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By the Numbers

ACS High-Performance Computing Initiative:

1,443,636 hours (164.8 years) of compute time logged to date (8 years)

319,632 hours (36.5 years) of compute time logged in the 2007/08 Academic Year

49,229 hours (5.6 years) of compute time logged in August, 2008

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Questions, comments and corrections for this site: lynch@unt.edu
Site was last updated or revised : November 16, 2008

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Campus Computing News

CITC Strategic Directions

Dr. Maurice Leatherbury, Associate Vice President for Computing and UNT's Chief Technology Officer

The Computing and Information Technology Center (CITC) has developed a strategic directions document that provides a comprehensive look at future services and products the CITC expects to be providing over the next five years. That document, *Strategic Directions, 2008-2013*, is available in printed form but can also downloaded as a PDF file from our Website:
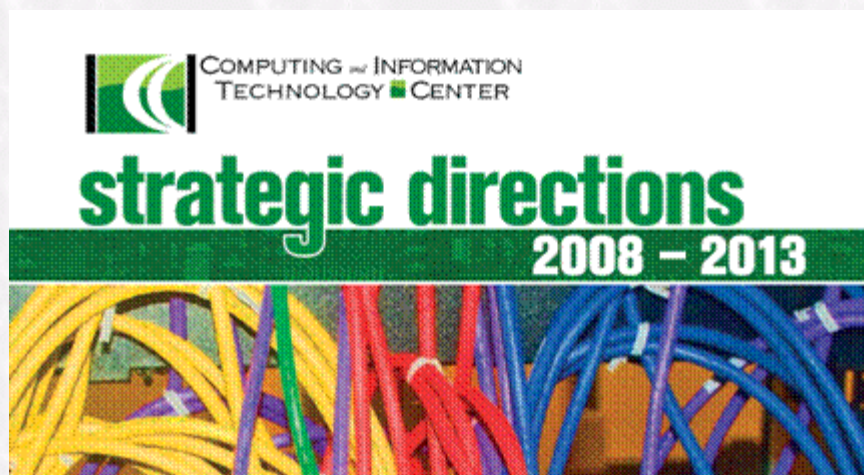
http://citc.unt.edu/files/strategicPLanLayout_FINAL.pdf

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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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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Protect Yourself From Phishing

By Gabe Marshall, Information Security Analyst

This is the second in a three-part series of articles the UNT Information Security Team prepared as a part of their own security awareness program. The first article was published last month in Benchmarks Online.

In recent years, UNT has become a common target of an increasingly popular email attack method known as "Phishing". The attack usually has no specific target (much like actual fishing), and uses various lures in attempt to trick users into believing the email is legitimate. Hackers who design and distribute these attacks are normally seeking passwords, social security numbers, or any other type of valuable information.

Specifically to UNT, the past year has shown several occurrences of email messages appearing to be from UNT IT Support asking users for their passwords. How come nothing is done to prevent these emails, you might ask? Unfortunately there is only so much that can be done from a technical standpoint. Email can easily be forged to appear benign due to the fact that the "TO" and "FROM" headers in email are largely arbitrary text. The best advice is to simply be careful with the emails you open and respond to. Pay special attention to the links you are about to click on as well as the type of information you are about to send out.

If you receive an email that you're not quite sure about, try to keep an eye out for any of the following telltale signs of common phishing emails.

- Emails not addressed specifically to you.

- Simple and reoccurring misspellings.

- Frequent grammar errors.

- Monetary offers for complying with their request.

- URLs (links) in the message body that do not match what is shown in the email footer.

Remember that sensitive information should never be requested through email, even if it appears to be from a valid source such as a bank, government agency, or even UNT. If you're still unsure about the legitimacy of an email, you can always forward it to the UNT Information Security team security@unt.edu, 565-

4062.

To find out more about Information Security and the training opportunities we have available at UNT, visit our website at www.unt.edu/security.

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Mean Green VM Machines

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

The future of IT at UNT is "green," according to an announcement made at the Distributed Computing Support Management Team (DCSMT) biweekly meeting Friday, November 7. The CITC Directory Services Team announced the availability of a new service that will reduce the total cost of IT at UNT and will result in better service to IT users.

