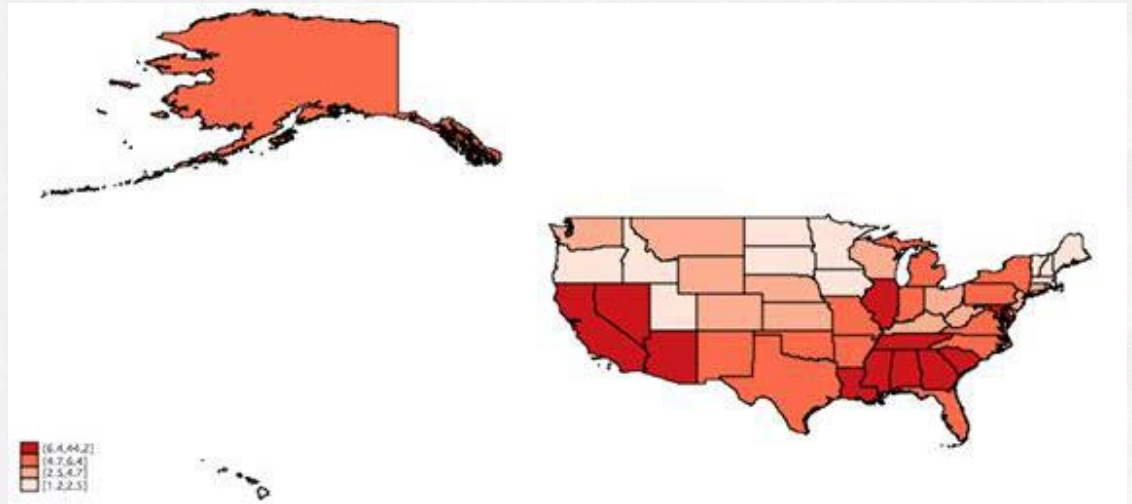
won't have a use for the territories that are included in the Shapefile. My suggestion is to simply manually drop them before you try to merge your data so that you are left with a map data file that has 50 states plus D.C., the structure in which most of your data will be organized. While it might not be the best way to do it, the most direct way to do this is to sort your source data file by state name and save it, then sort your map file by state name and save it. Copy the *id* variable from the map data file and paste it into the source data file. Now both of your data files are sorted on the same *id* variable and are ready to merge on that same variable:

```
merge id using "/Users/patrick/Desktop/s_01au07/usdb"
```

After you successfully issue this command, you now have all the components in one data file to produce a map: Your *id* variable, your source data and your map data. To produce your map in Stata, issue the following command:

```
spmap murderrate using uscoord, id(id) fcolor(Reds)
```

This generates the map below (exported in .PNG format and cropped in PhotoShop):



You could use many of the Stata commands for formatting graphs to spice up your final product, for instance including the option *b1title*(*Murder Rate By State, 2003*) to add a title to the graph so that it will have a title printed at the bottom that reads 'Murder Rate By State, 2003'.

Until next time, happy computing and best of luck with your choropleth mapping!

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## Short Courses

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

Short Courses are currently being scheduled for the summer. Surf over to the [Short Courses](#) page to see what sort of classes will likely be offered starting, probably, in June. 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](mailto: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.

### Moving from GroupWise to Microsoft Outlook Training

The GroupWise to Microsoft Exchange Migration is almost complete. If you still need it, a useful place for finding resources to prepare 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

- Wednesday, May 21 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](mailto:security@unt.edu).

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

## Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers. See <http://www.gal.unt.edu/> for a list of labs and their locations. The Willis Library, for example, has a [list of Tutorials and Software Support](#).

The [Training Website](#) has all sorts of information about alternate forms of training. Computer Based Training (CBT) and Web-based training are some of the alternatives offered.

For further information on CBT at UNT, see the CBT [website](#). Note, also, some

*Benchmarks Online* articles that have been published in the recent past:

- [Computer-Based Training for Microsoft Project 2007 is Now Available](#)
- [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)."

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## Staff Activities

### Transitions

#### New Employees:

- **Allan Anderson**, Information Security Intern (part-time)

#### No longer working in the Computing and Information Technology Center:

- **April Cavins**, Data Communications Field Technician (part-time).
- **Vidya Dambala**, Programmer Analyst, Oracle Database Administration (AIS).
- **Brett Thompson**, Information Security Intern (part-time).
- **Jon Ingle**, Computer Systems Manager, Distributed Learning Support, Enterprise Systems Technical Services.
- **Amy Allen**, Computer Systems Manager, Unix Support Services.

### Changes, Awards, Recognition, Publications, etc.

**Dr. Rich Anderson**, Information Security Coordinator, is working on a method to analyze film structure in much the same way that text is analyzed, despite the lack of a rigid grammatical structure. His work with Dr. Brian O'Connor, professor of Library and Information Sciences, on this project was highlighted in the [most recent issue](#) of *UNT Research*.

Anderson's book, *Doing Things with Information: Beyond Indexing and Abstracting*, co-authored with Dr. O'Connor and Dr. Jodi Kearns is now listed on [Amazon.com](http://Amazon.com).

#### Service to UNT

The following people were recognized for their service to UNT in [InHouse](#) recently:

##### 20 years of service

- **Rong Chai Wang**, Programmer Analyst, Payroll/HR Systems (AIS).

##### 15 years of service

- **Douglas Eugene Alders**, Computer Support Specialist, EIS Security Administration (AIS).

##### 10 years of service

- **Philip Allen Buhler**, Programmer Analyst, Oracle Database Administration (AIS).
- **Anna Elizabeth Hinkle-Turner**, Student Computing Services Manager (ACS).

#### New Graduates

Congratulations to all the recent graduates:

- **Graham Pocta**, Distributed Computing and Imaging Services Student Computer Technician (part-time), graduated with a Bachelor of Arts degree in Computer Science.
- **Emily Schleich**, Student Assistant, Planning and Administration (part-time), graduated with a Bachelor of Arts degree in Psychology.
- **DaMiri Young**, Computer Systems Manager, Research Computing Support (ACS) graduated with a Bachelor of Science degree in Computer Science.

#### New Babies



One just arrived and one is almost here. Congratulations to **Shane Jester**, Computer Systems Manager in Distributed Learning Support, and his wife Letty. Their brand new baby girl was born on 5/12/08 -- [Eve Cortez Jester](#).

Due, "any day now," David and Danja Franklin were feted with a [baby shower](#) recently. Danja is a Production Control Specialist in PeopleSoft Application Infrastructure Management (AIS) and David is a Computer Equipment Operator in Computer Operations (AIS).



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