CITC-hosted Virtual machines (VMs) utilizing state-of-the-art software and hardware will be provided to any department on campus that requests them (and signs the "Virtualization Service Level Agreement"). The "green" aspect of the service is that virtual machines are logically separate servers that reside on the same hardware, meaning that what used to require as many as 10 or more physical computer servers can reside on just one physical computer server.

Some of the advantages of virtual machines, and of the service that the CITC provides, according to Craig Terrell, Directory Services Manager, are:

- **Lower costs.** Since multiple servers are consolidated on a single piece of hardware, the cost per logical server can be much lower than purchasing new hardware for every server on campus. For example, a typical application server that would cost about $6,500 if purchased by an individual department can be "purchased" through Green VM at about $1,700 per year. Over the typical three-year life of a server, that saves a department $1,400.

- **Network support personnel can concentrate their efforts on supporting users because they don't have to worry about monitoring server hardware and backing up files onto tapes.** The CITC takes care of ordering the hardware, fixing it when it breaks, backing up files on to our enterprise-class backup systems, and monitoring the health of the hardware.

- **Reclaim valuable data center space.** Since you don't have to house your own hardware, you can reuse the space for more valuable purposes.

- **A More Reliable System can be provided by the CITC.** The CITC staffs a 24X7 data center that has a large uninterruptable power supply, backup air conditioning, a backup generator that protects our data center from extended city power outages, and a site that is secured with limited access to the machine room – video cameras are being added to further increase the security of the room.

- **Reduced capital spending**. Since you pay a fixed annual fee that is lower than the cost of purchasing your own hardware every three or four years,

you know what your costs will be from year to year. That means you don't have "spikes" in your IT budgets periodically.

- **Energy savings will benefit the entire University**. Although departments don't pay an electric bill for the energy used in their data centers, the energy consumed by the virtual machines is significantly lower than that consumed by multiple separate physical servers and can save the University a substantial amount leaving more funds for other endeavors.

- **Flexibility and speed of bringing new servers online will assist you in meeting critical requests.** Instead of having to place an order for new server hardware, waiting for it to be delivered, then setting up the new server, you can order a simple Green VM server from the CITC and have it operational in less than a day after approval.

For more information and/or to order a Green VM server, which can include Storage Area Network (SAN) & Backup Services, see http://vm.unt.edu. You can view a Power Point presentation on the estimated savings achieved with Virtual Machines here.

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EDUCAUSE in San Antonio -- "Making IT Work for Everyone"

By Claudia Lynch, *Benchmarks Online* Editor

The EDUCAUSE Southwest Regional Conference will be in San Antonio next year. The theme for the 2009 conference is "Balancing Acts: Making IT Work for Everyone." The conference will be held February 24 -26, 2009 at the Marriott Plaza San Antonio.

The conference, according to the website, "will examine solutions and strategies for meeting the broad range of technology needs that define the higher education experience. The increasing importance of demonstrating IT's value and the ubiquitous nature of technology as a resource require IT professionals to juggle many different perspectives. This conference will offer colleagues the opportunity to share insights on what works and how to prepare for the next big thing coming our way."

You can save money by registering before January 28, 2009. If you are interested in attending any pre-conference seminars, they begin the morning of February 24 and follow the full conference. The seminars are (separate registration and fee required):

- Leveraging Identity Management for Privacy, Security, and Compliance

- Managing Time and Priorities

- Building a Blueprint: Millennials, Web 2.0, and the Future of Learning

The full conference program runs from February 24 - 26, 2009 and follows four key tracks:

- Act 1: Balancing IT's Role in the Enterprise

- Act 2: Balancing Innovation and Operations

- Act 3: Balancing Learning 2.x

- Corporate and Campus Solutions

The General Session speakers are:

- Alan Levine -- Vice President, NMC Community & CTO
  The New Media Consortium (NMC)

- Susan M. Zvacek -- Director, Instructional Dev & Support
  University of Kansas

More Information? Visit the *EDUCAUSE Southwest Regional Conference 2009* website:
http://net.educause.edu/content.asp?SECTION_ID=372

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Today's Cartoon

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www.glasbergen.com

GLASBERGEN

"Our son went off to college, fell in love, got married
and had twins last summer. We really ought to
check his blog more often!"

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

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Don't Forget Our Monthly Columns!

By Claudia Lynch, *Benchmarks Online* Editor

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

- **By the Numbers** - Not really a column, but a new feature, giving you a glimpse behind the scenes of the volumes of data, spam, etc. processed, managed, and otherwise handled here at UNT.

- **RSS Matters** - "RSS Matters" is the monthly column written by the Research and Statistical Support Group in Academic Computing Services. Their articles focus on topics of a statistical and/or research methods nature. **This month's article is by Patrick McLeod. It is called "The State of SPSS @ UNT" This has been a hot topic on campus lately. 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 "No Escaping the Big G." What in the world does he mean by that? Click on the Network Connection link above to find out.

- **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's link is to a new stop on the "Tour of Student Computing Services at UNT" -- "Free – and Legal – Music, Videos and More." Click on the link above and check it out, it's not just for students!**

- **Helpdesk FYI** - A new monthly feature from the CITC Helpdesk. Each month they will tackle a topic that has been of particular interest to callers/visitors to the Helpdesk. **This month Richard Sanzone tells you all about the Campus VPN, something that could be very useful to you. 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.

  Need some research/statistical training? *Special classes* can

always be arranged with the RSS staff, and they are always available for consultation. **Click on the Short Courses link above for information about classes likely to be offered next semester and/or other training resources.**

- **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. The IRC is currently undergoing a reorganization, see the May 20, 2008 minutes for more information.**

- **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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Benchmarks Online

Network Connection

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

No Escaping the Big G

The move to bring the entire Internet to the palm of your hand progressed a bit recently with the September announcement of the T-Mobile G-1, the first mobile phone built on the open-source phone operating system named Android. The phones hit T-Mobile stores in late October and while the G-1 hasn't eclipsed the news of the U.S. Presidential election or the current world-wide economic turmoil, it does represent a first step that could change the communication and information landscape in a significant way.

Approaching Convergence

The G-1 at its simplest is cell phone that brings the world of Google to you in a compact package that you can hold in your hand. But to call it a phone is to limit the definition of its true capabilities. It represents further progress along the line of convergence we are seeing between phones, PDAs, and portable computers. Smart phones like the Palm Treo, Blackberry, and iPhone have all but eliminated PDAs (Personal Digital Assistant) unless you count the [iPod Touch](#) as the PDA for the new millennium. The G-1 is Google's answer to the iPhone, but with a few significant differences.

If you want to know all that the G-1 can do, you can visit the official [T-Mobile site](#) for the phone and view the videos, if you can stand the initial burst of busy music and video that introduces the gadget. You'll find that in addition to Google Maps and GMail, you can access other Google applications including You-Tube videos (which while actively embraced by the iPhone universe, remains a Google-owned service.) Integral to the G-1 is a web browser, Google Maps, and the Google search engine that we can't live without. Of course on the iPhone, you can access a Web Browser, Google Maps, and the Google Search engine that we can't live without. An important distinction of the G-1, however, is not that it's built on different hardware or software but that it is built upon a different philosophy.

What makes the Android tick?

The Android operating system that is the engine for the G-1 is based on the open-source Linux operating system. Linux is an operating system that supports all kinds of programs, so the G-1 is already starting with a set of applications that is potentially quite large. Linux is also a development platform for a lot of software creators, so finding people to write applications for Android is not a hard task. Finally, Android is not the property of Google. It is available to anyone who wants to make a new kind of cell phone, and available at no charge. So, any successes with the G-1 might spawn a whole bunch of other similar phones from different manufacturers which means more [choices](#) for people who are using those

phones.

A paradigm shift ...

So, it won't restore your 401K and it's not as historic as the election of the first African-American President of the United States, but the G1 could very well help change our methods of mobile communication and the way in which we interact with the world. When you have maps, and encyclopedias, and news sources, and dictionaries, and videos, and chat sessions, and the phone system all in your pocket, you may no longer be lost, or uninformed, or unknowing, or bored, or out of touch. The little brain in your pocket will make sure of that.

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

A new "stop" has been added to the "Tour of Student Computing Services at UNT," accessible off of the Helpdesk website.

The new stop is "Free – and Legal – Music, Videos and More," and is an effort to help everyone at UNT be *legal eagles*. Universities are particularly vulnerable to RIAA scrutiny and we all need to do our part to make sure that, in our quest to enjoy music, videos etc., we haven't broken the law. This webpage should help you do that:

http://www.unt.edu/helpdesk/studenttour/legaleagle.htm

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Helpdesk FYI

By Richard Sanzone, CITC Helpdesk Manager

Campus VPN

The University of North Texas Campus VPN is an interface that will allow you to connect remotely to on-campus resources. This will allow employees and students of the University of North Texas to work from off campus using resources they otherwise could not access. The connection from the user's machine to the Campus VPN is an encrypted connection which allows secure access to resources otherwise unavailable.*

Access the Campus VPN

- Go to http://vpn.unt.edu
 You will be prompted to login:
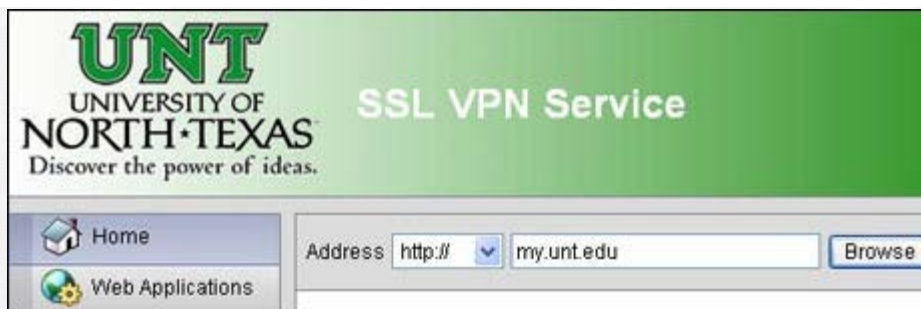

- Enter your EUID and UNT enterprise password. If you do not know your EUID and/or password, look here.

- Click the "Login" button.
 You will be logged into the Campus VPN.

Access a website using the Campus VPN

- Type the URL of the website in the "Address" field.

- Click the "Browse" button.
    Your browser window will have a small VPN menu on the top right:

- Click the "Home" button to go back to the VPN interface.

Logout of the Campus VPN

- Click the "Logout" icon on the VPN menu to logout of the Campus VPN.

Further Documentation

Look [here](#) for the full documentation of the campus VPN.

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[*] VPN is an acronym for **V**irtual **P**rivate **N**etwork For more information on VPNs see http://computer.howstuffworks.com/vpn.htm.

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IRC News

Minutes provided by Sue Ellen Richey, Recording Secretary*

No IRC minutes were available for publication this month.

The IRC is currently undergoing a reorganization, see the May 20, 2008 minutes for more information.

* For a list of IRC Regular and Ex-officio Members click here (last 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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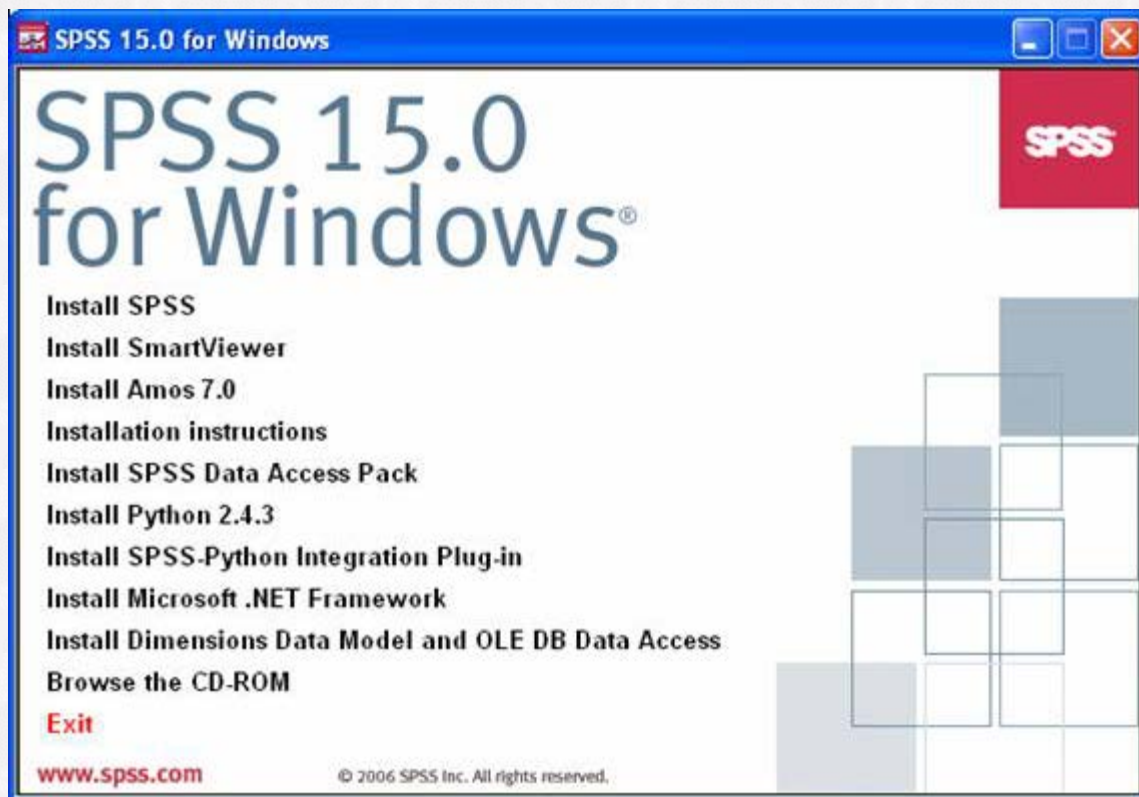## Research and Statistical Support
University of North Texas

RSS Matters

Link to the last RSS article here: *Statistics: a Clarification*. *- Ed.*

The State of SPSS @ UNT

By Patrick McLeod, Research and Statistical Support Services Consultant

At the end of January 2009, Academic Computing Services will end our support for SPSS 15 for Windows. SPSS 15 has been our standard for SPSS support for the last year for faculty, staff and lab users.

SPSS 15.0 for Windows

SPSS 15.0 for Windows®

Install SPSS
Install SmartViewer
Install Amos 7.0
Installation instructions
Install SPSS Data Access Pack
Install Python 2.4.3
Install SPSS-Python Integration Plug-in
Install Microsoft .NET Framework
Install Dimensions Data Model and OLE DB Data Access
Browse the CD-ROM
Exit

www.spss.com   © 2006 SPSS Inc. All rights reserved.

With SPSS' policy of offering support for the current version of their software and one version prior to the current version, we will be moving onto a different support matrix

effective for the Spring 2009 semester: SPSS 16 and SPSS 17.
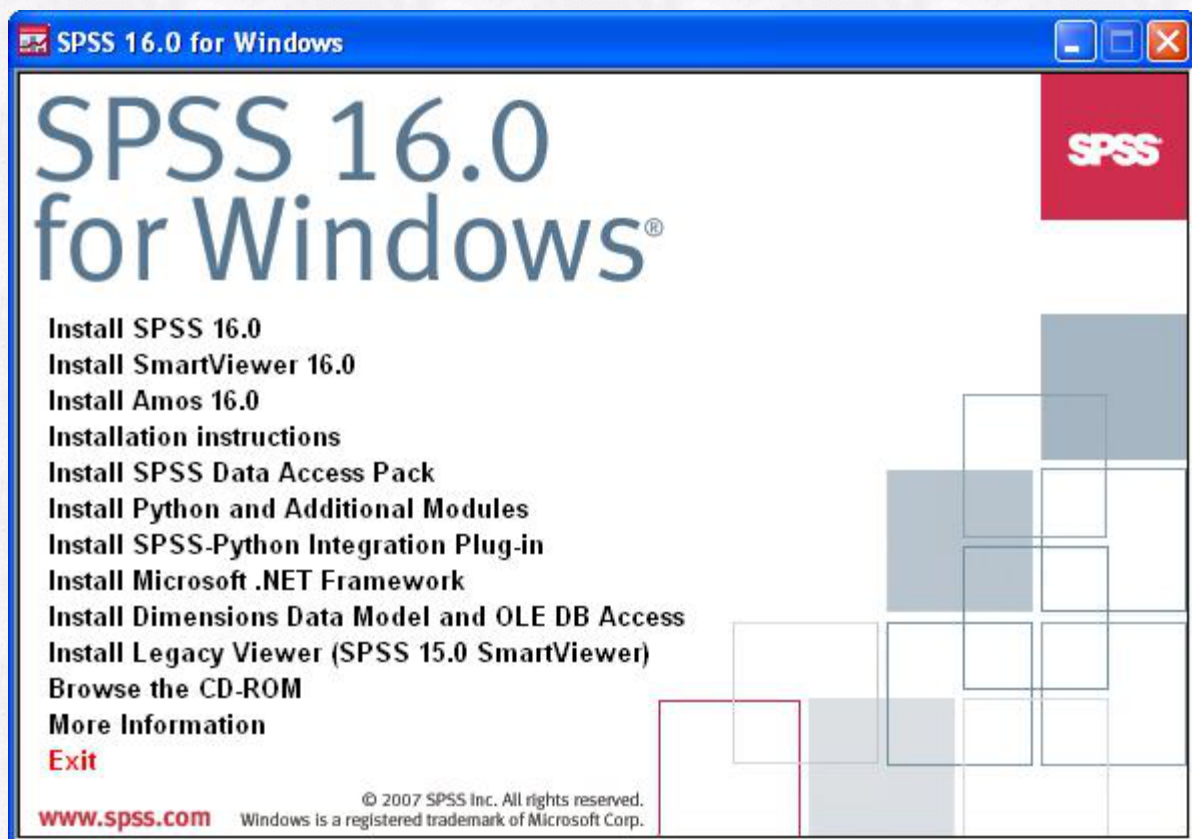
As many of you know, there were significant issues with SPSS 16. In the professional opinion of RSS staff, it took two large patches before SPSS 16 was suitable for deployment. By the time these two patches had been rolled out by SPSS, it was no longer feasible for us to deploy SPSS 16 on a wide scale. While there are some individual users of SPSS 16, the campus-wide standard has remained at SPSS 15 due to the number of issues that needed to be addressed with SPSS 16 over the last year.

In the next two weeks, we expect to receive and being production testing on SPSS 17. You can read more about SPSS 17's capabilities here (link to http://www.spss.com/statistics/). The early reviews on SPSS 17 are that it fixes many of the out-of-the-box issues that were problematic with SPSS 16 and adds several new features that enhance its usability, like a new syntax editor that highlights different commands , subcommands and keywords. Our goal at RSS is to throw the kitchen sink at SPSS 17 to ensure that it is robust and, if it successfully passes our tests, roll it out campus-wide for support for Spring 2009. This will include running a Sentinel LM license server so that SPSS 17 can be offered as the campus-wide standard for computer labs.

If we find the kind of problems that we did with SPSS 16, we will roll out the fully-patched SPSS 16 for campus-wide use for Spring 2009.

We do not expect any major changes to the SPSS products that we license for SPSS version

17. These products are:

- SPSS Statistics Base

- Tables

- Regression Models

- Advanced Models

- Classic Trends

- Categories

- Conjoint Analysis

- Custom Tables

- Trends

We have received quite a bit of interest in SPSS' structural equation modeling product AMOS in the last two years. We are investigating the cost and the logistics of adding AMOS to our existing SPSS license. Adding AMOS to our license is a tricky proposition due to the price of it (it runs to several thousand dollars for a handful of "seats" (licenses)) and the logistics of how we would deploy it given that we know we cannot afford to add it as an enterprise product. For anyone who has worked with AMOS for structural equation modeling at another institution, we do support the structural equation modeling package LISREL as well as the statistical platform SAS which also has structural equation modeling capabilities via PROC Calis.

Hopefully in time for *Benchmarks Online* publication next month, I will be reporting to you that SPSS 17 will be our standard for campus-wide use. That would be something we could all be thankful for and something that could get the holidays started off on the right foot! Until next time, happy computing!

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Short Courses

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

Well the fall semester was a bust in terms of short course offerings for the masses. As was stated last month, we've had problems with getting software installed in the location we plan to offer the courses. We also had some staff illnesses come into play.

Special classes can always be arranged with the RSS staff. See "Customized Short Courses" below for further information. Also, you can *always* contact the RSS staff for one-on-one consultation. **Please read the FAQ before requesting an appointment though.**

Surf over to the Short Courses page to see what sort of classes will likely be offered next semester. We promise.

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 Learning Enhancement, Assessment, and Redesign. 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 EIStrn@unt.edu.

Microsoft Outlook Training and more

The GroupWise to Microsoft Exchange Migration is complete. The Messaging Systems Group has all sorts of useful information on their website, including training information.

Central Web Support

Consult Central Web Support for assistance in acquiring "Internet services and support." As described on their newly re-designed website:

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

Tutorials are available from CWS on a variety of [topics](#).

CLEAR (was Center for Distributed Learning)

[CLEAR](#) 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 [CLEAR](#) 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

The UNT Information Security team has been 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.

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](#).

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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Benchmarks Online

Staff Activities

Transitions

New Employees:

- **Andrew Neiford**, Helpdesk Consultant (part-time).

- **Rudolph Bracey**, Computer Support Specialist, Data Communications.

- **Amruta Duggirala**, ACS GAL Consultant (part-time).

- **Jackie Fritts**, Programmer Analyst, Oracle Database Administration (AIS).

- **Christopher Shane Pierce**, Programmer, Data Warehouse & Reporting Infrastructure (AIS).

- **Robert Henry Manning**, Programmer Analyst, CITC Operations & Infrastructure Services (AIS).

- **Keifer Stone,** MMS Tech, Microcomputer Maintenance (part-time).

No longer working in the Computing and Information Technology Center:

- **Lakshminarayana (Laks) Chekuri**, ACS GAL Consultant (part-time).

- **John Howington**, MMS Tech, Classroom Support Services (part-time).

- **Joseph "Conner" Hagan**, MMS Tech, Classroom Support Services (part-time).

Changes, Awards, Recognition, Publications, etc.

Dr. Elizabeth Hinkle-Turner, Student Computing Services Manager (ACS), hit the jackpot last month. Not only was she presented with a Staff Contribution Award at the kick-off party for Staff Appreciation Week, she was also honored as a *Steve Miller Outstanding Employee* by the Vice President of Finance & Administration. She was presented with the award (consisting of a $1000 and a crystal award) at the President's Staff Sack Lunch on November 5. Congratulations Elizabeth!

Fun Fact Winners

The luck just keeps on coming for CITC staff fun fact participants. **Rong Wong**,

Programmer/Analyst, Payroll/HR Systems (AIS), was a winner in the Oct. 27 *InHouse* Fun Fact giveaway. **Golda George**, Programmer, Constituent Relationship Management Development Systems (AIS) was a winner in the Nov. 6 *InHouse* Fun Fact giveaway.

Service to UNT

Congratulations to **Marsha Parr**, Data Entry Operator, Data Management Services (ACS), **Howard Draper**, Computer Systems Manager, Information Security, and **Billy E. Huber**, Programmer Analyst, EIS Application Infrastructure Management. Parr was recently recognized for her **10 years of service** and Draper and Huber for their **5 years of service** in *InHouse*.

SECC Kudos

Patricia Bell, Administrative Services, our 2008 SECC Coordinator, sent the following note of congratulations out at the beginning of November:

YOU GUYS ARE AWESOME!!!!

I received our final total, and not only did we reach our goal, we exceeded it by $2355. Our final total **$22,355.** Your generosity will help ensure that needed services are available throughout the year.

My sincerest thanks to each of you for your contribution.

Patricia should get a medal for being the coordinator too! She's been the SECC coordinator for at least the past three years.

Originally published, November 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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